

Go PAPERLESS with eBill



GWP Electronic Bill Notification

With **eBill**, you have the convenience of eliminating delivery of your GWP paper bill through the mail. It's quick and easy!! Just sign up to receive an electronic notification of your GWP utility "eBill" at www.GlendaleWaterAndPower.com and pay your bill online through direct debit.

No paper, no hassle!

When your GWP utility bill becomes available, we will send an **eBill** notification to the email address you provide. Just Click on the link in the **eBill** notification to review your bill and pay your bill online. It's that easy. Your previous bills or statements will be available online for at least 12 months should you need to review them. You may also print your statements for your files.

Below are simple steps to take to go paperless with eBill.

From our web site, www.GlendaleWaterAndPower.com, CLICK on "Your Account". Follow the steps below.

1. Do you already have a GWP online account?

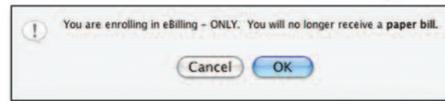
- YES** Log in and CLICK the "Change Pin/eBill" option on the left hand side of the page
- NO** CLICK "sign up now to access your account online" and follow the simple instructions, once you get to the PIN/EBILL SELECTION PAGE, choose a PIN/Password number.



2. How do you want to receive you GWP Utility Bill?

- eBill – Go Paperless and receive email notification that your new bill is ready online
- Receive BOTH email notification (eBill) and Hard Copy (paper bill) mailed
- Receive Hard Copy (paper) bill only

3. Enter your email address if you choose to receive email notification (eBill), CLICK on SUBMIT, once you have made your selection.



4. A pop-up window will appear stating "You are enrolling in ebilling only" CLICK OK

5. Click on "I Agree" once you have read the eBill Agreement

A window will appear confirming your password. CLICK on "Click Here" to log on to your account.

You can change the email address for the statement reminder at any time by accessing "Change PIN \ eBill" after you log into your account. If payment is not received by the due date on your statement and the account becomes past due you will **not receive** a reminder or final notice by email notification, instead the notice will be delivered by mail.

You may cancel "eBill" and receive paper statements at any time by selecting the "Change PIN \ eBill" link or by calling Customer Service at 818-548-3300.

Make paying your GWP utility bill hassle free by receiving your bill through **eBill** and paying it through our web site!

The City of Glendale presents
The 13th Annual Cruise Night
SATURDAY, JULY 15, 2006

★ In the heart of Glendale on Brand Blvd.
 ★ 5:30 - 10:30 p.m.

★ Over 350 classic cars
 ★ FREE live entertainment featuring your favorite tunes from the '50s & '60s

Information Hotline (818)548-6464 or visit www.ci.glendale.ca.us

ReSource Central

Glendale Water & Power Office Hours

Customer Services Hours: **Monday – Thursday 8:30 a.m. – 5:00 p.m. Fridays: 8:30 a.m. – 4:30 p.m.**
 Drive-Up Bill Payment Hours: **Monday – Friday 9:00 a.m. – 4:00 p.m.**
 Engineering Counter Hours: **Monday – Thursday 7:30 a.m. – 4:45 p.m. Fridays: 8:00 a.m. – 4:15 p.m.**
 CLOSED: Tuesday, July 4 for Independence Day

Glendale Water & Power Commission Meetings: 1st Monday of each month 4:00 p.m.
 Glendale City Council Chambers (except holidays)



GWP Electric Bill Questions: 818.548.3300	Water Emergencies: 818.548.2011	Senior Citizen Discounts: 818.548.3300	Smart Home Air Conditioning/Duct Programs: 1.877.422.2432 (toll-free)
GWP Water Bill Questions: 818.548.3300	Street Light Repair: 818.548.2011	Smart Home Surveys: 818.265.5062	Smart Business Lighting Rebates Program: 818.548.2750
GWP Automated Telephone Service: 818.548.3300	Trees in Electric Wires: 818.548.4861 or 818.548.2011	Smart Home Rebates: 1.866.557.1411 (toll-free)	Smart Business Energy Saving & Upgrade Program: 1.800.263.9313
GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062	Tree Power: 818.957.4425	Smart Home Solar Solutions: 818.548.2750	
Power Outage: 818.548.2011		Peak Hogs Program: 818.548.3300	

City of Glendale Website: www.ci.glendale.ca.us Glendale Water & Power Website: www.GlendaleWaterAndPower.com

From The **Source** Glendale Water & Power News
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Learn To Stay Safe Around Electricity



With the help of "Hazard Hamlet", an interactive demonstration model, GWP employees present programs about basic electric safety in Glendale Schools. The students are reminded about electric safety rules such as "the only object that belongs in an electric outlet is an electric plug; fly kites away from electric lines; don't use electric appliances when your hands are wet; on or off, an electric heater should never be used to dry wet clothes or other combustible materials."

You're never too young or too old to learn electric safety rules

We talk a lot about using electricity wisely to conserve energy. But using electricity wisely also refers to using electricity safely. Although most adults know and practice the basic electric safety rules, do you know what to do in an emergency situation? Here are a few suggestions from GWP that will help keep you safe in the event that your electricity goes off:

- Keep a flashlight in a handy location and replace the old batteries at least every 6 months. Using candles can create a fire hazard.
- Unplug all appliances, ie: TV, portable space heater, stereo, lamp, microwave, small kitchen appliances. With the electricity service off, you cannot determine if the appliances are turned on. When the electricity service is restored, these appliances may turn on without your knowledge.
- We suggest that you leave one or two light switches on so that you will be alerted when the service is re-established.
- In the event of an electrical fire, if possible, unplug the appliance or turn off the power at the control panel.
- Label the circuit breakers in your panel so you know which area it serves.

If for any reason an electric line falls, call GWP at 818-548-2011 to report it and then stay away from the fallen line. It is live and could cause serious injury or death.

Glendale Water & Power's Public Benefits Programs

A variety of money saving programs that help you save money, energy and water!

RESIDENTIAL AND LOW-INCOME PROGRAMS

Low-income guidelines have changed. Refer to the chart below to see if you qualify for our low-income programs

HELPING HAND

Provides up to \$150 in one-time electric bill payment or deposit assistance for low-income customers who are experiencing a temporary financial emergency. For an application, call (818) 548-3300.

SENIOR CARE

(Effective July 1) Provides monthly electric bill discounts of \$12.00 per month to low income seniors age 62 or older and low income customers age 55 or older on medical retirement or with permanent disabilities that prevent employment. For an application call (818) 548-3300.

COOL CARE

It's back! Low-income households can replace their old refrigerator with a new ENERGY STAR® model and save up to \$8 per month on their electric bill for a small co-payment of \$100. Landlords of low-income tenants can also apply for a new refrigerator for only \$200. All co-payments can be spread over a two-year period. To apply call (818) 548-3300.

2006 NEW Qualifying Income Guidelines for Helping Hands, Senior Care and Cool Care Programs	
Number of Household Members	Annual Income Eligibility Limit
1-2	\$28,600
3	\$33,600
4	\$40,500
5	\$47,400
For each additional household member, add \$6,900.	

GUARDIAN

Provides monthly electric bill discounts to GWP customers who have household members using life-saving medical equipment or are suffering from afflictions requiring special space conditioning. For an application call (818) 548-3300.

SMART HOME ENERGY & WATER SAVING SURVEY

A free in home survey of your home. Our certified contractors install \$50 worth of energy and water saving devices, and help you find the best way to save more money on your energy and water bills all free of charge! For an appointment call (818) 265-5062.

UPDATED SMART HOME SOLAR SOLUTIONS

Provides incentives to promote the installation of grid-connected solar photovoltaic systems. Receive up to \$4.00 per watt up to 50% of the installed cost, plus 100% of the customer costs for City permits necessary to install solar systems. For more information call (818) 548-2750.

NEW SMART HOME REFRIGERATOR RECYCLING

Save more than \$180 a year by recycling your old energy guzzling secondary refrigerator. Plus receive 6 free compact fluorescent lightbulbs and a one time \$25.00 discount off your electric bill. For more information call (818) 548-3300.

PEAK HOGS

Offers cash incentives to landlords/building owners of multi-family residential rental units to replace inefficient air conditioning units with new ENERGY STAR® qualified units. Incentives for new air conditioner units could equal as much as 50% of the installed cost of a new system! For more information call (818) 548-3300.

TREE POWER

Save energy throughout the year by planting shade trees around your house. Receive three free shade trees for your home, plus arbor guards, stakes, ties, a how to plant a tree DVD. Our arborist will work with you on finding the perfect location for your trees. For more information call (818) 957-4425.

SMART HOME ENERGY & WATER SAVING REBATES

Receive cash rebates on eligible products and appliances that help you save energy and water. New items have been added see the chart below. For more information call toll-free 1-866-557-1411 Some rebate amounts have been reduced, new home improvement products have been added and some items have been eliminated. Check the chart below for the latest products and appliances and rebates offered by GWP.

Appliances	Purchased Outside Glendale	Purchased Inside Glendale
ENERGY STAR Clothes Washer	\$60	\$80
ENERGY STAR Refrigerator	\$60	\$80
ENERGY STAR Dishwasher	\$30	\$40
Home Improvements	Purchased Outside Glendale	Purchased Inside Glendale
ENERGY STAR Room AC	\$50	\$60
ENERGY STAR Central AC	\$100/ton	\$125/ton
R30 Attic Insulation	\$0.10/sq.ft	\$0.125/sq.ft
Ultra Low-flush Toilets (1.3 gal.)	\$30	\$40
Dual Flush Toilets*	\$100	\$125
ENERGY STAR Programmable Thermostat	\$10	\$20
Solar Attic Fan*	\$100	\$125
ENERGY STAR Ceiling Fan*	\$15	\$20
CFL Torchiere*	\$10	\$15
Energy Efficient Pool Pumps/Motors	\$100	\$125
ENERGY STAR Windows	\$2.00 sq/ft.	\$2.50 sq/ ft

*New rebate items qualify for a rebate if purchased after July 1, 2006

Purchases on items that have a reduced rebate amount still qualify for the old rebate amounts if purchased prior to July 1, 2006.

SMART HOME AC TUNE-UP & DUCT TESTING

Tuning up your AC system can save you an estimated \$75-\$100 a year for up to 7 years! This program is provided by Proctor Engineering's certified local contractors using Proctor's CHECK ME! System to ensure your AC system is tuned for maximum efficiency. GWP will pay for the first \$50 of the AC test and if you have your ducts checked, GWP will also pay the first \$50 for this work too! If any leaks are found, then GWP will pay the first \$100 of the duct repair bill. For more information call toll-free 1-877-422-2432.

BUSINESS PROGRAMS

REVISED SMART BUSINESS ENERGY SAVING UPGRADE PROGRAM FOR SMALL BUSINESS

Small business customers can receive up to \$1250 in free energy and water saving upgrades through this simple hassle-free program. Our contractors will provide you with a free analysis of your business' electric and water usage and directly install \$1250 worth of energy and water saving devices, free to you, to help you reduce your monthly bills. For more information call 1-800-263-9313.

NEW PEAK HOGS FOR SMALL BUSINESS

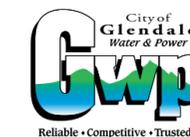
Replace inefficient old air conditioning units at your small business with new ENERGY STAR® units and get up to 50% back per unit. For more information call (818) 548-3300.

NEW SMART BUSINESS SOLAR SOLUTIONS

Provides incentives to promote the installation of grid-connected solar photovoltaic systems on small businesses. The incentives equal up to \$4.00 per watt, up to 50% of the installed cost plus 100% of the customer cost of obtaining City permits. For more information call (818) 548-2750.

SMART BUSINESS AC TUNE-UP & DUCT TESTING FOR SMALL BUSINESS

Tune up your small business's AC system and save an estimated \$75-\$100 a year for up to 7 years! Have a certified local contractor test your AC system and ducts. Contractors can offer this AC tune-up at a greatly reduced price of 75% or more off the cost of a regular tune-up! Call toll-free 1-877-422-2432 for an appointment.



June 7, 2006

Dear Valued Customer,

Glendale Water & Power (GWP) has been providing reliable electric and water service to customers for over 90 years. When other California cities faced rolling blackouts, utility bankruptcies, and soaring electricity rates, GWP was able to protect you from rate increases, while continuing to provide the high level of reliable service you have come to expect.

The last general GWP rate adjustment that included both base and fuel costs was in January 2003. Despite our best efforts, rising operational costs and the need to invest in our aging infrastructure now make a rate increase necessary. Over the next ten years, GWP will invest approximately \$100 million in distribution system improvements that will upgrade equipment we use to deliver power. This year alone, GWP has invested approximately \$25 million in distribution system upgrades. These investments will improve the reliability of the electric system.

In light of these issues, the Glendale City Council on May 30 approved the first GWP rate increase in over three years. The approved rate increase is to be implemented in two phases over the next two years starting July 1, 2006.

The decision to raise rates did not come easily. The average increase for each customer varies depending on the cost to serve each of them. Following are the percentage changes:

Effective Date	Residential	Small Commercial	Medium Commercial	Large Commercial
July 1, 2006	7.8%	4.5%	12.8%	17.8%
July 1, 2007	5.8%	4.9%	4.0%	5.1%

To help offset the effects of the rate increase GWP offers interested customers a variety of Public Benefit Programs that help reduce electric usage and electric bills. We encourage you to take advantage of these programs which are available to all customers. For more information on the rate increase and our Public Benefit Programs, please visit our Web site: www.glendalewaterandpower.com or call the Customer Service line at (818) 548-3300 to inquire about our free Public Benefit Programs.

Sincerely,

Ignacio R. Troncoso
Director, Glendale Water & Power