

# Create A Water-Smart Garden

## FREE GWP Landscape Classes Begin Again

Now is the ideal time to begin planning and preparing your landscape to plant a "California Friendly" garden in the early spring. Join us at one of our free Saturday morning classes and learn "how to create a beautiful, water-smart garden." All classes are free to customers of Glendale Water & Power and Crescenta Valley Water District.

### IN THESE CLASSES YOU WILL LEARN:

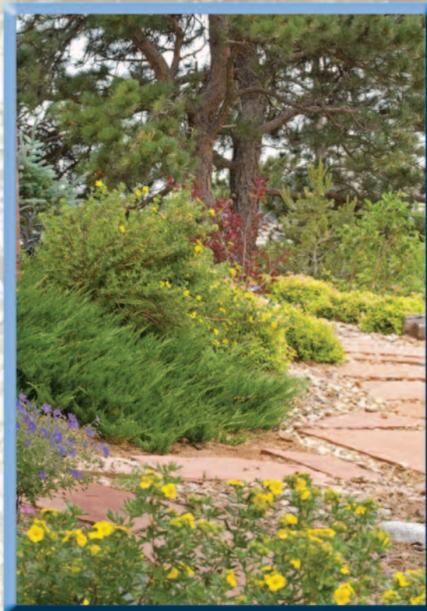
- Step by step tips on how you can plan and grow a water-smart garden;
- How to design/redesign your landscape for water use reduction;
- How to reduce your turf area and what you can use to replace your lawn;
- Information on California-friendly, low-water use plants.

## Winter Classes

|                                 |                         |                        |
|---------------------------------|-------------------------|------------------------|
| <b>Saturday, March 17, 2012</b> | <b>9:30 am-12:30 pm</b> | <b>In La Crescenta</b> |
| <b>Saturday, March 31, 2012</b> | <b>9:30 am-12:30 pm</b> | <b>In Glendale</b>     |
| <b>Saturday, April 21, 2012</b> | <b>9:30 am-12:30 pm</b> | <b>In Glendale</b>     |
| <b>Saturday, May 12, 2012</b>   | <b>9:30 am-12:30 pm</b> | <b>In Glendale</b>     |

Space is limited and classes fill up quickly. Call or e-mail to reserve your place: **818-548-4828** or **vavetisian@ci.glendale.ca.us**. Class location information will be provided when you make your reservation. More classes will be added in June.

Take home a FREE kit of Water-Saving Devices worth over \$35.



# GWP has the Answer!



**Q Is there another way for me to have my utility bills paid automatically?**

**A In addition to paying your bill through our website, another convenient way is through our 'Direct Payment Plan' option.** With your authorization, GWP will automatically deduct the exact amount of your bill from your checking account on the billing due date. While enrolled, you will continue to receive a copy of your regular utility bill with the amount and payment due date. You may obtain an application by visiting our website at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) or by calling Customer Service at (818) 548-3300.

## Want the latest updates from GWP?



Like us on Facebook  
[www.Facebook.com/GlendaleWaterAndPower](http://www.Facebook.com/GlendaleWaterAndPower)

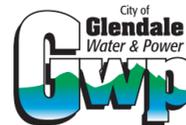


Follow us on Twitter  
[www.Twitter.com/COGwaterpower](http://www.Twitter.com/COGwaterpower)

## 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.



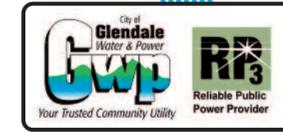
Glendale Water & Power Commission Meetings: 1st Monday of each month at 4:00 p.m. Glendale City Council Chambers (except holidays)

|  |  |   |  |
|--|--|---|--|
| GWP Electric Bill Questions:<br><b>818.548.3300</b>                                | Water Emergencies:<br><b>818.548.2011</b>                              | Glendale Care:<br><b>818.548.3300</b>                       | Smart Home Air Conditioning/Duct Programs:<br><b>1.877.422.2432</b><br>(toll-free) |
| GWP Water Bill Questions:<br><b>818.548.3300</b>                                   | Street Light Repair:<br><b>818.548.2011</b>                            | Smart Home Surveys:<br><b>818.265.5062</b>                  | Smart Business Energy Saving & Upgrade Program:<br><b>1.800.263.9313</b>           |
| GWP Automated Telephone Service:<br><b>818.548.3300</b>                            | Trees in Electric Wires:<br><b>818.550.4584</b><br><b>818.548.2011</b> | Smart Home Rebates:<br><b>1.866.557.1411</b><br>(toll-free) | Water Waster Hotline:<br><b>818.550.4426</b>                                       |
| GWP Automated Telephone Service For Hearing Impaired (TTY):<br><b>818.409.7062</b> | Tree Power:<br><b>818.957.4425</b>                                     | Smart Home Solar Solutions:<br><b>818.548.2750</b>          |  |
| Electric Emergencies:<br><b>818.548.2011</b>                                       | Solar Solutions:<br><b>818.548.2750</b>                                | Peak Hogs Program:<br><b>818.548.3300</b>                   |  |

City of Glendale Website: [www.ci.glendale.ca.us](http://www.ci.glendale.ca.us) Glendale Water & Power Website: [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)  
Facebook: [www.facebook.com/GlendaleWaterAndPower](http://www.facebook.com/GlendaleWaterAndPower) Twitter: [www.Twitter.com/COGwaterpower](http://www.Twitter.com/COGwaterpower)

# From The Source

141 North Glendale Ave., Level 2, Glendale, CA 91206



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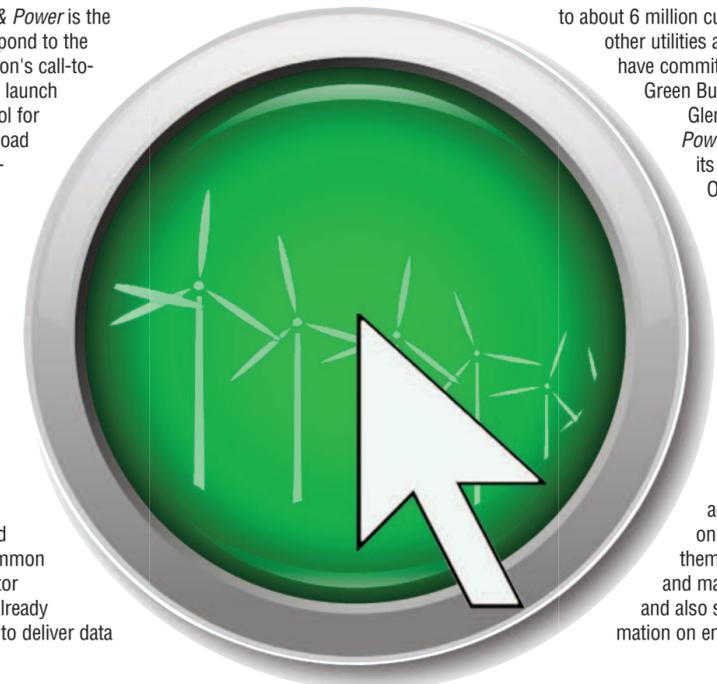
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## Empowering Customers with a Green Button

Glendale Water & Power is the newest utility to respond to the Obama Administration's call-to-action for utilities to launch a "Green Button" tool for customers to download their detailed household energy usage with a simple click of a button.

Glendale Water & Power executives recently attended a Green Button event in Santa Clara CA, where utilities and smart grid vendors publicized the launch of what could be a nationwide standard for delivering household energy data in a common format. Large investor owned utilities are already using Green Button to deliver data



to about 6 million customers, and other utilities across the country have committed to adopt a Green Button in 2012. Glendale Water & Power will work with its current vendor, OPower, to deliver Green Button data to customers through GWP's on-line portal, which is currently being developed in-house. The new portal, which GWP plans to call My Connect, will give customers access to a variety of online tools to help them pay their bills, see and manage their usage and also share tips and information on energy conservation.

## Water Rate Information

Glendale Water & Power's Public Hearing on the proposed water rate structure and revenue increase will be on March 20, 2012 at 6:00 p.m. in City Council Chambers.

The proposed tiered structure and revenue increase will help the utility maintain revenue in order to fund capital improvement projects that will help improve and maintain our water infrastructure so our customers can continue to rely on the delivery and reliability of clean water.

Glendale Water & Power is

sharing this process with the community and is interested in obtaining feedback and addressing all customer questions and concerns. If you would like to submit a question regarding the proposed water rate structure, please visit the GWP website [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) and click on the "Contact Us" button on the bottom of the page. Once there, scroll down, fill in the form and from the drop down menu select "Water Rate Questions". All questions submitted including GWP

answers will be posted anonymously in a Frequently Asked Questions page on our website under the residential tab titled "Water Rate Frequently Asked Questions."

We also encourage all customers to visit our website to use our online water rate calculator to plug in their water usage and understand the proposed tiered structure. The website also contains the Financial Services Report on the rate restructure that was presented to our City Council and GWP Commission.

## Your electronics use energy, even when you're not using them.

Compare energy use of turned-off electronics to a light in use.

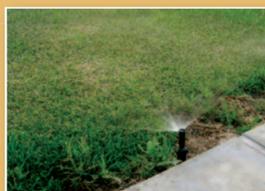


## CONSERVATION

### CORNER

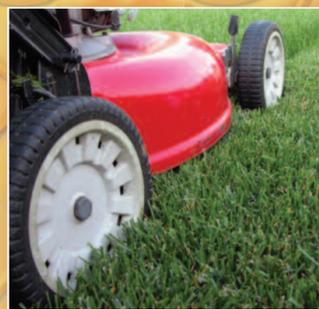
## Saving Energy and Water At Home

### Simple Ways to Save Water Outdoors



#### Reduce The Amount Of Water-Thirsty Grass.

Keep only what you need and replace the rest with drought-tolerant plants, and permeable paving. For a list of plants to choose from, visit [www.bewaterwise.com](http://www.bewaterwise.com).



#### Adjust Your Lawn Mower To A Higher Setting.

A taller lawn shades roots and holds soil moisture better than if it is closely clipped.



#### Do I Need Mulch?

A layer of mulch can provide shade for your plants, reducing evaporation and saving hundreds of gallons of water each year. Before going out to purchase mulch, check with the City of Glendale if free mulch is available by contacting Public Works Maintenance Services at 818-548-3950.

#### Use Water Wisely.

Turn off sprinklers a few days before a rainstorm and keep sprinklers off after it rains. Don't know if you should water? Step on your grass. If it springs back when you lift your foot, it doesn't need water.

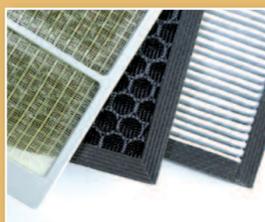
#### Keep The Water On The Lawn.

Remember to adjust sprinkler heads frequently so you are not watering the sidewalk, driveway or streets. Look for sprinklers that keep water close to the ground rather than sending a fine mist or spray high into the air. This will help reduce evaporation as well as keep the water on the lawn.

### Simple Ways to Save Energy Indoors

#### Replace Your Porch Lights or Lights Outside Of Apartment Buildings.

One of the most frequently used light fixtures in a home is an outdoor porch light. Save electricity by replacing yours with a motion sensor or photocell light that turns off and on automatically. Using a CFL instead of an incandescent light will also help save energy.



#### Clean or Replace Air Filters As Recommended.

Energy is lost when air conditioners and hot-air furnaces have to work harder to draw air through dirty filters. Cleaning a dirty air conditioner filter can save 5 percent of the energy used.



#### Get A Smart Power Strip.

A smart power strip completely cuts off energy to devices when they're not in use, simply by turning off one switch, thus reducing energy usage. Seventy five percent of the power home electronics and appliances consume is when they are not in use (see page 2).

## Get the Latest Updates From GWP



To receive the latest information from Glendale Water & Power, subscribe to our email updates. Go to [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) click on the e-mail sign-up and enter your information. You will receive information only from GWP on our programs and services.

You can also find the latest updates from GWP on Twitter and Facebook. Follow us on Twitter @COGwaterpower or like us on Facebook @GlendaleWaterAndPower.

## SIGN-UP FOR E-MAIL ALERTS

## RESIDENTIAL ELECTRIC VEHICLE HOME CHARGER REBATE PROGRAM

GWP is offering a \$200 rebate to the first 100 single-family residential electric vehicle owners that install a level 2, 240-volt charging station with a Safety Socket Meter Panel.



For more information please call 818-548-3300 or visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).

## We Want Your Feedback

GWP is looking to improve its utility bill. Please take a few minutes to tell us what you think about your current utility bill by visiting [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) and click on the bill survey in the top right corner.

