

The Benefits of Smart Meters

Our **Smart Meter** installations are about 85% complete. After all meters are installed we will start introducing our customers to the variety of benefits that a **Smart Grid** can offer them. Modernizing our electrical and water infrastructure by integrating new technologies will help bring our system into the 21st century in order for us to meet the future needs of our community in a safe, reliable and environmentally responsible way. The best way to understand how the Smart Grid helps you and give you some insight to some of the immediate benefits of **Smart Meters** ask yourself some of the following questions.



1. How much is my water and electric usage now? How much will my next GWP bill be? Previously, you wouldn't know these answers until you received your next GWP bill. With **Smart Meters** you will see your usage in near real time online and through future in-home displays. Your usage and information is communicated and displayed securely for you to make informed choices about your usage.
2. Suppose you have a water leak on your property? You may not know about this leak until you receive your high water bill two months from now. With **Smart Meters**, you could be alerted of a water leak saving you hundreds of dollars.
3. To help keep your utility bills down, should you reschedule use of some of your appliances? You won't know this with your old meter. The **Smart Grid** gives you access to your usage online so you know the time of the day you are using the most power, and plan accordingly to take action to conserve and save money.

The new meters will provide enhanced and timely usage data that customers will have access to and that information will be highly secure. Moving towards the **Smart Grid** will give our customers new tools to better manage their energy and water use and make informed choices that save money and help the environment that they couldn't have with traditional meters.

Glendale *Water & Power's* website includes multiple resources, information and peer reviewed journals and reports on the safety and benefits of **Smart Meters**. We encourage customers to learn more about the benefits of **Smart Meters** by reading this information. Visit www.GlendaleWaterAndPower.com.

Meter Tampering Is A Crime

Glendale *Water & Power* working with the Glendale Police Department recently identified two customers that have been stealing electricity and water by tampering with their house meters. Energy and water theft is a crime and misdemeanor or felony charges may be filed against these customers. Anyone that is found stealing from the utility may be prosecuted. Meter tampering and theft of utility services affect all of us. Both are illegal acts that not only result in increased costs for our customers, but also create hazardous conditions that can result in serious injuries, electrocution, explosions, and death!

Glendale *Water & Power* staff continuously inspects electric and water service to identify those that are unlawfully manipulated. In the last two years GWP has identified approximately 150 customers that had tampered with their meters or had unmetered service. All were investigated which resulted in recovering \$42,000 in back billed usage and fees. Electric and water theft affects the utility in many ways including loss of revenue, increased costs and safety to employees and our customers.

With the installation of new Smart Meters, water and energy losses will be more easily detected.

Any person who diverts utility services, prevents any utility meter from performing its measuring functions, tampers with property owned by the utility to provide utility services, or makes any connection or reconnection with property owned by the utility without authorization is in violation of California Penal Code, Section 498, and may result in misdemeanor or felony charges being filed. In addition, service may be disconnected, a tampering fee of \$250 will be charged, as well as other associated costs, such as damaged equipment, amount of stolen electricity or water, and investigative costs.

Glendale *Water & Power's* concern is about the safety of our customers and our employees. Energy and water theft results in increased costs for all of us. Smart Meter technology allows for the meter to communicate wirelessly through two-way communications, and will notify GWP if meter tampering occurs. Our employees are trained to detect signs of meter tampering and theft of utility service and will be checking on meters if alerts are received. If you suspect someone is tampering with a meter or stealing water or electricity, please report it immediately by calling our anonymous Theft Hotline at (818) 550-TIPS (8477) or filling out our online theft reporting form at www.GlendaleWaterAndPower.com.



The City of Glendale presents
The 10th Annual
Cruise Night
Glendale's blast to the past!
Saturday, July 16
5:30 p.m. to 10:30 p.m.
Brand Boulevard - In the heart of Glendale

Bring your family and enjoy an evening of classic cars, community displays, and live entertainment featuring Paul Revere and the Raiders! Restaurants and stores will be open for business. This event is for all ages and admission is FREE!

Information Hotline: (818) 548-6464 www.glendalecruisenight.com

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.**

City will be closed on Monday, July 4 for Independence Day

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:
818.548.3300

GWP Water Bill Questions:
818.548.3300

GWP Automated Telephone Service:
818.548.3300

GWP Automated Telephone Service For Hearing Impaired (TTY):
818.409.7062

Electric Emergencies:
818.548.2011

Water Emergencies:
818.548.2011

Street Light Repair:
818.548.2011

Trees in Electric Wires:
818.550.4584 or
818.548.2011

Tree Power:
818.957.4425

Solar Solutions:
818.548.2750

Glendale Care:
818.548.3300

Smart Home Surveys:
818.265.5062

Smart Home Rebates:
1.866.557.141
(toll-free)

Smart Home Solar Solutions:
818.548.2750

Peak Hogs Program:
818.548.3300

Smart Home Air Conditioning/Duct Programs:
1.877.422.2432
(toll-free)

Smart Business Energy Saving & Upgrade Program:
1.800.263.9313

Water Waster Hotline:
818.550.4426

From The **Source** Glendale *Water & Power* News

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

June 2011 ● Volume 11, Number 2

Reliable City of Glendale *Water & Power* GWP Your trusted Community Utility

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Glendale "Phase 1: Voluntary Conservation"

We had great rainfall this last year and past season. Even though the Governor declared an end to California's drought, we must always be water wise because water shortages and droughts are very common for our state. On May 24th the Glendale City Council voted to switch Glendale back to Phase 1, Voluntary Conservation. The threat of a drought is temporarily over, however the water shortage which forced Southern California into mandatory conservation may still loom.

Since 2009 Southern California has been dealing with a water shortage because of pumping restrictions to protect an endangered species of fish. This water shortage affected our water supplier, the Metropolitan Water District (MWD), who lost 1/3 of its supply due to court rulings limiting pumping water from Northern California. As a result of this water supply loss and several years of drought, cities and water agencies in Southern California were asked to reduce the amount of water they buy from MWD. To comply, Glendale declared Mandatory Water Conservation in August 2009.



Efficient water use will always be important for Southern California since our supplies are unpredictable from one year to the next, and are stretched thin by regulations to protect the environment and increasing population. Even though we are no longer in mandatory conservation, we always encourage our residents to conserve however they can. Visit our website for more water conservation information www.GlendaleWaterAndPower.com.

Summer Energy & Water Saving Tips

During the summer months we tend to use more energy and water, which translates into higher bills. So to keep summer cooling and other costs down, below are some tips to help save you money and conserve.

Energy Saving Tips:

- Tune-up your air conditioning unit so it is working at its highest efficiency. Call GWP's AC Tune-up program so you can save as much as 17% on your cooling bills this summer or about \$50 to \$60 per year, call 1-877-422-2432 to schedule an appointment.
- Clearing out the exhaust hose at the back of the appliance, and the lint filter regularly helps your dryer's performance and saves you as much as \$35 a year on energy costs.
- Electronics such as clocks, microwave ovens, and cell phone chargers consume energy when they're plugged in – even if they are not in use. In fact 75% of the electricity used to power home electronics is consumed, while they are turned off. It's easy to combat these "phantom loads". Unplug these appliances when not in use, or plug them into a power strip and switch them off all at once .
- Compact fluorescent light bulbs use as much as 75% less energy and last up to 10 times longer than standard incandescent light bulbs. CFLs are now available in different sizes, colors and dimmable options.
- Use ceiling fans if possible, they save as much as 40% on summer cooling costs by making a room feel up to 8° cooler.
- Seal air ducts, 30% of your home's conditioned air escapes from air ducts. Don't know where they are? Call for a free residential in-home survey through our Smart Home Survey program. Our surveyors will perform a blower door test to find those hidden air gaps. Blower door tests apply to single-family homes only. Apartment buildings can still receive a free in-home survey and we will install up to \$50 worth of free energy and water saving devices to help you save energy, water and money! (818) 265-5062.
- Move your thermostat up 2°, you will barely feel the temperature difference, and you could save up to 10% on your electricity bill. If you want to come home to a cool home, when you leave after 80°.
- For every 10° you reduce your water heater temperature, you can save 3-5% in energy costs. Lower the setting of your water heater to 120°.



Water Saving Tips:

- Fix all leaky faucets inside and outside – a single drippy faucet can waste up to 20 gallons of water a day!
- Consider installing a drip irrigation system. Drip irrigation systems use approximately 50% less water than conventional watering techniques. Water from drip irrigation is less likely to evaporate before reaching plants because the water is directly applied to the plants' roots.
- Before you water your grass, step on it. If the blades spring back, wait a day or two before watering. Your lawn needs about one inch of water per week.
- Allow your lawn to grow 3-3 ½ inches tall. A taller lawn encourages deeper root growth and shades the soil from moisture loss.
- Check on your sprinklers regularly. Adjust them if they are watering sidewalks and driveways.

For more tips visit www.GlendaleWaterAndPower.com

Want the latest updates from GWP? Like us on Facebook
www.Facebook.com/GlendaleWaterAndPower
 or follow-us on Twitter
www.Twitter.com/COGwaterpower

Free Landscape Classes

Learn To Create a Water Wise Garden

Now is the ideal time to begin planning and preparing your landscape to plant a "California Friendly" garden in the early fall. Waterwise, we had a fruitful winter. Rain drenched us for many days. The snowpack in the mountains is deep and wet, and the water in storage is slowly returning to safe levels, but as history has shown, a wet year is invariably followed by multiple dry years. Therefore, it is essential that the wise use of water here in Southern California become a way of life. With this in mind, more and more customers are becoming interested in converting their water guzzling landscapes to low-water-use gardens.

To learn more, join us at one of our free Saturday morning classes and learn "how to create a beautiful, water-smart garden".

In these free 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.

Summer Classes:

July 9, 2011 9:30 a.m. - 12:30 p.m. in Glendale
August 6, 2011 9:30 a.m. - 12:30 p.m. in Glendale

All classes are free to residents of Glendale, Pasadena and Crescenta Valley Water District. However, class space is limited, so please call or e-mail to reserve your place: **818-548-3280** or jgaines@ci.glendale.ca.us. Class location will be provided when you make your reservation.



Shade Trees Help Cool Your Home And Protect The Environment

Get up to 3 FREE shade trees from GWP

Our Tree Power program offers eligible residential customers up to three free shade trees from a list of 30 different varieties. You can pick which semi-mature shade trees you want delivered to your home! Properly planted shade trees can help residents save 10%-50%, and enhance the beauty of their home, and help the environment. For more information about the TREE POWER program call our arborist at **(818) 957-4425** or visit www.GlendaleWaterAndPower.com.



Glendale Water & Power's Low-Income Programs

How can you save on a small income? Glendale Water & Power's low-income programs are designed to help customers save money along with protecting the environment. For all GWP's low-income programs your household income must meet the current income guidelines below. These guidelines are updated each year on May 1st and take affect June 1st.

Glendale Care: Offers a \$10.00 monthly GWP electric bill discount to eligible low-income customers. Most customers receive a bi-monthly bill, which accumulates to a savings of \$20.00 on each electric bill!

Helping Hand: Eligible low-income customers facing hardships due to unemployment, unexpected medical expenses or death in the family may qualify for a one time bill or deposit assistance of up to \$150 in order to continue their electrical service.

Cool Care: Eligible low-income customers can replace their old refrigerator (must be at least 10 years old) with a new ENERGY STAR refrigerator for only \$100. Customers will be charged \$8.33 per bi-monthly bill over the next two years until the \$100 co-payment has been paid. This program helps customers save energy, money and receive a new refrigerator for an affordable price! Landlords can also apply for low-income tenants. The fee for landlord owned refrigerators is a \$200 co-pay placed on the landlord's bill.

2011 Qualifying Income Guidelines

Number of Household Members	Maximum Gross Annual Income
1-2	\$31,800
3	\$37,400
4	\$45,100
5	\$52,800
For each additional household member add \$7,700	

Restrictions apply for all programs. To apply or for more information on Glendale Water & Power's low-income programs call our customer service department at **(818) 548-3300**.

What's GWP Doing Now?

Why are these GWP workers blocking an alley behind east Wilson? They are pulling high voltage cables from an underground vault to the construction site to provide temporary power for the construction crew. When the office building is completed, our electrical crew will return to energize the building permanently.



Come Have Coffee with GWP

Learn about our new Smart Meters and other money saving programs. We invite you to join Glendale Water & Power for coffee and refreshments at a park near you! We look forward to talking with you about our Smart Grid project, water conservation, energy efficiency and Public Benefit Programs.

Saturday, July 16, Dunsmore Park
4700 Dunsmore Ave., La Crescenta, CA 91214
 11:00 a.m.-1:00 p.m.

Saturday, July 30, New York Park
4525 New York Ave., La Crescenta 91214
 11:00 a.m.-1:00 p.m.

For more information on GWP's Smart Meters, visit http://www.GlendaleWaterAndPower.com/smart_meters.aspx. Dates and locations are subject to change, please check the website above for changes or call **(818) 548-3884** to confirm date and location.



The box above is a QR code. A QR code (short for Quick Response) is a specific matrix barcode readable by QR barcode readers that you can download for free on your smart phone. The information encoded can be text, a URL or contact information. In this case it is a link to our Smart Grid page on our website.