

Creating Your Water-Smart Garden



Free Landscape Classes

The long, hot summer weather is almost over. Yet, you still have time to plan and prepare your landscape for planting a "California Friendly" garden in the fall.

Despite the fact that water year 2010-2011 was a very wet year, history has shown that a wet year is more often than not 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.

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.

October Classes:

Saturday Oct. 1 . . 9:30 a.m. - 12:30 p.m. . . in Glendale

Saturday Oct. 15 . 9:30 a.m. - 12:30 p.m. . . in La Crescenta

Take Home A
FREE Kit Of
Water-Saving
Devices Worth
Over \$35

All classes are free to residents of Glendale, Pasadena and Crescenta Valley Water District. 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.

What's GWP Doing Now?

Climbing poles above Brand Park are recent graduates from the Verdugo Power Academy (VPA). This successful job-training program prepares future apprentices to work in the utility industry by giving them hands-on instruction from experienced GWP electrical staff. The job training program, which began several years ago, is sponsored by Glendale Water & Power, Glendale Community College and the Workforce Investment Board. These graduates completed 400 hours of training, including 200 hours of optional climbing instructions. Graduates from the VPA receive a certificate of completion that qualifies them for entry level positions within a utility. Those receiving the optional 200 hours of climbing training, qualify for an apprenticeship position to become future linemen.



Photo of GWP Linemen at the Brand Training Facility

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GWP has the Answer!



What type of information can I access on my eCARE web account?

Glendale Water & Power's eCARE Online Service provides you access to your utility account 24 hours a day, 7 days a week... eCARE allows you to access your billing history, payment history, electric and water reads and consumption, as well as the opportunity to pay your bill with a credit card or electronic check.

You may also submit service requests and ask personalized questions regarding your account directly to GWP Customer Services. To set up an account, simply go to www.GlendaleWaterAndPower.com, and click on "Your Account" on the top right.

Want the latest updates from GWP? Like us on Facebook
www.Facebook.com/GlendaleWaterAndPower
 or follow-us on Twitter
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.**
City will be closed on Monday, September 5 for Labor 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	Water Emergencies: 818.548.2011	Glendale Care: 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 Energy Saving & Upgrade Program: 1.800.263.9313
GWP Automated Telephone Service: 818.548.3300	Trees in Electric Wires: 818.550.4584 or 818.548.2011	Smart Home Rebates: 1.866.557.141 (toll-free)	Water Waster Hotline: 818.550.4426
GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062	Tree Power: 818.957.4425	Smart Home Solar Solutions: 818.548.2750	
Electric Emergencies: 818.548.2011	Solar Solutions: 818.548.2750	Peak Hogs Program: 818.548.3300	

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

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GWP's Smart Grid Project Among Best In Nation

Glendale Water & Power's (GWP) **Smart Grid Project** received the highest customer score of all smaller utilities and was among the highest scoring for all 120 utilities responding to the Smart Grid Maturity Model (SGMM) Survey facilitated by the California Energy Commission Public Interest Energy Research Division's project, "Defining the Pathway to California's 2020 Smart Grid for Publicly Owned Utilities"

The survey proves that GWP has put down a strong foundation for its Smart Grid Project. Now we can focus on the customer experience and on the responsibility, sustainability and the efficiency of moving GWP into the Smart Grid.

The Smart Grid Maturity Model is a management tool that helps utilities plan smart grid implementation, prioritize options, and measure progress.

The SGMM is hosted by the Software Engineering Institute as a resource for industry transformation with the support of the U.S. Department of Energy and input from a broad array of stakeholders.

The Smart Grid Maturity Model measures utilities in eight domains from Strategy Implementation to Societal and Environmental Responsibility and ranks them from levels 1-5 on their maturity model. Glendale Water & Power scored in the highest maturity level 5 for breaking new ground, having an industry leading innovation in the strategy and the organizational structure of its Smart Grid project. These are two of the most important domains that will ensure a successful project down the line. Visit our website for more information on the Smart Grid Project www.GlendaleWaterAndPower.com.

Take Advantage of Money Savings Programs!

Glendale Water & Power currently has many Public Benefit Programs available to help customers save money and do their part to help conserve energy and water. These programs are saving an estimated 66,600 mWh each year, enough to power 9,000 homes for a year. Read about our programs below and discover what's in it for you!

LOW-INCOME RESIDENTIAL PROGRAMS	HOW WILL THIS PROGRAM BENEFIT ME?
Glendale Care	Receive a \$10 discount per month on your electric bill. The total discount applied will be \$20 on a bi-monthly electric bill.
Cool Care	Receive a new ENERGY STAR refrigerator for only \$100 by replacing your old energy inefficient refrigerator. A new refrigerator with an ENERGY STAR label uses 40% less energy than the conventional models sold in 2001 or before.
Helping Hand	Receive a one-time bill payment or deposit assistance of up to \$150 if you are facing a temporary financial emergency. Call for full program guidelines (818) 548-3300.

RESIDENTIAL PROGRAMS	HOW WILL THIS PROGRAM BENEFIT ME?
Smart Home Energy and Water Saving Surveys	Receive a free in-home survey of your energy and water usage. Our certified contractors help you find the best ways to save money on your energy and water bills. We also install \$50 worth of energy and water saving devices free.
Smart Home AC Tune-Ups	Save money and energy by tuning up your AC system. You can save as much as \$50 - \$60 a year for up to six years! Call 1-877-422-2432 for a list of local contractors who can test and repair your AC at a lower cost.
Smart Home Refrigerator Recycling	Recycle your secondary refrigerator in your garage or spare room and receive six free compact fluorescent light bulbs (CFL) and one-time electric bill discount from GWP. CFLs use as much as 75% less energy and last up to 10 times longer than standard incandescent light bulbs.
Smart Home Rebates	Receive cash rebates on qualified energy and water saving products. Call 1-866-557-1411 for a rebate application. Water saving rebates are also available through the Metropolitan Water District's Water Smart Program. Visit www.socalwatersmart.com or call 1-888-376-3314.
Peak Hogs	Apartment building owners can receive up to 50% back on new rooftop or wall air conditioning units for their tenants.
Tree Power	Provides owners of single-family residential properties up to three free shade trees to plant on their property. Choose from 30 different varieties. Our program arborist will work with you to find the best location for your shade trees. Once the trees mature, the shade they provide will help reduce your air conditioning costs in the summer. Call (818) 957-4425.
Guardian	Provides monthly bill discounts to customers with household members using life-saving medical equipment or suffering from afflictions requiring special space conditioning.
Solar Solutions	Receive cash incentives from installing grid-connected solar photovoltaic systems that meet program guidelines. Incentives for solar systems vary on the type of system installed. Call (818) 548-2750.
Green Allowance	Students earn a "green" allowance by signing up on www.GreenAllowance.com and completing energy saving projects around the house that can save your household money and energy. Parents see the savings on their GWP bill and kids earn an allowance. For more information, please call (818) 548-4828 or visit www.GreenAllowance.com .

For more information on any of our residential programs above, to receive an application, and to see full program guidelines, please visit www.GlendaleWaterAndPower.com or call GWP customer service (818) 548-3300.

The Benefits of Home Energy Reports

Many of you receive periodic **Home Energy Reports**, which are designed to provide you with information to help you understand your home's energy use and find ways to save energy and money. Each report provides:

- Information on your home's energy use: in the context of the energy use of your neighbors' homes that are nearby and similar in size. (not neighbors directly next to you and across the street)
- Progress tracking: You'll also see how your home's energy use changes over time and across seasons.
- Ideas on Energy Efficiency: On each report, you can find ways to save energy, including information on the rebates and other special programs we offer.

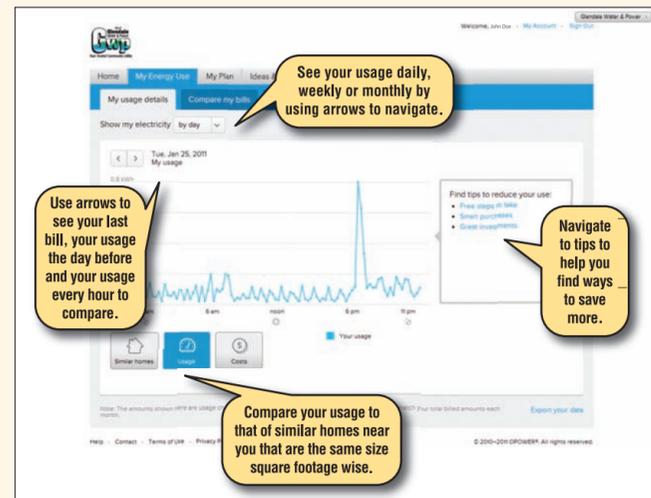
Customer's Information and Comparison / Privacy of Personal Information

- Each report will compare a recipient's energy usage against 100 anonymous customers who live in similarly-sized homes that are close in proximity. Homes are chosen based upon a defined set of characteristics, including similar energy needs, home size and heating source.
- The neighbor comparison feature is designed to maintain 100% privacy. The data is always presented in aggregate; the report only shows an average of 100 anonymous customers.
- Only the customer's own detailed energy information is included in the reports. Customers only see the energy comparison representing the average of 100 anonymous neighbors.
- Glendale Water & Power does not have access to customer's reports and does not see customer's progress or comparisons.
- Customers that do not want to receive the reports can simply opt out of the program. (To date, less than 2% of customers have chosen to opt out.)

To date this program has helped GWP customers save over 5,787,000 kWh of electricity. All customers now have access to this program online at www.GlendaleWaterAndPower.com/energyreports, including access to over 100 ideas and tips on how to save money and conserve.

Home Energy Reports Just Got Smarter

Your new **Smart Meter** was installed, now what? You want to see your usage online? Starting in September you can! Your **Home Energy Report** will have your usage information, and near-real time information online. By clicking on the new **Smart Energy Insights** section, www.GlendaleWaterAndPower.com/EnergyReports. You will be able to review your energy use by the day, or even the hour to help take the surprise out of your bill, and help you take control of your energy use. Above is one example of what you will be able to see online to help you conserve.



What A Difference Conservation Devices Make!

An average US family uses 127,000 gallons of water per year! You can reduce that number and help the environment by simply installing low-flow appliances and fixtures in your home.

Faucet	Washing Machine	Shower Head	Toilet
 if the faucet is used for 4 minutes a day...	 if you do just 2 loads every week...	 if every other day you took a 15 min shower...	 if a toilet is flushed 15 times per day...
Normal Fixture			
4,000 gal/yr	5,000 gal/yr	19,000 gal/yr	33,000 gal/yr
Low-Flow Fixture			
3,000 gal/yr	3,000 gal/yr	7,000 gal/yr	9,000 gal/yr
A water-saving faucet would save over 1,000 gallons of water per year!	A water-saving washer would save over 2,000 gallons of water per year!	A water-saving shower head would save over 12,000 gallons of water per year per person!	A water-saving toilet would save over 24,000 gallons of water per year!

5 Simple Tips to Reduce Your Energy Bills

TRY THIS...	Savings Per Year
Turn off your secondary refrigerator in the garage or spare room. Refrigerators are responsible for approximately 14% of a home's energy use, more than any other kitchen appliance. Keep your kitchen refrigerator fully stocked (you can also use bottles of water to do this), a full refrigerator uses less energy.	\$180
Plug appliances with timers into a power strip. Turning off the power strip will turn off appliances with timers, clocks, chargers that use energy even when they are plugged in and aren't on.	\$75
Properly seal air ducts – Approximately 30% of your home's conditioned air escapes from leaky air ducts.	\$140
Replace five frequently used lights in your home with compact fluorescent light bulbs.	\$60
Seal all air gaps in your home, pay close attention to windows, door frames, around recessed lighting and light switch plates.	\$75-150