

What's GWP Doing Now?

We are upgrading the Glorietta Substation. This project will increase the capacity for more energy and improve the appearance of the substation. Recently three large transformers were delivered and installed using heavy equipment. This project is on schedule to be completed before summer 2011. For more details visit www.gloriettasubstation.com.



Glorietta Substation Before



Glorietta Substation After

Benefits of Electric Vehicles

Automakers Nissan and Chevrolet have launched new Electric Vehicles (EVs) or plug-in hybrid electric vehicles (PHEVs), into the U.S. marketplace. EVs have the potential to transform the way we drive, and the way we "fuel" our vehicles. This new breed of vehicles uses the same electricity we use in our homes and work places.

EVs are propelled by an electric motor (or motors) powered by rechargeable battery packs. Electric motors have several advantages over internal combustion engines:

- **Energy efficient:** Electric motors convert 75% of the chemical energy from the batteries to power the wheels — internal combustion engines only convert 20% of the energy stored in gasoline.
- **Environmentally friendly:** EVs emit no tailpipe pollutants.
- **Performance benefits:** Electric motors provide quiet, smooth operation and stronger acceleration and require less maintenance than internal combustion engines.
- **Reduce oil dependence:** Electricity is a domestic energy source and will help prepare for a future with less dependence on oil.

A key factor in the successful introduction and adoption of EVs will be the ease and convenience of access to recharging stations. The installation of recharging stations in homes, work places, and public sites around Glendale is one of the key components of GWP's Smart Grid implementation program. Installation of a recharging station in your home will require city permits, a separate meter installation and an upgrade to your electric service.



Nissan Leaf

© 2010 Nissan Motor Co. Ltd.



Chevy Volt

© 2010 General Motors



Prior to purchasing an EV, please contact GWP's Electrical Service Planning Department at (818) 548-3921 so we can help assess your electrical needs for you to be able to charge your vehicle. Glendale Water & Power is currently conducting a study to determine how best to support the proliferation of charging stations in Glendale. Check out our progress with the Smart Grid and get the latest information on EVs and other benefits of moving GWP into the Smart Grid era. http://www.GlendaleWaterAndPower.com/smart_meters.aspx

Christmas Tree Recycling



The City of Glendale has a special program to collect Christmas trees at the curb on your trash pick-up day. This year, the trees will be collected from the first working day after Christmas, December 27 - January 14, 2011. Single-family residents should put their trees on the curb by 7:00 a.m. on their scheduled trash day. Multi-family residents and businesses should call the Integrated Waste Management Division at 818-548-3916 to find out what their scheduled day will be. When placing trees on the curb, please make sure all ornaments, decorations, nails and stands have been removed. Flocked trees are accepted. Trees more than eight feet tall must be cut in half. Residents with yard-trimming (green) containers may clip the branches, cut their trees and fit them into these containers. Remember not to jam materials into the container, and to be sure the lid closes completely.

Follow GWP 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.**

Closed: December 24, 2010 (Christmas Eve), December 31, 2010 (New Years Eve)

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



Your Trusted Community Utility

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: 1.866.557.1411 (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

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

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

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City of Glendale Water & Power
Your Trusted Community Utility

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The employees of **Glendale Water & Power** wish you a very joyous and prosperous holiday season.

Best Wishes for the New Year!

Glendale Water & Power 2010 Year of Accomplishments



Glendale Water & Power is your trusted community utility. We deliver electricity to 84,800 electric customers and 33,500 water customers. This last year our customers used 1,082,172,468 kWh of electricity and 11,238,084 HCF of water.

This year was another year of record setting accomplishments. Day in and day out we work hard to provide you with reliable water and power. Learn how we are helping reduce our carbon footprint, taking GWP into the next era of power and water infrastructure with the Smart Grid and providing our customers with more sources of renewable energy. Below are a few accomplishments from 2010 that have helped us Build Today for a Stronger Tomorrow.

GWP Working With Our Customers

- Answered over 99,000 customer service calls.
- Assisted over 13,000 walk-in customers at our front counters.
- Started replacing all electrical and water meters with new Smart Meters, moving GWP towards the Smart Grid.
- Completed the Central Avenue Main Cleaning & Lining project, rehabilitating 40,000 feet of old water pipe, and replaced old service lines and meters. This provides better fire flow and pressure, improves water quality and minimizes leakage.
- Cleaned seven storage tanks and reservoirs. This maintains the facilities in good condition and improves water quality.
- We are increasing transmission and distribution voltages and tripling capacity at the Glorietta substation to better serve our customers. This project will also make the substation a more aesthetically pleasing site.
- Scholl Canyon Landfill Gas Project Purchase contributed to a 9% rate decrease on the typical residential electric bill.



GWP in the Community

- Participated in 32 community sponsored events and educated customers in conservation, Smart Grid and Public Benefit Programs.
- Distributed over 3,500 shower timers to help conserve water.
- Distributed over 5,000 brochures and information on our Public Benefit Programs.
- Over 5,000 recycled totes were distributed to customers at events.



Log onto
www.GlendaleWaterAndPower.com
 to learn about all of our Public Benefit Programs, or call
 (818) 548-3300.

Energy, Water, and Money Saving Programs

- Enrolled over 1500 customers in our low-income programs. Now over 10,700 low-income households receive service through our Glendale Care, Guardian, Helping Hand and Peak Hogs Programs.
- Over 1300 customers received a free energy and water saving survey of their home.
- \$367,000 in rebates were paid to customers who purchased appliances and home improvement products that help reduce energy and water usage.
- We helped 20 customers install solar panels on their rooftops through our Solar Solutions Program.
- Over 200 residents attended our free Water Conservation 101 or landscape classes.



Awards/Recognitions

- Won 5th straight California Municipal Utilities Association award for our Vending Miser program that provides free devices to install on vending machines to save energy.
- Glenn Steiger, GWP General Manager recognized by GridWeek's Leadership Award for the Smart Grid Deployment.
- GWP became the first City in the nation to receive Smart Grid funding under the American Recovery and Reinvestment Act signing a contract for a \$20 million federal Smart Grid Investment Grant from the U.S. Department of Energy.
- GWP is one of 94 utilities in the nation to earn the Reliable Public Power Provider recognition from the American Public Power Association for providing GWP customers with improved reliable service.



Celebrating 100 Years of Reliable Service

100 Years Of Progress and Growth

The history of Glendale Water & Power has been recorded in progress and growth. The utility began with 195 electric customers. As we begin our second 100 years of service, GWP has grown to 33,500 water and over 84,800 electric customers.

We have progressed from the necessity to purchase all our power from an outside source to the ability to generate power for the entire City from our own power plant. GWP has progressed from pumping all our water from local private wells to miles of interconnecting water pipes and the purchase of water from as far away as 700 miles.

Since the early days as the Glendale Electric Light Department, through the years as the Public Service Department and now as Glendale Water & Power, the utility and our leaders have had the foresight to pursue projects



important to meeting the needs of our customers, always with an eye to the future.

As we begin our second century of serving the Glendale community,

progress and growth will continue to write the history of Glendale Water & Power.

