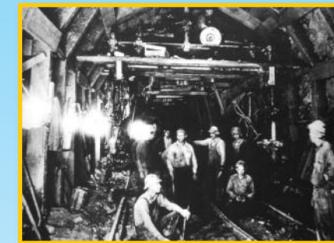


Celebrating 100 Years of Reliable Service

Wise Planning for Future Water Needs

Today, 60% of Glendale's drinking water needs are met with water purchased from the Metropolitan Water District of Southern California (MWD). This was made possible over 80 years ago by our City leaders who recognized that our local sources of water would not be able to support future population growth and that a source of supplemental water would be needed. In December 1928, the Glendale City Council voted to become one of 13 founding member cities of MWD, entitling our city to eventually access imported water from two sources, the Colorado River to the east and the Feather River to the north.

The Metropolitan Water District built, owns and maintains the Colorado River Aqueduct (CRA). Construction of the water conveyance system began in 1933, was completed in 1939 and became operational in 1943. The project was the largest public works project in Southern California during the Great Depression, employing as many as 10,000 people at one time. The aqueduct begins at Parker Dam on Lake Havasu, travels 242 miles across desert lands and mountain ranges terminating at Lake Mathews in western Riverside County. Glendale began taking water deliveries from the CRA in 1946.



The second source of imported water for Glendale is the State Water Project (SWP) which begins at Oroville Dam on the Feather River in northern California terminating at Lake Perris also in Riverside County. The SWP is made up of over 700 miles of canals and pipelines delivering water to 20 million Californians and 660,000 acres of irrigated farmland from Plumas County in the north to San Diego County in the south.

In the 1960s when the Project was being constructed, long-term contracts were signed with 29 public water agencies, one of which was the Metropolitan Water District. These contractors receive annual allocations of water as agreed to in their contracts. In return, they repay the construction bonds for the project as well as all the costs to maintain and operate the Project's facilities. The SWP made its first deliveries in 1962 to the San Francisco Bay area. In 1968, service was extended into the central and southern San Joaquin Valley, and by 1972, MWD began receiving their first deliveries.

What's GWP Doing Now?

You're driving, having to get somewhere quick. You're almost to your destination but blocking one of the traffic lanes are white GWP trucks and men wearing orange vests and hard hats. So, what is GWP doing now? We are making improvements to continue being a reliable utility. In this picture, our Water Section is working on Pacific and Doran replacing a water pipe. GWP provides water to 33,400 customers in Glendale. Keeping our water infrastructure strong is a reliable service that we provide to our Glendale customers. We constantly check, test and make sure we continue to deliver safe, drinkable water.



The City of Glendale presents
The 17th Annual
Cruise Night
Glendale's blast to the past!

Saturday, July 17
5:30 p.m. to 10:30 p.m.
Brand Boulevard - In the heart of Glendale

Bring your family and enjoy an evening of spectacular classic cars, community displays, and live entertainment. 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.**
Closed: Monday, July 5, 2010 (Independence Day)
Monday, September 6, 2010 (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

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 Emergency:
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:
1.866.557.1411 (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 2010 ● Volume 10, Number 3

100 YEARS OF Reliable SERVICE
City of **Glendale Water & Power**
Your Trusted Community Utility

2 Earn A Green Allowance

Smart Meters and You 3

4 New Low-Income Guidelines

Glendale Water & Power Is Awarded For Reliability!

Out of 2,000 public power utilities nationwide, GWP recently became one of 94 utilities to earn the Reliable Public Power Provider (RP3) recognition from the American Public Power Association (APPA). This coveted recognition is for providing GWP customers with improved reliable service.

RP3 APPA's program encourages public power systems to demonstrate basic proficiency in four important disciplines: reliability, safety, workforce development and system improvement.

Glenn Steiger, GWP's General Manager commented, "We're very proud to stand out as a model of safe and reliable utility operations.

Credit goes to our dedicated employees for their commitment to making improvements in our system reliability and customer service, as well as to our City and utility leadership for their ongoing support of our initiatives." This is the fifth year that the RP3 designation has been offered by the APPA, and first year that GWP applied.

100 YEARS OF Reliable SERVICE
City of **Glendale Water & Power**
Your Trusted Community Utility

RP3
Reliable Public Power Provider

Glendale Water Conservation 101 Classes

As we enter the second year of mandatory water conservation, learn how to minimize the impact on your family, your landscape and your water bill.

At the free Water 101 class you will learn:

- why we must continue mandatory water conservation
- what you can do to easily and inexpensively reduce your water use
- what you can do now to keep your landscape alive and green this summer
- how to find a water leak on your property

Class schedule for June, July and August:

Saturday, June 26 9:30 a.m. - 12:00 noon

Thursday, July 8 6:30 p.m. - 9:00 p.m.

Wednesday, July 21 6:30 p.m. - 9:00 p.m.

Saturday, July 31 9:30 a.m. - 12:00 noon

Wednesday, August 11 6:30 p.m. - 9:00 p.m.

Saturday, August 28 9:30 a.m. - 12:00 noon

All classes are free to Glendale residents. Class space is limited, please call 818-548-4828 to reserve your place. Class location information will be provided when you make your reservation.

Attendees will take home a FREE kit of Water-Saving Devices worth over \$20.

Earn A Green Allowance

Kids Save Energy & Get Paid!

GWP introduced an innovative conservation website for kids, called **GreenAllowance.com**. This interactive game-based website encourages kids to save energy by recommending practical ideas and customized assignments for kids – showing how they can save energy and, in turn, save money. Kids are encouraged to make a deal with their parents to share the savings on their electric bill – savings that are calculated and programmed to show up on their home computers every billing cycle.

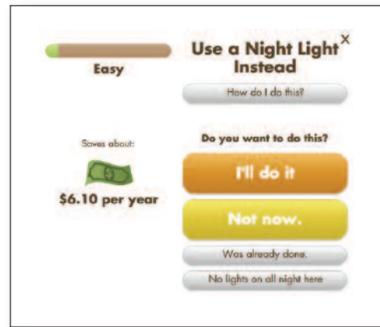
How does it work?

Step 1: Visit **GreenAllowance.com** and sign-up. Have your GWP bill handy to enter your account information on the secure site.

Step 2: Start playing...kids can play as individuals, or as members of a school team. Once they log on, they can explore the various “gardens” and uncover dozens of energy-saving activities that they can do around the house. Projects range from unplugging cell phone chargers or wearing a sweater rather than raising the heater thermostat. Over 70 projects are listed and each month the **Green Allowance** members receive an email on the projects they have completed. This email reminder motivates children to go back to the website and pick another project to do. It's a unique opportunity to involve the whole family on energy-saving tasks at home. Plus kids earn an allowance for saving their household money. For more information, go to **www.GreenAllowance.com** or call **(818) 548-4828**.



Students can enter into different gardens to reveal energy saving activities they can do around their house to save energy and money.



Sample of an energy saving activity, that students can choose to do.



Smart Meters and You

CURRENT STATUS

Glendale *Water & Power* continues to work on one of its largest utility projects this spring with the Smart Grid demonstration project. As part of this demonstration, GWP replaced 1,000 electrical and 500 water meters in Glendale with new Smart Meters. The first phase of installations began on April 8 and concluded on May 5. The new smart meters were installed in parts of four neighborhoods throughout the City: Verdugo Woodlands, Montrose, Rossmoyne and City Centre. These neighborhoods were selected based on their location, topography and the wide variety of meter types and sizes in each neighborhood.

Different types of electric and water meters were replaced to allow for testing of the two way radio communication components of the Smart Meters. Once all tests are completed satisfactorily, City wide installations will begin. Completion of the project is anticipated by fall 2011. This City-wide installation will begin this fall and is anticipated to be completed by fall 2011.

The new Smart Meters will provide both immediate and long-term benefits to customers, including:

- Giving customers the information they need to save energy, water and money.
- Detecting leaks quickly for customer and the utility to save water and money while minimizing property damage.
- Offering the convenience of remote utility services.
- Providing you options in the future to select new pricing plans and program “smart” appliances based on cost, comfort and convenience.



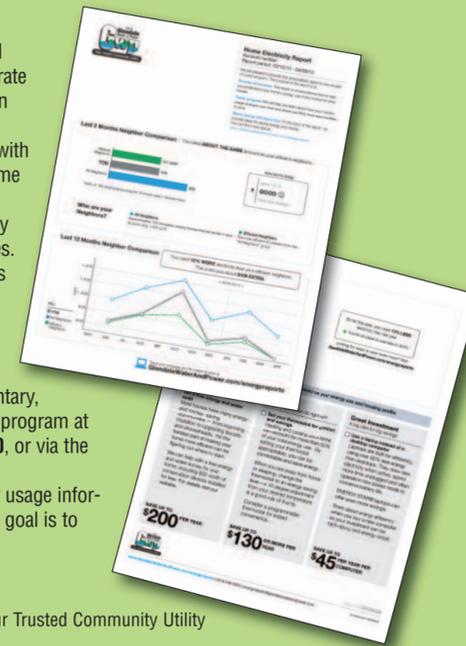
Home Energy Reports

Help Us All Save Energy

Glendale *Water & Power* has recently started a new pilot program called Home Energy Reports. Working with a company called OPOWER, we generate and send out 25,000 randomly selected households throughout Glendale an energy usage report four times a year. This report shows customers how efficient they are using electricity, how their usage compares to neighbors with the same size home and what our customers can do to save more. The home energy reports also provide customers with free customized energy saving tips and information on programs and products that can help reduce energy bills. To date GWP has mailed out 70,000 reports to 25,000 Glendale homes. Thanks to you, the average estimated energy savings is 3,360,000 kWh this year. That is enough to power over 600 homes for one year. The average savings for each participant is 2.8%.

GWP and OPOWER do not share the reports with a third party, nor is the customer's usage tracked. This report is for informational purposes only to serve as a guide to the customer. This program is completely voluntary, and if customers are not interested in participating, they can opt out of the program at any time by calling GWP Customer Services Department at **(818) 548-3300**, or via the OPOWER website at **www.glendalewaterandpower.com/energyreports**.

We are working with OPOWER to expand these reports to include water usage information and Smart Grid data from our newly installed Smart Meters. GWP's goal is to expand this program to all Glendale residents.



Keep it Alive With 3

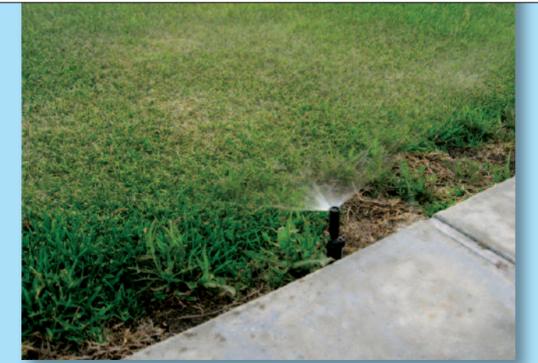
Watering for **3 Days** a week is all it takes to keep your landscape green!

Glendale continues to be in mandatory water conservation. We are asking our customers to continue conserving water both indoors and outdoors. Even though we have had adequate rain this past year, it is not enough to replenish our reserves.

What does this mean for you?

- Watering is only allowed on Tuesdays, Thursdays and Saturdays, at 10 minutes per watering station.
- No watering between 9:00 a.m. and 6:00 p.m.
- To report water waste anonymously, please call **(818) 550-4426**

Visit **www.GlendaleWaterAndPower.com** for more water conservation tips



Income Guidelines for Low-Income Programs

2010 Qualifying Income Guidelines

Number of Household Members	Maximum Gross Annual Income
1-2	\$31,300
3	\$36,800
4	\$44,400
5	\$52,000
For each additional household member add \$7,600	

Glendale *Water & Power* provides three public benefit programs for our qualified low-income customers to help them save on their electric bills. Eligible customers must meet the current income guidelines to qualify for these programs. The income guidelines are updated every June and are effective June 1, 2010 through May 31, 2011.

If you are interested in enrolling in any of the programs below, please call customer service for an application, (818) 548-3300. You can also download applications from our web site **www.GlendaleWaterAndPower.com**

Glendale Care Glendale's new low-income program offers a \$10.00 monthly GWP bill discount to eligible low-income customers.

Cool Care Offers eligible low-income customers a new ENERGY STAR refrigerator for only \$100, to replace their inefficient refrigerator. Restrictions apply, please call for more information. Old refrigerators must be at least 10 years old for replacement.

Helping Hand This program helps eligible low-income customers continue electric service by providing up to \$150 in one-time bill payment or deposit assistance, if they are facing a temporary financial emergency. Restrictions apply, please call for more information.