

# GWP's Move Into The Smart Grid Era...

Modernizing the electrical system grid and moving GWP into the Smart Grid era will take up to ten years. The first step is the installation of the Smart Meters.

## What is the Smart Grid? The Smart Grid is a set of technologies that will:

- Provide the tools necessary to transform our customers into informed, involved, and active consumers. These tools include access to in-home displays, web portals, demand response, and distributed energy resource options.
- Integrate new sources of electrical generation.
- Improve power quality, and provide a variety of price options.
- Support a new mature, well-integrated wholesale market as the market grows to meet customer demand.
- Greatly expand data acquisition and data sharing across business units with an eye toward improving load factors, lowering system losses, preventing energy theft, and dramatically reducing outage durations.
- Improve asset management and reduce maintenance and capital costs.
- Incorporate the latest in cyber security standards to make the system resilient to attack and provide for rapid restoration capabilities.

## Why install a Smart Grid?

The Smart Grid will provide the tools to reduce energy consumption and lower customer's bills. It allows for the incorporation of more renewable resources in our power mix, reduce our reliance on foreign oil, reduce the need to build more fossil fuel consuming power plants, and reduce green house emissions contributing to climate change.



## Our Schedule:

Our Smart Meters will completely be installed by the summer of 2011. We are in the test phase portion of the system now, with full Smart Meter installation starting October 2010. Customers will be notified of installations via letter and postcard.

## How do customers participate in the benefits?

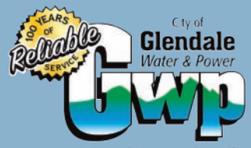
The Smart Grid system will provide customers with the tools they need to control energy and water bills. A recent study by the American Council for an Energy Efficient Economy found that when customers have near real time access to energy usage information they can save 12% or more on their bills. With this in mind, GWP will be rolling out a number of programs over the next year that will give our customers access to usage data through a variety of media, including mailed reports, web access, in-home displays, smart phones, and other technologies. Customers will be able to view their usage data online, or with mobile devices, playing a more active role in managing their energy and water consumption and costs.

## How does GWP benefit?

The Smart Grid will provide GWP with the tools to better detect outages and water leaks. The Smart Grid provides us with automatic meter reading capabilities and will instantly notify us of meter tampering. The collection of usage data will help identify problems, if any, during high-demand periods, so we can reduce outage durations. And the move into the Smart Grid will help GWP provide better rate plans for customers to better fit their lifestyles, and can help lower their energy bills.

## About Our Smart Meters:

Smart Meters are the first step toward the Smart Grid. We are installing the Itron OpenWay and SaveSource Smart Meters for electric and water. These meters work in combination with fiber optic and Tropos Wi-Fi system to bring the data back to GWP securely and safely, while protecting the privacy of your usage data. This is the same system being used by many utilities, including Southern California Edison & San Diego Gas & Electric.

Follow GWP on **twitter**™  [www.Twitter.com/COGwaterpower](http://www.Twitter.com/COGwaterpower)

# CONSERVATION CORNER

## Summertime tips to help save you money.

Many of these tips are free and can continue to save you money throughout the year.

### Energy Saving Tips

- Set your air conditioner thermostat to 77 degrees or higher when you are home and turn the thermostat to 80 degrees or higher when you are not home.
- Use fans to make indoor temperatures feel cooler. Most ceiling fans use less energy than a light bulb.
- Have your air conditioning unit serviced to cut 15% of cooling costs. See our Smart Home AC Tune-up program on page 3.
- Seal all cracks, gaps, leaks and add insulation to save up to 20% on home cooling costs. Don't know where the leaks and gaps are? Call for a free Smart Home Survey and we will conduct a blower door test to show you.\* See page 3. *\*(single family homes only)*
- Keep windows and doors shut and shades closed during the day, to keep your house cool.
- Replace incandescent light bulbs with CFLs to save on lighting AND cooling bills. About 90% of the energy used by incandescent bulbs produces heat, not light.
- Unplug electronics, battery chargers and other equipment when not in use.
- Turn your water heater down to 120° or to the "Normal" setting when home, and to the lowest setting when away. Water heating accounts for about 13% of home energy costs.



# 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, 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)

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

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)

From The **Source**  **Glendale Water & Power News**  
 141 North Glendale Ave., Level 2, Glendale, CA 91206



August 2010 ● Volume 10, Number 4

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## GLENDALE NEWS-PRESS

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July 3, 2010

## EDITORIAL

# Get Used To High Water Costs

The drum beat of warnings last summer was as loud as it was dire: Conserve water or face shortages and even higher rates.

And so we cut back, so much that utilities in Burbank and Glendale started to feel the pinch. Now, rates are either already rising or proposed to be in both cities, even as officials laud the public's ability to conserve. Utilities are in the unenviable position of encouraging their customers to use less of what they sell. Since less electricity and water being used means less revenue coming in, this often leads to the frustrating position of having to raise rates.

And so it's quite understandable for ratepayers to throw their hands up in frustration and think, "If I'm going to pay higher rates no matter what, I might as well use more water and have more lush landscaping to show for it." But let's assume everyone let their sprinklers roar. So everyone's yards might be a little greener, but then the water supply would be further depleted, forcing allocations to be reduced and wholesale rates to skyrocket. Mandatory rationing might be imposed, and so then all the greenery goes back to brown. Now we're left with higher rates and less water.

Meanwhile, because the utilities can't afford to keep up with the cost of maintenance, their bond ratings are lowered, which means the cost of borrowing gets higher. We no longer live in a world where we can expect to keep using resources without regard for the consequences. Some winters might be slightly wetter than others, but they do nothing to make up for the years of drought and unchanged irrigation habits.

It's time to accept the inevitable: Resources are scarcer, and the costs to deliver them while meeting stricter environmental mandates aren't cheap. This is a cost, and fact, of life.

# GWP's Public Benefit Programs Help You Save Money!

Glendale *Water & Power's* Public Benefit Programs are designed to help our customers save money. Public Benefit Programs are funded through a state mandated fee on all electricity bills. Once collected, the fees are used to support energy saving programs for our customers. This is one way GWP invests back into the Glendale community. These programs are designed to create a balance between saving you money, protecting the environment, and managing our natural resources wisely.

## LOW-INCOME PROGRAMS

**Cool Care** Eligible low-income customers can receive a new ENERGY STAR refrigerator for only \$100, to replace their inefficient refrigerator\*. Restrictions apply, please call for more information. Landlords can also apply for this program. \*Old refrigerators must be at least 10 years old for replacement.

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

**Helping Hand** 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.

For all low-income programs, customers must meet the current income guidelines to be eligible.

Call (818) 548-3300 for more information or an application. Applications are also available on our website [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

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	

## RESIDENTIAL PROGRAMS

### 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 free energy and water saving devices. Apartment buildings also qualify for this program and each unit in the building can receive a free survey and installation of energy and water saving measures. Call for an appointment (818) 265-5062.

**Tree Power** Provides owners of single-family residential properties up to three free shade trees to plant on their property. Customers can choose from 30 different shade tree 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 for more information.

**Peak Hogs** Apartment building owners can receive up to 50% back on new rooftop or wall air conditioning units for their tenants. Call (818) 548-3300 for information.

**Guardian** Provides monthly bill discounts to customers with household members using life saving medical equipment or suffering from afflictions requiring special space conditioning. Call (818) 548-3300.

**Smart Home Rebates** Receive cash rebates on qualified energy and water saving products. See chart on right for rebate information. Call 1-866-557-1411 for a rebate application. Water saving rebates are also available through the Metropolitan Water District's So Cal Water Smart Program. [www.socalwatersmart.com](http://www.socalwatersmart.com) or 1-888-376-3314.

Appliance	Purchased Outside Glendale	Purchased Inside Glendale
ENERGY STAR Washer	\$ 60	\$ 80
ENERGY STAR Refrigerator	\$ 60	\$ 80
ENERGY STAR Dishwasher	\$ 30	\$ 40
ENERGY STAR Room Air Conditioner	\$ 50	\$ 60
ENERGY STAR Room Central Air Conditioner	\$100	\$125
ENERGY STAR CFL Torchiers*	per ton	per ton
ENERGY STAR High Performance Windows	\$2.00 per sq. ft.	\$2.50 per sq. ft.
ENERGY STAR Reprogrammable Thermostat	\$ 10	\$ 20
ENERGY STAR Ceiling Fan*	\$ 15	\$ 20
Attic Insulation	\$0.10 per sq. ft.	\$0.125 per sq. ft.
Solar Attic Fan*	\$100	\$125
1.6 gallon Ultra-Low Flush Toilet	\$ 30	\$ 40
1.6 gallon Dual Flush Toilet	\$100	\$125
ENERGY STAR CFL Torchiers*	\$ 10	\$ 15
High Efficiency Pool Pump	\$ 100	\$ 125

### Smart Home Refrigerator Recycling

Recycle your secondary refrigerator in your garage or spare room and receive six free compact fluorescent light bulbs and a one-time electric bill discount from GWP. Call (818) 548-3300.

**Solar Solutions** Receive cash incentives for 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 for more information.

### Smart Home AC Tune-Up & Duct Testing

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 and or duct system.

**Green Allowance** Save the planet and get paid! Students earn a "green" allowance by signing up on [www.Greenallowance.com](http://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](http://www.GreenAllowance.com).

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

## Be Water Wise by Creating a CA Friendly Garden

Glendale residents, Lisa Stidham and her husband Stephen Hartke decided lawns in Southern California are impractical, boring and require too much water. Their front yard now features flagstone and drought tolerant plants such as lavender, lantana, Mexican sage, bright red bottle brush trees, yellow and rosy kangaroo paws, and other Australian and South African plants.

Planting a CA Friendly garden or low-water use garden is an alternative way of gardening that reduces water use and benefits our environment. Having a low-water use garden doesn't mean ripping out your entire lawn and replacing it with cactus and gravel, instead it gives you the opportunity to create a beautiful landscape by choosing a variety of plants and permeable materials that lower your water use, help reduce evaporation and attract native birds, and butterflies.

Plan now to turn your front yard into a CA Friendly garden. To help you get started visit [www.bewaterwise.com](http://www.bewaterwise.com), and [www.theodorepayne.org](http://www.theodorepayne.org).

Visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) for upcoming free landscape classes. Glendale residents can receive up to three free shade trees to plant on their property through our Tree Power Program. Call (818) 957-4425 for more information.



"Having a beautiful bird and bee friendly garden that is almost maintenance free is the most rewarding part of creating a CA Friendly landscape." — Lisa Stidham



## Smart Meter Community Meetings

Glendale *Water & Power* wants to keep the community in the loop about our Smart Meter installations and our move towards the Smart Grid. We are hosting three community meetings and invite residents to come and learn more about our Smart Meter installation plans, and how our move to the Smart Grid improves how you use and view your energy and water usage. Meetings are open to the public. Please be advised if meeting rooms reach full capacity we need to limit attendance. If you cannot attend any of the meetings below, please follow our Smart Meter installation progress and learn more about the Smart Grid on [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com). Thank you.

### Community Meeting Dates:

Wednesday, September 1, 2010  
Pacific Community Center  
Sycamore Room  
501 South Pacific Avenue, 91204  
7:30 p.m. – 8:30 p.m.

Wednesday, September 29, 2010  
St. Mary's Armenian Apostolic Church  
(downstairs hall)  
500 South Central Avenue, 91204  
7:00 p.m. – 8:00 p.m.

Thursday, September 30, 2010  
Glendale Adult Recreation Center  
201 East Colorado Street, 91205  
7:00 p.m. – 8:00 p.m.

For more information on the Smart Meter Community Meetings, please call (818) 548-3884

## Water Conservation 101 and Landscape Classes

A water shortage problem continues in Southern California. Water storage supplies are still below normal and falling. Because of this, Metropolitan Water District is continuing to allocate a reduced supply of water to Glendale, which makes it necessary for us to remain in **mandatory water conservation**.

You will learn:

- what you can do now to keep your landscape green during mandatory water conservation;
- information to help you plan for the fall planting of California-friendly, low-water-use plants in your landscape;
- how to find a water leak on your property;
- how you can easily and inexpensively reduce your water use.

Take home a FREE kit of Water-Saving Devices worth over \$25

Classes are free to Glendale residents. Class space is limited, so call to reserve your place, (818) 548-4828. Class locations will be provided when you reservations are made.

Classes scheduled for August, September and October include:

Saturday, August 28 . . . . . 9:30 a.m. - 12:00 p.m.  
Saturday, September 11 . . . . . 9:30 a.m. - 12:00 p.m.  
Wednesday, September 22 . . . . . 6:00 p.m. - 9:00 p.m.  
Saturday, October 2 . . . . . 9:30 a.m. - 12:00 p.m.

