

## Glendale's Mass Notification System

Glendale has implemented a new **Citizen Notification System** to notify customers about emergencies in their neighborhoods. Customers can receive alerts via home phones, cell phones, e-mail or text messages. During the Station Fire, the system was used to notify affected Glendale and La Crescenta residents of evacuations, updates on the fires, sand bag information and mud slide alerts.

In the event of an emergency, it is important that we have your most up-to-date contact information so we can notify you immediately. Registering or updating information for Glendale's **Citizen Notification System** is two pronged. Log onto [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) and click on the emergency notification sign-up link on the right side of the page. This link will take you to a secure site powered by Everbridge Communications. Register or update your contact information to receive emergency alerts. If you are interested in receiving more than emergency alerts, such as information about road closures, power or water outages, or other important community news you can sign-up for these additional alerts as well. The system also allows you to customize the order in which your contact information is used during notification.

Call the GWP **Citizen Notification Customer Service** help line (818) 550-4520 to update your contact information over the telephone or for help with the online form.

**REMINDER:** When a citizen notification alert is received, residents are urged to acknowledge the receipt of it by listening to the entire recording and then pressing "1" to let us know the call was successful.



## Higher Rebates for High Efficiency Toilets

For a limited time, Glendale *Water & Power* is offering higher rebates for high efficiency toilets (HET). An additional \$50 will be added to our regular HET rebates. Receive \$150 or \$175 per HET\*. Higher rebates apply to items purchased within the City of Glendale.

High Efficiency Toilets are single or dual flush models that use 1.28 gallons of water per flush. A qualifying product list is available on the Southern California Water Smart website, [www.socalwatersmart.com](http://www.socalwatersmart.com). Both single family and multi-family residences are eligible. The new toilets must replace ones that use more than 1.28 gallons per flush, therefore new construction is not eligible. Other restric-



tions apply, visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) for a rebate application or call the GWP Smart Home rebates toll-free 1-866-557-1411 to request an application and information on toilet rebates.

In addition to HET rebates, customers can also qualify for a higher rebate for High Efficiency Clothes Washers. Glendale's rebates for ENERGY STAR clothes washers are \$60.00 or \$80.00 if purchased from a Glendale business. If the purchased washing machine is also a water-saving model listed on the [www.socalwatersmart.com](http://www.socalwatersmart.com) website, you can apply for an additional \$85 rebate from the Metropolitan Water District.

\* The rebate amount will not exceed the exact cost of the HET.

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# GWP has the Answer!

Q

**I received a mailer from a company called REAP, can you tell me more about its message?**

A

**Recently, you may have received a mailer from an organization called the Renewable Energy Accountability Project (REAP).** The message stated that Glendale gets 38% of its power from "dirty" coal and urged residents to contact the City Council about reducing its use of coal or providing a target date for becoming 100% coal free.

Glendale boasts a healthy and diversified power portfolio which includes natural gas and renewable resources, like solar and wind, as well as coal. Over 20% of electricity consumed in our city is currently being generated from renewable resources – well ahead of our own City-wide renewable energy policy and on track to meet the state-wide target of 33% by 2020. It is important to note is that Glendale's use of coal meets all the national emissions restrictions set by the U.S. Environmental Protection Agency. In fact, the Intermountain Power Project (the coal plant identified in the mailer) has some of the lowest levels of emissions per unit possible for a coal facility.

For more information, visit our website at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) or contact Lana Haddad at 818-548-2107.

## From The Source

Glendale *Water & Power* News

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



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## 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: November 11, 2010 (Veterans Day), November 25 & 26, 2010 (Thanksgiving)  
 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)



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:  
1.866.557.1411  
(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



## Free Shade Trees Help You Save Energy and Stay Cool

Properly planted shade trees help residents save 10%-50% in air conditioning costs. Through our Tree Power Program, single-family homeowners can choose up to three free shade trees from a list of 30 different varieties to plant on their property.

Call (818) 957-4425 for program information and to schedule an appointment with our program arborist. We work with you to find the best planting location of your new trees. We deliver your semi-mature shade trees with an instructional DVD on how to plant and maintain your trees to ensure they provide the necessary energy saving shade once they are fully matured.

## Energy Saving Program for Kids and Parents GreenAllowance.com

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

Attention parents! Help your household conserve energy and save money. Visit [GreenAllowance.com](http://GreenAllowance.com) and you and your family can get helpful energy saving tips and activities to do around the house that will help reduce your household's energy usage and help lower your energy bills. This free website is designed especially for kids to learn about protecting the environment and saving energy. The best part about this program, your kids make a deal with you to do the different energy saving activities at home and the amount of money they save you they earn as a green allowance. Savings are reported through a free computerized report. [GreenAllowance.com](http://GreenAllowance.com) gives your kids the tools and motivation to lead their families to increased energy efficiency. Register your household today and work together on being green. It's easy, follow these two easy steps.

**Step 1:** Visit [GreenAllowance.com](http://GreenAllowance.com) and sign-up. Have your GWP bill ready to enter your account information on our secure site. The account information helps us calculate your energy savings and produce your report.

**Step 2:** Start playing. Your kids log on to explore the various gardens

and uncover dozens of energy-saving activities they can do around the house. Each month, members receive an e-mail on the projects they have completed and the amount of energy they have saved. This program is a unique opportunity to involve the entire family and get them motivated to save energy. For more information call (818) 548-4828.



## What's GWP Doing Now? Installing A Smart Water Meter

It takes planning, patience and endurance to extract a water meter out the ground that's been operating for over 60 years. To install a new multi-residential smart water meter, one GWP water crew member worked above ground, making certain that the person working below had enough oxygen to breathe while staying relatively cool. Switching places, these two GWP water crew members flame cut the old screws and bolts that fixed the vintage water meter into the ground. After hours of clearing roots and loosening resistant bolts from the meter, our water crew proudly placed the new smart water meter into the ground.



## Your Electric & Water Meters Are About to Get Smarter

Glendale Water & Power will begin installation of 88,000 electric and 33,000 water Smart Meters in mid-October. Installations will continue until all customers receive a new Smart Meter, with completion anticipated by the end of summer 2011.

The state-of-the-art technology behind the Smart Meter system will help provide all of GWP's customers with a host of new and future benefits. During the transition to the Smart Meter program, we will continue to accurately read your meter and bill you in a timely manner. You'll only notice your meter has been changed because installation requires a brief interruption of your electric service.

### When will my new Smart Meter be installed?

Starting mid-October 2010, our installation technicians, Utility Partners of America, will begin replacing existing meters with new Smart Meters. A letter will be sent to you approximately four weeks before you will receive your new smart meter upgrade. Meter installations will take place Monday – Saturday between 7:00 a.m. and 7:00 p.m. You have the option of scheduling an appointment for a particular day and time most convenient for you.

### Do I have to be at home when my Smart Meter is installed?

You do not have to be home as long as the installation technician has unobstructed access to your existing meter. However, Glendale Water & Power will notify you approximately four weeks in advance of installation so you know your meter is about to be upgraded.

### How will the installation work?

A uniformed installation technician with a photo ID from Utility Partners of America (UPA) will knock on your door before proceeding with the installation. Water and electric service will be interrupted briefly when the meter is changed, and we apologize for any inconvenience this may cause. It is unlikely that water and electric meters will be changed on the same day. Meter upgrades will typically be completed within 30 minutes. If you operate life support medical equipment at this address, please call toll-free 1-800-757-5963, Monday – Friday from 4:00 a.m. to 8:00 p.m. and Saturday from 4:00 a.m. to 5:00 p.m. to schedule an appointment. When the installation is complete, the UPA technician will place a notice on your door confirming the meter upgrade.

### Will installing a Smart Meter raise the amount of my energy bill?

No. There is no additional service charge for installing a Smart Meter.

### Will the Smart Meter decrease my energy bill?

The Smart Meter will not decrease the amount of your energy bill. However, in the future, the system will allow GWP to offer you detailed energy usage information and rate options so you can better manage your home's energy usage. More information on Smart Meters is available on our website [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

## Join us to Celebrate Customer Service Week

Each year we celebrate **Customer Service Week**, devoted to recognizing the importance of customers and the service we provide them. Join us **November 15 – 18 from 8:30 a.m. to 5:00 p.m.** in our lobby located at **141 North Glendale Avenue**. Come meet our friendly staff, participate in our customer service activities and surveys and enter a raffle to win a variety of water and energy saving devices. Glendale Water & Power has been participating in customer service week for the past eight years to express our appreciation and commitment to our customers, as well as our employees who are on the front line of the service revolution. We look forward to seeing you there!

# Celebrating 100 Years of Reliable Service

## A Course of Action That Looked Far Into The Future

In 1937, Glendale signed a long-term contract with the Federal Government to receive all our power from the Hoover Dam generating plant. Initially, the quantities of energy from Hoover were sufficient to serve the City. But, as the City continued to grow in population, it became apparent that the 18,000 kilowatts (kW) from Hoover alone would not meet the future needs of Glendale.

By 1940, detailed studies began that considered not only the future energy requirements of our growing city, but also the problem of diversifying our power sources. Putting "all your eggs in one basket" is not smart management for utilities. With all our energy coming from one source, Hoover Dam, and having to be transmitted over hundreds of miles, there was every possibility that difficulties occurring along that distance could mean severe interruption of service.

Thus, to augment the power from Hoover, Glendale constructed the Grayson Power plant, our own steam driven generating plant which began operation in 1941 with a capacity of 20,000 kW. By the winter of 1941-42, the first year the new Grayson plant was in operation, Glendale's peak electrical load reached an unexpected 21,200 kW. Consequently, a second unit was added to the plant that began operating in 1947, doubling the capacity.

The end of the story? Not yet. Between 1947 and 1963, three additional units were added bringing the generating capacity of the Grayson plant to 148,000 kW. Then in 1972 and 1977, two gas turbine units were added increasing the generating capacity by almost 50% with decreased air emissions of almost 25%.

Just like an old car, eventually nothing more can be repaired and it is time to buy a new one. So in 2003, GWP began generating power from a new unit #9 constructed at the south end of the existing plant to replace the old units #6 and #7. The technology in this new unit produces less emissions than any of our existing units, even after they were retrofitted with the latest in emission controls.

The end of the story? Not likely. GWP continues to look for new technologies and more renewable resources that will enable us to provide you with reliable locally produced energy at lower costs and environmentally cleaner ways. It's clear that the wise planning that took place in 1940 "keeps the lights burning" in Glendale in 2010 and well into the future.



## CUSTOMER SAFETY INFORMATION

Glendale Water & Power's priority is the safety of our customers and our employees. Recently a man impersonating a GWP employee knocked on a Glendale resident's door, stating the customer needed to pay their GWP bill or else their electricity would be disconnected. The customer did not open the door and called GWP and the Glendale Police Department to report this suspicious incident.

Glendale Water & Power staff never go door to door to collect money for

payment of a utility bill. Our field staff go onto the premises of a business\* or a residence to read the meters, or turn on and turn off service. Glendale Water & Power also never asks for credit card information over the phone for payment. Customers can pay their utility bills with a credit card through our website's secure e-bill registration.

If you notice any suspicious activity near your residence or are contacted by someone collecting money and impersonating City personnel, please

contact the Glendale Police Department at (818) 548-4911 immediately. If customers are unsure if City staff is checking their meter or working on repairs in their neighborhood, they may call GWP customer service at (818) 548-3300. On weekends and for emergencies, GWP can be reached on our emergency line at (818) 548-2011. For more information on our procedures please visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).

\*Payment collections procedures are slightly different for business owners.