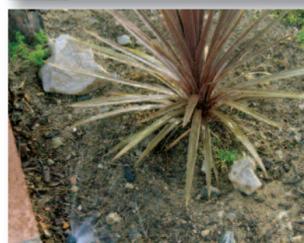


15 Fast and Easy Steps To Reduce Your Water Usage Immediately.

- 1 Water your landscape only on Tuesdays, Thursdays and Saturdays. Any other day will not be permitted in the City of Glendale.
- 2 Sprinklers should be on BEFORE 9:00 a.m. and AFTER 6:00 p.m.*
- 3 Check your sprinklers – Are they watering the sidewalk and the street? Adjust them frequently so they only spray the landscape.
- 4 Water for 10 minutes or less at each watering station.
- 5 Don't hose down driveways, balconies or stairs, use a broom instead.*
- 6 Take 5 minute showers! Advise and educate family members (especially kids) that long showers waste a lot of water and showers should be shortened to conserve water.
- 7 Turn off the tap water when brushing your teeth and shaving.
- 8 Catch the tap water while you wash vegetables and fruits. Use the water to water your plants.
- 9 Catch the tap water in a bucket while you wait for the water to warm-up in the shower. Use the water to water your plants.
- 10 Check for toilet leaks. Put a few drops of food coloring into the toilet tank, wait 30 minutes, if the color seeps into the bowl you have a leak. Repair the leak as soon as possible.
- 11 Wash only full loads in the dishwasher and washing machine.
- 12 If you see water running down the street when your sprinklers are on, you are probably over watering and need to adjust your sprinklers or check to see if there are leaks in your sprinkler system.
- 13 Repair sprinkler and faucet leaks and leaks around pool and spa pumps. Check faucets for drips.
- 14 Install a faucet aerator on all your faucets and low-flow shower heads. These items are free for all residential customers through our Smart Home Energy & Water Survey Program. Call (818) 265-5062 for an appointment.
- 15 Learn how to read your water meter – call us for a free brochure or visit www.GlendaleWaterAndPower.com for a step by step guide.
* These tips are mandatory as part of the City's "No Water Waste Policy"



Examples of overspraying and leaking sprinklers. These common sprinkler problems raise water bills and a simple adjustment can help conserve water.



Examples of correctly spraying sprinklers that are only watering the landscape. Weekly sprinkler checks will help you locate problem sprinklers.

GWP has the Answer...???

Q

With the new three day a week watering schedule the City is implementing, do I still need to conserve water as an apartment building tenant?

A

Yes, every resident of Glendale needs to do their part to conserve water to help California's water shortage. Even if you live in an apartment building or don't pay a water bill, it is still very important to conserve water. Try taking five minute showers, catch the tap water while waiting for the water to get warm and use that water for house plants. When doing laundry, wash only full loads, and load up the dishwasher all the way before running a full cycle. Talk to your landlord or building owner about receiving a free Smart Home Energy & Water survey. We will install free low-flow shower heads, and faucet aerators, check toilets for leaks in each unit to help you save water, and also install free compact fluorescent light bulbs. This service is free for all of our residential customers, including apartment buildings. To sign-up call, **(818) 265-5062**.

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 7 (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

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

August 2009 ● Volume 9, Number 4

City of Glendale Water & Power
Your Trusted Community Utility

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In This Issue

2 Free Water Conservation 101 Classes

Citizens Phone Notification System 4

5 15 Steps to Reducing Water Use

Glendale Will Declare Mandatory Water Conservation

Water Your Landscape Only Three Days a Week

Beginning August 2009, water users in Glendale will be restricted to irrigating their landscape only **three** days per week, on **Tuesday, Thursday** and **Saturday**, between the hours of 6:00 p.m. and 9:00 a.m. and for only 10 minutes at each station.

In April, the Metropolitan Water District (MWD) announced that Southern California is 10% short of water supplies and each MWD member has been allocated a specific amount of water to be billed at the regular basic price. Heavy penalties will be assessed if a City is not able to reduce their water usage and exceeds their MWD water allocation.

If Glendale is unable to reduce water demand we could owe MWD between \$2 to \$3 million dollars extra at the end of the year. This would necessitate the increase of the Water Adjustment rate on your water bill by a significant amount. Every GWP water customer would be billed for this increase whether they individually conserved water or not.

Be a responsible citizen and good neighbor. Reduce your water use by at least 10%. **LET GWP SHOW YOU HOW.** Attend one of our Water Conservation 101 classes and learn how you can easily and efficiently reduce your daily water use. You will find the schedule for the August and September classes on page 2.

Share the mandatory three day a week watering schedule with

S	M	T	W	T	F	S
X	X	✓	X	✓	X	✓
X	X	✓	X	✓	X	✓
X	X	✓	X	✓	X	✓
X	X	✓	X	✓	X	✓

Days of the week I should water my landscape.

family, friends and neighbors and encourage them to water their landscapes on these designated days. Glendale, working with the cities of Burbank and Pasadena has implemented the same days of the week watering schedule. We all need to work together to help California's water shortage situation

Landscape Classes COMING SOON



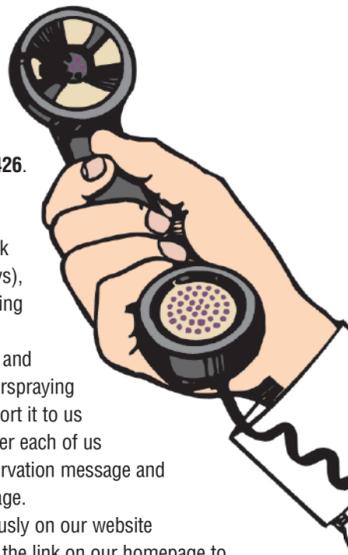
Glendale *Water & Power* is working with the Metropolitan Water District (MWD) to bring you more free CA Native landscape classes in fall 2009 and spring 2010. Due to limited funding, MWD is limiting the amount of classes we can offer. We are diligently working with them and Burbank Water & Power to bring you as many classes as possible. Check our newsletter or website in October for upcoming class dates!

Report Water Waste NEW Water Waster Hotline

Glendale *Water & Power* has established a NEW water waster hotline. The new phone number to report water waste is **(818) 550-4426**. Please disregard the phone number that was printed in the last issue of our newsletter.

Since we are limited to three days per week watering, (Tuesdays, Thursdays, and Saturdays), please use this phone number to report watering on any other day. If you see neighbors hosing down driveways, irrigating between 9:00 a.m. and 6:00 p.m., or if you see malfunctioning or overspraying sprinklers at a home or business, you can report it to us anonymously 24 hours a day. Please remember each of us need to do our part to spread the water conservation message and work together to help California's water shortage.

You can also report water waste anonymously on our website www.GlendaleWaterAndPower.com. Follow the link on our homepage to access the water waster form.



Free Water Conservation 101 Classes

Mandatory Water Conservation is coming in August
ARE YOU READY?

Join your friends and neighbors at GWP's free "Water 101" class. Learn how to minimize the impact of mandatory water conservation on your family, your landscape, and your water bill.

How will mandatory water conservation effect you?

Will you have to reduce the amount of water you use? How much?

Will you be able to keep your landscape alive with less water?

Do you know how to find a water leak on your property?

Do you know how to easily and inexpensively reduce your water use?

We will answer all of these questions, and provide you with information to start saving water immediately.

Classes Scheduled:

Sat. Aug. 8 9:30 a.m. – 12:00 p.m.
Wed. Aug. 12 6:30 p.m. – 9:00 p.m.
Thurs. Aug. 27 6:30 p.m. – 9:00 p.m.
Sat. Sept. 12 9:30 a.m. – 12:00 p.m.
Thurs. Sept. 17 6:30 p.m. – 9:00 p.m.

Additional classes will be added as necessary. All classes are free to Glendale residents. Class space is limited, so call to reserve your place, **818-548-4828**. Check www.GlendaleWaterAndPower.com for more information. Once registered, class location and information will be provided.

No Water Waste Policy

Glendale Municipal Code 13.36.060

The City of Glendale's Water Conservation Ordinance (Chapter 13.36 of the Glendale Municipal Code) contains a section entitled "**No Water Waste Policy**". This policy consists of 14 water use restrictions that are in effect at all times. Non compliance with these provisions will be treated as municipal code violations. Violators would be subject to code enforcement which could result in criminal penalties ranging from \$100 to \$1,000, installation of a flow restrictor, or water shut off.

A summary of the water use restrictions in the "**No Water Waste Policy**" are:

- 1) No hose washing of paved areas– (we suggest using a broom for cleaning these areas);
- 2) No overspray or runoff of water at any time;
- 3) Decorative fountains must have a water recirculation system;
- 4) Water leaks must be repaired within 72 hours;
- 5) Irrigation Times: a) No irrigation of landscaped areas between the hours of 9:00 a.m. and 6:00 p.m.; b) No irrigation when wind is blowing or when it is raining;
- 6) Hand washing of commercial and non-commercial privately owned vehicles must be done using a hand-held bucket and quick rinses using a hose with a positive shutoff nozzle;
- 7) Commercial Car Wash and Laundry: a) New commercial conveyor car wash and commercial laundry must use recirculating water system; b) All commercial conveyor car washes must install recirculating water systems by July 1, 2014;
- 8) Construction water will not result in runoff and recycled water is to be used when available;
- 9) Fire hydrants are to be used only for fire fighting unless a permit has been obtained;
- 10) Dining Establishments a) Drinking water served only upon request of customer; b) Must use water-conserving pre-rinse spray valves effective January 1, 2010;
- 11) Dining establishments and lodging establishments required to post water conservation notices;
- 12) Commercial lodging establishments required to post notices giving guests option of no daily laundry service;
- 13) Single pass cooling systems prohibited in new buildings or in buildings expanding water service;
- 14) Process water for business and industrial use shall be recycled to the greatest extent possible.

In **Mandatory Water Conservation Phase II**, effective August 2009, the following restrictions have been added:

- 1) Landscape watering is restricted to 3 days per week: Tuesday, Thursday, Saturday; 10 minutes per station. Exemptions: (1) Drip irrigation and water conserving low flow sprinkler heads; (2) commercial nurseries or growers; (3) areas designated by the Fire Chief or City Engineer requiring water for fire prevention or erosion control; (4) recycled water users.
- 2) Using potable water to fill lakes or ponds is prohibited
- 3) Using potable water to clean, fill or maintain exterior decorative fountains is prohibited.
- 4) All new or retrofit landscaping and turf planting using potable water shall be deferred (California-friendly plantings and prior approved plans are exempt).
- 5) All new or retrofit landscaping and turf planting on City property using potable water shall be deferred (California-friendly plantings and prior approved plans are exempt).

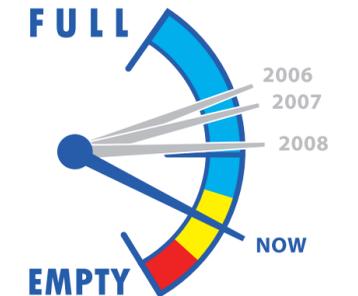
GWP staff is available to speak to your organization about water conservation and the City's new water conservation ordinance. If you are interested in having GWP staff speak at your next event or meeting, please call us (818) 548-4828.

The Importance of Conserving Water Outside

Many cities in Southern California are limiting the days you can water your landscape. This is in response to the severe water shortage California is currently facing. The cities of Glendale, Pasadena and Burbank have restricted the days of the week watering to Tuesdays, Thursdays and Saturdays. Remember, over half of our household water goes into our landscapes! Properly watering your landscape is one of the easiest ways you can save water. Below are some simple tips to help you conserve more water outside.

- Adjust your automatic sprinkler timer settings to only water on Tuesdays, Thursdays and Saturdays, 10 minutes per watering station, to meet Glendale's mandatory water conservation policy. Remind your gardeners to NOT reset your timer and also follow the three day a week watering schedule.
- Do a weekly check on your sprinklers, to see if they are watering the landscape and not the sidewalks, walkways or streets. Many times sprinkler heads are moved, or the direction of the spray is altered due to water pressure changes or lawnmowers. A simple check each week will help solve this common problem and will save you over 500 gallons a month!
- Do not hose down driveways, stairs, balconies or patios. This will save you 150 gallons a day! Also this is against the City's "no water waste policy."
- If you live in a rental unit, talk to your landlord or management company if you notice the sprinklers are on frequently. Chances are the property management companies rely on their gardeners to set the automatic sprinklers.

Water Reserve Levels



Current MWD California Water Reserve Level gauge shows customers the dire situation of our water reserves.
Water gauge graphic provided courtesy of The Metropolitan Water District of Southern California, copyright owned by The Metropolitan Water District of Southern California.

Conserving water has a lot to do with changing our habits! If we make some minor changes in the way we use water indoors and outdoors we can help solve the water shortage in California. For more helpful tips on water conservation, visit www.GlendaleWaterAndPower.com

Citizen Emergency Phone Notification System

As mentioned in our last newsletter, the City of Glendale will be initiating a mass phone notification system to communicate important messages to our customers. This system provided by Everbridge Communication, will only be used for important community news such as information on emergencies, disasters, or proactive communication of planned and unplanned power and water outages, City information and street closures. This new system allows the City to send information very quickly to residents and businesses in Glendale via land lines, cell phones, pagers and computers.

Phase 1 of the City's phone notification system, the emergency response system is in place and we are currently testing this portion. The emergency response system notifies all residents of any possible dangers related to an emergency by calling residents with a prerecorded message of the emergency we are experiencing. This portion of the system does not require customers to opt-in or sign-up.

Phase 2 of the Citizen Phone Notification System will notify residents of possible outages, street closures, City events etc. and does require customers to sign-up and submit their contact information such as home telephone and cell phone numbers, e-mail, or pager information. Starting at the end of August, customers can sign-up via the internet or through our customer service department to start receiving these important messages from the City. Check our website for more updates on how to sign-up.

