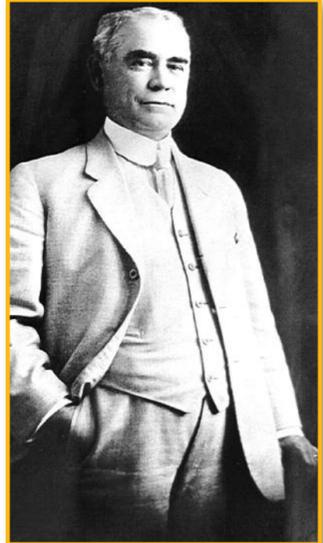


# GWP: Celebrating 100 Years Of Reliable Service to Glendale



*Editor's note: This is the first article in a series about the history and growth of Glendale Water & Power. In the coming months, you will also be invited to join us in activities to celebrate our 100th anniversary.*

It was early in 1909, just three years after Glendale incorporated, that the city became interested in municipal ownership of its own "light and power" system. Glendale needed street lighting and the cost quoted by existing electric service companies was considered excessive.

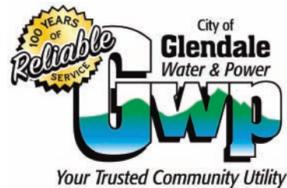
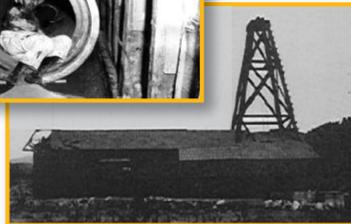
In June 1909, Glendale held a successful \$60,000 bond issue election to fund the establishment of its own lighting service. Soon after, L.C. Brand offered to sell his "Glendale Light & Power Company" plant, distribution system and 195 customer accounts to the City. Glendale purchased Brand's company for \$23,000 in November of that year. Within a very few years, Glendale had added a number of small, local water companies to its young utility.



Today, Glendale Water & Power maintains service to 84,500 electric and 33,400 water customers and has an operating budget of \$247 million.

It is important to note that from the beginning, Glendale Water & Power has been self-supporting. GWP takes no operating dollars from the City's General Fund. On the contrary, each year GWP transfers funds to the City's General Fund to provide support and funding for other City departments and programs.

Find out about 2010 centennial activities by checking our website at: [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).



## Our Energy and Water Savings Programs

This year, the Smart Home Programs had 483 Upgrades. Our low income programs such as Glendale Care and Senior Care continues to successfully serve our low-income customers. Our Solar Solutions programs assisted 58 customers to install solar panels on their rooftops totaling 205 kW. This is 50% more customers receiving an incentive than last year.

Glendale Water & Power News



Your Trusted Community Utility

# GWP has the Answer...???

## Saving Energy and Electricity Costs



**Now that the weather is getting colder and the holiday season is here, what can I do to reduce my electricity bill?**



**During the winter months the days are shorter and we tend to spend more time indoors. Following are some tips to help you save energy while reducing your electrical consumption.**

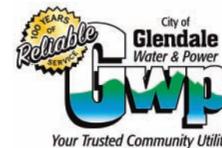
- To regulate the length of time your holiday lights are on, place them on a timer.
- To make your heating system more efficient, invest in a programmable thermostat.
- Set your thermostat at 68° or lower for heating and 78° or higher for cooling. At bedtime, set the thermostat at 55°.

For more information visit our website at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) and take advantage of the "Smart Home Energy and Water Survey" program. This program is designed to assist customers in finding ways to save money by conserving electricity and water. Call and schedule an appointment with "Smart Home Energy & Water Survey" today by calling (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: Friday, December 25, 2009 (Christmas Day) & Friday, January 1, 2010 (New Years 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: <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</b> (toll-free)
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 & 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</b> or <b>818.548.2011</b>	Smart Home Rebates: <b>1.866.557.1411</b> (toll-free)	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 Emergency: <b>818.548.2011</b>	Solar Solutions: <b>818.548-2750</b>	Peak Hogs Program: <b>818.548.3300</b>	

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

December 2009 ● Volume 9, Number 6

**100 Years of Reliable Service**

City of **Glendale Water & Power**

Your Trusted Community Utility

In This Issue



**Verdugo Power Academy**

**\$20,000,000 DOE Grant**



**100 Years of Service**

## A Holiday Message From GWP's General Manager

*This year, we've asked a lot from our customers. We've asked that you conserve water and use less electricity while having confidence that GWP will provide a better way of serving you.*

*We understand that moving forward in a volatile economy is challenging. However, we are committed in the coming year to providing you with more ways of conserving water and electricity. To support our conservation goals, we are developing and implementing new technologies that connect Glendale to the Smart Grid. More information will follow regarding this project in upcoming issues of the Source. We look forward to serving you in 2010!*

*May you and your family enjoy the Holidays.*



Glenn Steiger, General Manager

Presorted  
Standard  
U.S. Postage  
**PAID**  
Glendale, CA 91206  
Permit #1728



### Pilot Program for Glendale Kids

Starting in January, GWP will be the first utility in the country to launch **Green Allowance**, a powerful new interactive website for kids. Our youngsters will learn how to save electricity – and money.

### The Verdugo Power Academy

Glendale Community College recently partnered with Glendale *Water & Power* to establish The Verdugo Power Academy. People looking to work within the utility industry are enrolled in this well-balanced training program that offers hands-on practical training in an electric utility environment. The 16-week course includes electric power principles and codes, safety power line construction and pole climbing as well as up-close-and-personal instruction by GWP electrical supervisors and experienced staff.



### Saving Money and Energy

Glendale *Water & Power* is the first Southern California utility to install energy efficient equipment on vending machines. The new program called **Vending Miser** reduces energy consumption, cost and greenhouse gas impacts of vending machines. Currently 300 vending miser machines have been put in place or are waiting to be installed.

### GWP Selected for a 20 Million Dollar Smart Metering Grant

The U.S. Department of Energy (DOE) selected Glendale *Water & Power's* application for a **twenty-million dollar** DOE Smart Grid Investment Grant. The grant will assist GWP with its Smart Meter and Smart Grid projects. Installation is scheduled to begin this spring with completion by summer, 2011.

### Meeting the Challenges For A Smart Tomorrow!

Glendale *Water & Power* will begin installing the first of 83,000 smart electric and 33,000 smart water meters this spring. These advanced meters will be the foundation for GWP's move to the Smart Grid. With the new Smart Grid system, customers will be able to access usage and bill information directly from their meter in near real-time, and participate in new smart grid enabled energy efficiency, load management, and demand response programs. The Smart Grid will also help GWP reduce costs through more efficient management of its distribution grid.

## Glendale *Water & Power's*

# 2009

## Year of Accomplishments

### Working With Our Customers and the Community

- Glendale *Water & Power* earned a nationwide honor for public drinking water systems, receiving a Gold Award for Exceptional Utility Performance from the Association of Metropolitan Water Agencies (AMWA).
- **32%** of customers paid their bills electronically.
- **2,592** Customers corresponded with GWP by way of our web page.
- Customer service assisted **113,000** customers over the telephone.
- **25%** of our customers are now enrolled in e-care.
- Over **23,000** customers received payment extensions.
- Our front counter assisted over **19,000** walk-in customers.



- GWP is reconstructing the Glorietta Substation.
- We completed conversion of 11.8 circuit miles of distribution lines to 12 kV.

### Preserving Water Quality And Reliability

Our Water Section continued to provide reliable, high quality water. One of the biggest accomplishments for water was the construction of the Chevy Chase Reservoir and Pump Station, a **\$32.5** million dollar project that replaced the original reservoir damaged in the 1994 earthquake. This new **14.8** million-gallon reservoir comes complete with a new pump station. GWP also completed construction of the Edmonton Water Main Replacement Project, refurbished six water storage reservoirs and tanks; maintained **3,072** fire hydrants. During the months of July and August, Glendale *Water & Power* exceeded its goal of reducing water usage by 10%.

Customers, we appreciate



### Citizen Phone Notification System

During the Station Fire, the City of Glendale utilized its Citizen Emergency Phone Notification System to provide customers with important updates. The new phone notification system alerts customers to emergencies and disasters as well as provides proactive communication of planned or unplanned power and water outages, City information and street closures. The system can call, e-mail, fax or text customers with important emergency or disaster related information.

The notification system is two-pronged. For all emergency information, there is no need to sign-up to receive updates. The system already has phone numbers from the AT&T 911 database. However, customers are encouraged to log on to our website to update contact information and provide additional phone numbers to contact during an emergency. This is important if you do not have a landline telephone or your telephone service provider is not AT&T.

The second portion requires that customers opt-in to receive updates on all other non-emergency related information by updating their contact information and providing home, cell and work phone numbers and an e-mail address. Customers may also request to receive information from other areas in Glendale.

To receive community-related information and update your contact information, just log on to the GWP website at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) and click on the "Sign Up For Alerts Now" link. If you do not have access to the internet, you may call GWP's phone notification number at (818) 550-4520 and speak to a customer service representative.

If you choose not to opt-in to the system or sign up online, you will still receive messages regarding any City-related emergencies but will not receive City-related updates. Glendale *Water & Power* will not share your contact information with any third party companies. Your information remains confidential.