

Income Guidelines for Low-Income Programs

2009 Qualifying Income Guidelines

Number of Household Members	Maximum Gross Annual Income
1-2	\$30,500
3	\$35,800
4	\$43,200
5	\$50,600
For each additional household member add \$7,400	

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, 2009 through May 31, 2010. This year the California Public Utilities Commission decided that the qualifying income guidelines will remain the same as last year.

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.

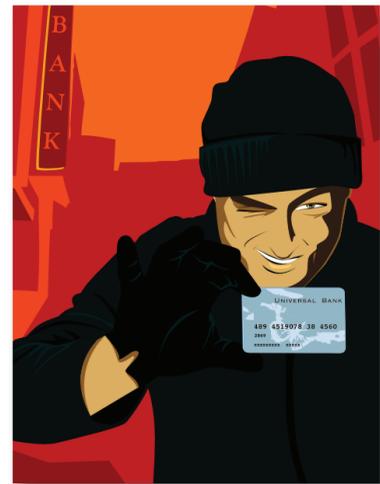
Cool Care Offers eligible low-income customers a new ENERGY STAR refrigerator for only \$100, to replace their inefficient refrigerator.* Restrictions apply, please call for more information.

*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.



GWP Identity Theft Prevention Program



In response to the growing threat of identity theft, the United States congress passed the Fair and Accurate Credit Transactions Act of 2003 (FACT Act). The FACT Act requires that every financial institution and creditor, including utilities, implement an Identity Theft Prevention Program. Each program is required to contain reasonable policies and procedures to detect, prevent, and mitigate identity theft. On October 21, 2008, the Glendale City Council adopted such a program.

What does this policy mean to you, our customer? GWP is required to verify a customer's personal identifying information before performing any of the following: **Opening new accounts; Accessing existing accounts; Modifying existing accounts; Closing existing accounts; Providing any information regarding accounts.**

This means that a person inquiring about an account, whether over the telephone or in-person must be able to provide identifying information. GWP is not able to provide any information to a spouse, family member, roommate, property manager, or other interested person whose name is not listed on the account. Please contact our office at (818) 548-3300 if you have any questions.

Your patience is appreciated as these security measures are put into practice to help protect your identity.

The City of Glendale presents
The 16th Annual
Cruise Night
Glendale's blast to the past!

Saturday, July 18
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

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.**



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:
818.548.4426

From The **Source** Glendale Water & Power News

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

June 2009 ● Volume 9, Number 3

GWP
Your Trusted Community Utility

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Mandatory Water Conservation Is a Possibility for Glendale

The rainy season has come and gone. This is the third straight year of below average rainfall. The courts have imposed even further restrictions on the delivery of water from Northern California. The hottest months of the year are approaching. All indications are that Glendale and all of Southern California may be in mandatory water rationing no later than August 1st of this year.

What will this mean for you if mandatory water conservation comes to Glendale?

- A mandatory water use goal will be set for every customer based on their 2006 water usage. This water use goal will be on your GWP bills starting mid July 2009.
- Exceeding the goal will result in water conservation penalties at double the present water rates. Penalties will start in September (*for monthly billed business customers*) and October (*for bi-monthly billed residential customers*).
- The water use restrictions in our "No Water Waste Policy" will be aggressively enforced.
- Violations to the "No Water Waste Policy" will result in fines and the possible placement of a flow restrictor on the violator's water service.

Help us help you to prepare for and reduce the impacts of mandatory water conservation on your lives, the lives of your families and on your water bills. Glendale Water & Power has been holding free 2-1/2 hour classes for our customers entitled "Water Conservation 101." You will find a schedule of the next class dates on page 3. For water conservation tips and what you can do to prepare for mandatory water conservation visit our web site www.GlendaleWaterAndPower.com or see pages 2 through 4. For a copy of our current "No Water Waste Policy" please call customer service (818) 548-3300 or visit our web site.

California's Water Supply Conditions are Almost Running on Empty.

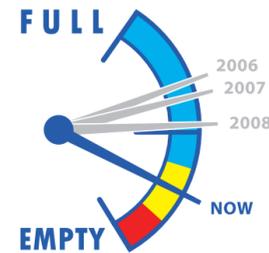
Is there a water supply crisis in California? YES! We are in a dire water shortage and many cities in Southern California are shifting towards mandatory water conservation starting August 1.

California's main water sources have been severely impacted by record dry conditions. A federal court decision was made to limit the amount of water available from northern California due to worsening environmental conditions in the Sacramento-San Joaquin Delta. The Colorado River, a major water supply source for the Metropolitan Water District has been experiencing drought conditions for several years now. Our reserve levels are very low and you can help by conserving water so we can stretch our water supply as much as possible.

Over half of our household water goes into our landscapes. Properly watering your landscape is one of the best and easiest ways to save water. By checking your sprinklers often for leaks, overspray and broken sprinkler heads, you will save over 500 gallons of water a month. This summer try watering your landscape only three times a week. Practices such as over-watering, hosing driveways and letting water run off onto the street is a huge waste of water.

Conserving water has a lot to do with changing our habits. Below are the most beneficial water conservation tips that show you just how much water you can save by looking for problem areas in your house and making minor adjustments. Find the best water conservation methods for you and your household to help save more this summer.

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.

Water 101 Conservation Class

Are you prepared if mandatory water conservation is declared?

In this free 2-1/2 hour class, learn what you can do to minimize the impact of mandatory water conservation on your family and your water bill.

- What happens during mandatory water conservation?
- Will you have to reduce the amount of water you use? How much?
- Do you know how to find a water leak on your property?
- Do you know how to easily and inexpensively reduce water use?

Classes scheduled June, July and August:

Sat. June 20 9:30 a.m. – 12:00 p.m.
 Wed. June 24 6:30 p.m. – 9:00 p.m.
 Sat. June 27 9:30 a.m. – 12:00 p.m.
 Thurs. July 9 6:30 p.m. – 9:00 p.m.
 Sat. July 11 9:30 a.m. – 12:00 p.m.
 Sat. July 18 9:30 a.m. – 12:00 p.m.
 Wed. July 22 6:30 p.m. – 9:00 p.m.
 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.

Class space is limited. Call to reserve your place. **818-548-4828**. More classes will be added as necessary check www.GlendaleWaterAndPower.com for more information.

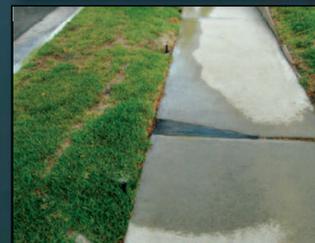
Are your sprinklers MISBEHAVING?

Below are some images of faulty, leaking and over spraying sprinklers. These sprinklers are notorious for wasting water and raising your water bills. Do you recognize any of these sprinklers from your yard? If you do, chances are you need to make adjustments or repair them. After all don't you want to save water?

Even if you turn your sprinklers on manually or use an automatic timer,



Sprinklers are spraying correctly. They aren't leaking or watering walkways



Faulty sprinklers raise water bills because they are leaking, over spraying and causing water to run off into the street.

your sprinklers still need adjusting from time to time. Sprinkler heads can get moved, broken or the direction of the spray altered. This happens because of water pressure changes, lawnmowers bumping against sprinklers heads or pedestrians and pets walking on the grass. Make a note to check on your sprinklers. If they are malfunctioning, adjust them. To conserve water this summer, make sure your sprinklers are working at their optimum levels.



Report Water Waste – We Need Your Help. New Water Waster Hotline Phone Number

If you see your neighbors hosing down driveways, irrigating after 9:00 a.m. or before 6:00 p.m. or catch malfunctioning or over spraying sprinklers at a home or business, report it to us anonymously on our new water conservation hotline **(818) 548-4H2O** or **(818) 548-4426**. Please note the time, date and address before you call and we will send a reminder postcard right away. If our offices are closed, you can leave us a message. We all need to work together to conserve water.

10 Fast and Easy Steps

To Take to Reduce your Water Usage Immediately.

Start with your landscape first! Since 60% of a household's water is used for landscaping it's better to start your conservation outside your home.

- 1 Check your sprinklers – Are they watering the sidewalk and the street? Adjust them frequently so they only spray the landscape.
- 2 Water your landscape only three days a week.
- 3 Shorten watering times by two minutes at each station.
- 4 Don't hose down driveways, balconies or stairs, use a broom instead.
- 5 Sprinklers should be on BEFORE 9:00 a.m. or AFTER 6:00 p.m.
- 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 plants.
- 9 Catch the tap water in a bucket while you wait for the water to warm-up in the shower. Use the water for your plants.
- 10 Learn how to read your water meter – Call us for a free brochure (818) 548-3300 or visit www.GlendaleWaterAndPower.com for a step by step guide.

GWP's New Citizen Emergency Phone Notification System



Glendale Water & Power will be initiating a mass notification program as a new way to communicate important messages to our customers. This new system will only be used for important community news such as emergency notification during earthquakes, or other disasters, proactive communication of planned and unplanned power and water outages and street closures.

Mass notification allows the City to send information very quickly to residents and businesses in Glendale via land lines, cell phones, pagers and computers. The Citizen Emergency Phone Notification System will automatically contact you, with a prerecorded message stating the nature of the call in order to keep you informed. Even if you are not home the prerecorded message will be left on your voicemail or answering machine.

Glendale Water & Power expects the new system to be up and running by the end of July. Customers will be asked to sign-up for notification in July and August on our online registration system on our web site, www.GlendaleWaterAndPower.com. Check our web site regularly, starting in July for registration information. We will also have more information on this system and registration in the August issue of this newsletter.