



Sample Smart Meter that will replace current electric meters.

GWP Moving Into the Future with Smart Meters

The Glendale City Council recently approved the installation of Smart Meters in an effort to provide customers with cost-efficient and sustainable energy solutions. Smart Meters are an intelligent wireless technology which includes metering systems capable of collecting, analyzing and reporting energy consumption in near real time.

Smart Meters are the first step in moving GWP to the next generation of infrastructure, the Smart Grid. The Smart Grid delivers electricity from suppliers to consumers using digital technology to promote energy conservation, reduce costs and increase reliability and transparency by utilizing communication networks and software. The Smart Grid system allows for the early detection of problems such as a water leak on your property, and the ability to locate the source of a power outage. The best part about Smart Meters is that customers can monitor their household's energy and water usage and find ways to conserve, without having to wait for their next bill to see their electric and water usage.

Why Move to Smart Meters?

The decision to invest in Smart Meters was made in order to update the current antiquated and outdated metering system. The current meters are hand read, and residential bills are generated every two months. This means customers have little and delayed information regarding their energy and water use. The lack of information too often results in wasted energy and water, and higher than expected energy and water bills.

This major infrastructure upgrade is one of the largest projects for GWP in over 20 years. Once complete, Glendale will have advanced Automated Metering Infrastructure and Meter Data Management System with new Smart Meters for all electric and water customers. This system will have a secure, two-way communications system necessary to support new energy and water savings programs and services. It will increase each customer's energy and water conservation capabilities by providing them with near real time access to electricity and next day water usage over the internet.

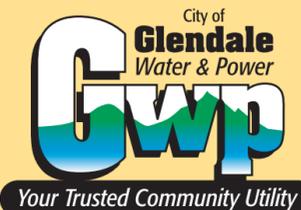
Benefits to our Customers and GWP

In addition to providing customers with the information they need to conserve, the new system will provide the basis for increasing GWP's operating efficiency by providing for computerized distribution management, outage management, asset management, and the necessary energy forecasting and load research to develop new dynamic rate structures and more effective time of use rates for our customers.

Since 2005, GWP has been laying the ground-work for the next generation infrastructure necessary to bring the City of Glendale into the Smart Grid. We have already installed a network of fiber optic cables and are currently working to integrate a complete Geographic Information System to both our water and electric systems. These are fundamental steps towards the deployment of Smart Grid technologies.

Glendale Water & Power will begin full deployment of Smart Meters in the spring of 2010. Installation of the new Smart Meters will follow a geographic plan that is based on a number of criteria for a successful and safe program deployment. As we develop specific installation dates by geographic location, customers will be notified of installation before their meters are replaced and will be kept up-to-date on the progress of the installations and how to efficiently read their meters.

We will have frequent updates and information of the Smart Meters in each issue of the Source as well as on our web-site www.GlendaleWaterAndPower.com/smart_meters.aspx.



GWP has the Answer???

Q

My son/daughter was always able to call GWP and transact business on my utility account when I was unable to do so. Recently, your representatives have not been allowing my family members to make any inquiries on my behalf. What can I do?

A

If you would like another individual to access your account you must add that individual to the account. This precaution is in compliance with the "Fair and Accurate Credit Transaction Act" of 2003 (FACT Act) that was passed by the United States Congress, to implement an Identity Theft Prevention program. Since this rule applies to all utilities, we are no longer allowed to provide information to anyone whose name is not listed on the utility account.

Customers can add an authorized user to their account by contacting GWP Customer Services at (818) 548-3300. Please note this newly authorized individual would need to verify the last four digits of the account holder's Social Security number or other personal identification before accessing account information. Your safety and privacy is our concern. Thank you for your understanding.

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: Wednesday, November 11 (Veterans Day)
Thursday, November 26 and Friday, November 27 (Thanksgiving)

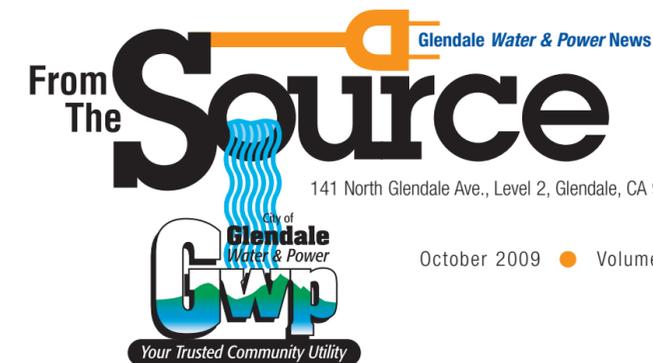
Glendale Water & Power Commission Meetings: 1st Monday of each month at 4:00 p.m.
Glendale City Council Chambers (except holidays)



GWP Electric Bill Questions: 818.548.3300	Water Emergencies: 818.548.2011	Glendale Care: 818.548.3300	Smart Home Air Conditioning / Duct Programs: 1.877.422.2432 (toll-free)
GWP Water Bill Questions: 818.548.3300	Street Light Repair: 818.548.2011	Smart Home Surveys: 818.265.5062	Smart Business Energy Saving & Upgrade Program: 1.800.263.9313
GWP Automated Telephone Service: 818.548.3300	Trees in Electric Wires: 818.550.4584 or 818.548.2011	Smart Home Rebates: 1.866.557.1411 (toll-free)	Water Waster Hotline: 818.550.4426
GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062	Tree Power: 818.957.4425	Smart Home Solar Solutions: 818.548.2750	
Electric Emergency: 818.548.2011	Solar Solutions: 818.548-2750	Peak Hogs Program: 818.548.3300	

City of Glendale Website: www.ci.glendale.ca.us

Glendale Water & Power Website: www.GlendaleWaterAndPower.com



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The Need for Water Conservation Is Real

Our water supplies are still shrinking, and now Glendale is in **MANDATORY WATER CONSERVATION.**

This means that outdoor watering in Glendale is restricted to three days per week, Tuesdays, Thursdays, and Saturdays and for only 10 minutes per watering station.



Additional outdoor water use restrictions include:

- Landscape irrigation is not permitted between 9:00 am - 6:00 pm.
- Leaks must be repaired within 72 hours
- Hose washing of pavement, driveways, walkways or other outdoor hardscapes is not permitted.
- All new or retrofitting of landscape must be deferred unless using California Friendly plants. Check with City's Planning Department for more information (818) 548-2115.
- Runoff or overspray from sprinklers is not permitted.
- Hand washing of commercial and non-commercial privately owned vehicles must be done using a hand-held bucket and quick rinses with a hose equipped with a positive shutoff nozzle.
- Landscape irrigation is not permitted when the wind is blowing or when it is raining.

Conserving water is everyone's responsibility. Remember if the weather gets cooler, limit landscape watering to only one day a week as necessary. If rain is in the forecast stop watering two days before rain and two days after.

Report water wasters anonymously: (818)-550-4426 or at www.GlendaleWaterAndPower.com



Energy and Water Theft is a Crime

Meter tampering and theft of utility services affect all of us. Both are illegal acts that not only result in increased costs for our honest customers, but also create hazardous conditions that can result in serious injuries, electrocution, fire, explosions, and death! Tampering with meters also poses a hazard to GWP employees as well as others living or working in the vicinity.

Any person who diverts utility services, prevents any utility meter from performing its measuring functions, tampers with property owned by the utility to provide utility services, or makes any connection or reconnection with property owned by the utility without authorization is in violation of California Penal Code, Section 498, and may result in misdemeanor or felony charges being filed. In addition, service may be disconnected, a tampering fee of \$250 will be charged, as well as other associated costs, such as damaged equipment, amount of stolen electricity or water, and investigative costs.

Glendale *Water & Power's* concern is about the safety of our customers and our employees. Energy and water theft affects us all and also results in increased costs. Our employees are trained to detect signs of meter tampering and theft of utility service. You can help too. If you suspect someone is stealing water or electricity please report it immediately by calling our anonymous Theft Hotline at **1-818-550-TIPS (8477)** or filling out our online theft reporting form at <http://www.GlendaleWaterAndPower.com>.

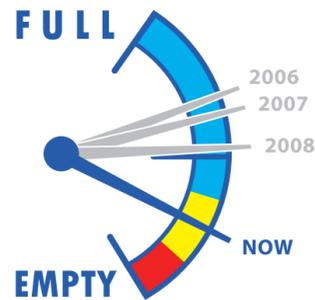
Working together, we can reduce utility theft, reduce the risk of danger, and minimize costs for all of our customers.



Important Water Conservation Tips That Help Us Save Water

- Take 5 minute showers – advise all family members to do the same. Long showers waste a lot of water.
- Wash only full loads in the washing machine and dishwasher
- Catch the tap water while washing fruits and vegetables and use the water for your garden
- Catch the water in the shower in a large bucket while waiting for it to get warm. Use this water to water your plants.
- Turn off the tap when shaving and brushing your teeth.
- Do not hose down driveways, stairs, patios, or walkways
- Fix all sprinklers that are watering sidewalks or driveways
- Check on your sprinklers and how long they are on. If you have water run off that is running down the driveway or onto the street, chances are you are over watering, your sprinklers need adjusting or you have a leak at the base of the sprinkler. Weekly sprinkler checks will help solve this problem.
- As the temperature gets cooler, water your landscapes only 1-2 times a week.
- If rain is in the forecast turn off your sprinklers two days before it rains and keep them off two days after.

Water Reserve Levels

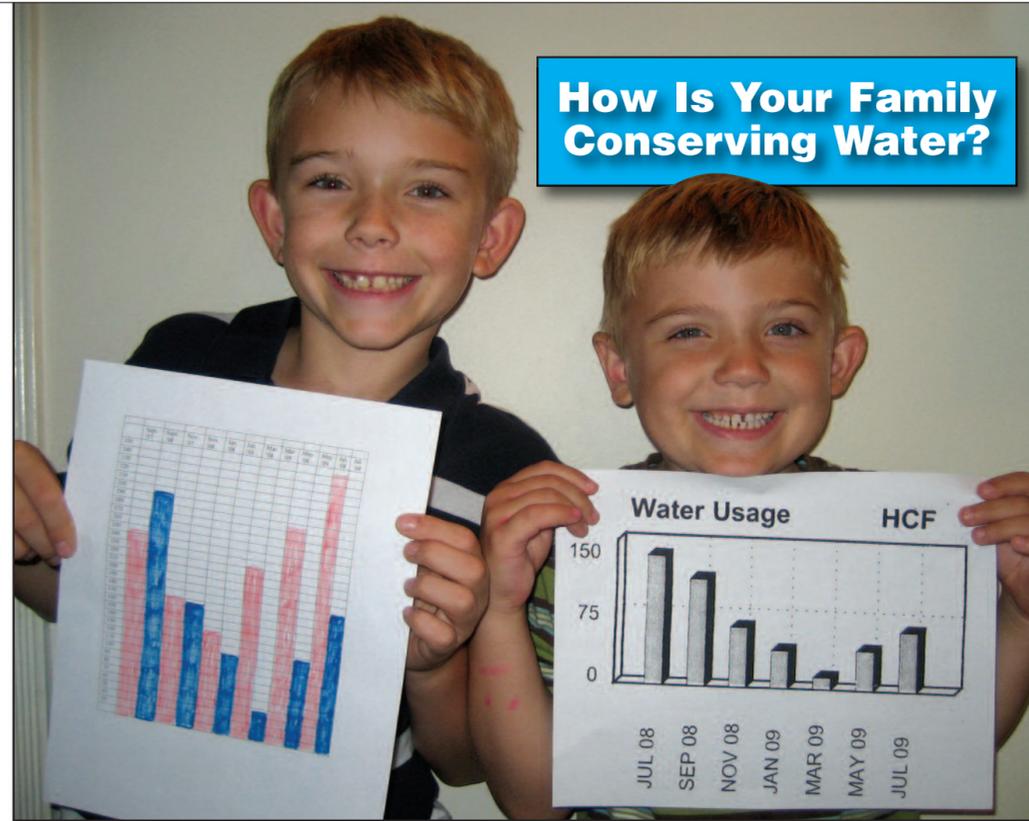


Current MWD California Water Reserve Level gauge shows customers the dire situation of our water reserves.

Water gauge graphic provided courtesy of The Metropolitan Water District of Southern California, copyright owned by The Metropolitan Water District of Southern California.

To find out how to save more water call for a free Smart Home energy and water survey of your home. We will install \$50 worth of free energy and water saving devices and help you find more ways to conserve. Call (818) 265-5062 for an appointment.

How Is Your Family Conserving Water?



Matthew Moore age 8 and Preston Moore age 5 show us the charts they have made to show Glendale how much water their family has saved since last year by making simple changes in their lifestyle.

Meet the Moore family. Since September 2008, they have reduced their water bills by an average of 47%. How have they done it? The family started taking "Navy showers."

The Navy started "Navy showers" to save freshwater aboard ships. The basic idea is to get in the shower, get your body wet, turn off the water, soap up, and then turn on the water to rinse clean. A regular shower can use about 60 gallons of water, and a Navy shower only uses about three gallons.

The Moore family didn't stop there... "we are inspired to keep going and always look for more ways to save water," stated Laura Moore. When it rains they remember to turn off their sprinklers two days before it rains and two days after. "It makes us feel great to see that we are making a difference by changing our habits. It's easy to do and it doesn't cost anything," added Moore.

Share your conservation ideas, stories or pictures with us, we want to know how you and your family are saving water. You can send pictures and stories to Glendale *Water & Power*, Public Benefits Department 141. N. Glendale Ave. Level 2, Glendale, CA 91206.

Free Water Conservation 101 Classes Continue

Since Glendale is in Mandatory Water Conservation, learn how to minimize the impact of mandatory water conservation on your family, your landscape and your water bill. Also learn how you can reduce the amount of water you are using and still be able to keep your landscape alive. Learn all this and more by attending our free water conservation 101 class.

Classes Scheduled:

Thursday	October 15	6:30 p.m. – 9:00 p.m.
Saturday	October 24	9:30 a.m. – 12:00 p.m.
Thursday	November 12	6:30 p.m. – 9:00 p.m.
Wednesday	November 18	6:30 p.m. – 9:00 p.m.

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 directions will be provided to you.

Looking for California Friendly Gardens

Is your garden California Friendly? If so, Glendale *Water & Power* would love to see and post pictures of your front and back yards on our website to inspire and encourage Glendale residents to plant California Friendly gardens.

Our website has a list of the most popular California Friendly plants and instructions on how to plan and plant for an easy-care garden that needs little water and maintenance.

We also offer free landscape classes to help residents learn how to plant California Friendly gardens, and save money by saving water while enjoying a colorful garden. These classes are in-depth overviews of landscape design, sprinkler systems, and California friendly and native plants. You will also be advised on how to maintain a beautiful garden without running up your water bill!

Visit GlendaleWaterAndPower.com for more information on California Friendly landscaping, and remember to e-mail your garden photos to vavetisian@ci.glendale.ca.us.

Free CA Friendly Landscape Classes



Classes will take place on Saturdays from 8:30 a.m. to 12:30 p.m. on the following dates:

October 17
Sprinkler Systems

November 7
Landscape Design

November 14
CA Friendly & Native Plants

November 21
Sprinkler Systems

Enrollment is limited.

To register call (818) 548-4828.

Class location information will be given at time of enrollment.