

How are you conserving water?

Share it with us...



Jeremiah shows us how easy it is to conserve water. He takes the full bucket out of the shower and then pours the water into smaller buckets outside, and uses those buckets to water the plants.



Fourteen year old Jeremiah Hovsepiyan is on a water saving mission. He has placed a bucket under every shower head and faucet in his home and is encouraging his family to catch the cool water in the bucket while they wait for the water to get warm. He then uses the buckets of water each day to water the plants in his garden. Each morning when Jeremiah waits for the water to warm-up in the shower, he collects five gallons. His mother states that in the months of September and October, they haven't turned on the hose to water any of their plants. Jeremiah is calling his campaign the "Jeremiah Bucket Campaign" and is urging other families in Glendale to do the same to help conserve water. "I think it's the easiest way to conserve water, because you waste water while you wait for it to get hot. We all need to do a little and change our habits to save water, it's important since we are in a drought."

In the last several months, GWP has provided numerous water conservation tips to our customers. We try to provide different types of water saving tips, some that are no cost and others that are low cost, in order to help our customers find the best way to conserve water. Some of these tips might work for you, and others won't. The key is finding the most suitable way to conserve water and save money. So we ask, what water saving tip works for you? Share it with us, and we will share it with Glendale.

We Invite You to WATCH IT GROW!

Ever wonder what a "California Friendly Garden" looks like? Glendale Water & Power and the Glendale Parks, Recreation and Community Services Department have planted a low-water-use, drought tolerant "California Friendly Garden" on Verdugo Road, north of Glorietta Street and adjacent to Glorietta Park.

Stop by and check out the plot plan design in the display box. On it you will see photos and names of the plants in the garden. If you are interested in planting your own "California Friendly Garden" and would like further information about the plants in our garden, you can visit our web site or attend our upcoming FREE California Friendly Landscape classes we offer throughout the year. Call us for more information (818) 548-3300.



Newly planted CA Friendly plants at Glorietta Park.

Christmas Tree Recycling

Each year, the City provides a special program to collect Christmas trees at the curb on your trash pick-up day. This year, trees will be collected from the first working day after Christmas, December 26, 2008, through January 16, 2009.

Single-family residents of the City should put their trees on the parkway by 7 a.m. on their scheduled trash day. Multi-family residents and businesses should call the Integrated Waste Management Division at 818-548-3916 to find out what their scheduled day will be.

Please remove all ornaments, decorations, nails, buckets, bags, and stands before putting trees out for recycling. Flocked trees are acceptable. Trees more than eight feet tall must be cut in half. Residents with yard-trimming (green) containers may clip the branches, cut their trees, and fit them into their containers. Remember not to jam materials into the container, and to be sure the lid closes completely.



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 27 & 28 (Thanksgiving) December 24 (1/2 day 8:30 a.m. - 11:30 a.m.)
December 25 (Christmas Day) January 1 (New Year's Day)

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



GWP Electric Bill Questions: 818.548.3300	Water Emergencies: 818.548.2011	Senior Citizen Discounts: 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 Lighting Rebates Program: 818.548.2750
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)	Smart Business Energy Saving & Upgrade Program: 1.800.263.9313
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

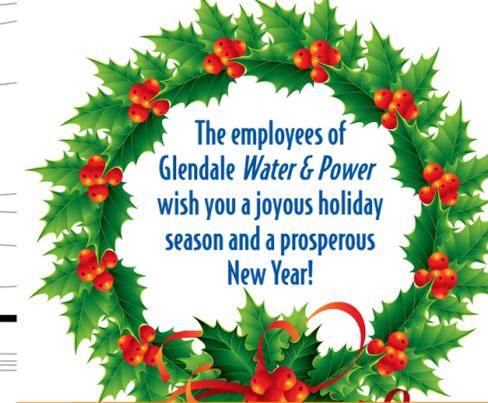
From The Source

Glendale Water & Power News



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

December 2008 ● Volume 8, Number 6



The employees of Glendale Water & Power wish you a joyous holiday season and a prosperous New Year!

Have a "GREEN" holiday this year

As festive lights and decorations begin to appear, it is a signal that the end-of-the-year holidays have arrived. Lately, a "green" element has been added to holiday lighting. Purchasing and using energy efficient holiday lighting gives us a chance to show our concern for the environment while saving money on your electric bills. What better way to enjoy our holiday traditions!



LED lights are more energy efficient.

Use LED Lights

LED (light emitting diode) holiday lights use up to 95% less energy than larger, traditional holiday bulbs and last up to 100,000 hours. LED holiday lights use .04 watts per bulb, 10 times less than mini bulbs and 100 times less than traditional holiday bulbs. Now LED lights come in all different colors and styles to fit your holiday decorating needs.

Outdoor Mini-lights Will Also Save Energy

A 100-light string uses only 40 watts. If you're buying a new set of lights, compare based on equal "lighted length." Some brands have 100 mini-lights on only 8 1/2 feet of cord, while some cover up to 40 feet of length.

Don't Forget To Turn Tree Lights And Outdoor House Decorations Off At Bedtime.

It's simply a waste of energy to leave the holiday lights on after everyone has gone to sleep. Purchase a timer to automatically turn on and off holiday lighting.

Last Chance To Enroll in Green Partners Program

Support renewable energy resource development and purchase green power! Help us achieve Glendale's Renewable Portfolio Standard goals. Enrollment in the Green Partners Program ends December 31, 2008.

The Green Partners program allows customers to pay a fixed green power charge (GPC) in lieu of the variable fuel adjustment charge (FAC) on their GWP bill over the next five years. The GPC charge is \$0.1039 per kWh and the current FAC charge is \$0.0718 per kWh. Customers will pay a \$0.0321 premium over the current FAC when they join Green Partners. Though the FAC can fluctuate up and down over time, the GPC will be fixed at \$0.1039 per kWh for five years. For more information or to enroll call (818) 548-3300 or sign-up online at www.GlendaleWaterAndPower.com



Solar Solutions Incentives will Drop

The Solar Solutions Program provides cash incentives to customers who install grid-connected solar photovoltaic systems that meet program guidelines. Incentives for new solar installations could equal up to \$4.00 per watt for installed systems up to 30 kWdc and up to \$3.55 for larger systems. These incentives will remain in effect until December 31, 2008, and by law are required to decline at a rate of 7.0% per year.

If you are interested in installing a solar photovoltaic system at your home or business and actively contribute to the decrease of harmful green house emissions and help protect our environment, call us today to reserve your incentive before it drops! For residential and small business installations call (818) 548-2750 and for large business installations call (818) 548-2746.

Report Water Waste

If you see:

- sprinklers that are broken, leaking or watering the sidewalks instead of lawns,
- sprinklers on between 10:00 a.m. and 5:00 p.m., or
- see someone wasting water and you aren't comfortable contacting them, you can call us and we will notify them.

We all have to work together to reach our water conservation goal. To report water waste anonymously please call us (818) 548-3300



Upcoming Water Conservation 101 Classes

In our October issue we mentioned we have new classes that will help you conserve water. We are currently signing up interested residents for our first Water Conservation 101 class. More classes will be offered in 2009. In these classes you will learn how to:

- Read your water meter
- Set your automatic sprinklers
- Check your sprinklers for leaks and adjust them to water the landscape
- Irrigate your landscape properly

We will also go over our water supply situation, where our water comes from and ways you and your family can conserve water and reduce your water bills. Enrollment is limited. Call (818) 548.4828 to register. Refreshments will be served.

WHERE: To Be Determined **WHEN:** Thursday, January 15, 2009 **TIME:** 6:30 p.m. to 8:00 p.m.

Glendale Water & Power's

2008

Year of Accomplishments

GWP delivers electricity to **83,408 electric meters** and water to **33,040 water meters**. In the last year, our customers used **1,139,689,441 kilowatt hours (kWh)** of electricity and **12,366,154 hundred cubic feet (HCF)** of water.



Building Today For A Stronger Tomorrow

- Connected **2 miles** of 4 kV distribution service to 12 kV.
- Constructed and commissioned the **3rd transmission line** between Kellogg 69 kV switching station and Rossmoyne Substation. Addition of this line increases the system reliability substantially
- Replaced more than **8 miles** of old water pipes
- Exercised over half of the valves in the water system to make sure they work well
- GWP Fleet Services was again nominated for **one of the Top 100 Fleets** in North America by *Government Fleet Magazine*. Continued to reduce the fleet Carbon Footprint in excess of 50 tons
- Offered our new Green Partners program to customers that want to receive green power. GWP has enrolled over **500** customers in this program

Energy, Water And Money Saving Programs

- **7,000** low income households received service through our Senior Care, Guardian, Helping Hand and Peak Hogs Programs.
- Through our Smart Home Programs over **1,500** customers received a free energy and water survey of their home and over **3,800** rebates were provided to our customer for the purchase of approved appliances and home improvement products.
- We installed **459** free energy saving devices
- Installed a 261 kW photovoltaic system atop GCC's new parking structure
- Through our Solar Solutions programs, we helped **19** residential customers install solar panels on their rooftops totaling 91 kW

Total annual demand and energy savings are estimated at **6,500 kW** and **14,700 MWh**, enough to power **2,100** single family homes for **1 year**.

Log onto our website for information about all of the programs we offer to help save you energy, water

Working With Our Customers And The Community

- Answered over **100,300** customer service calls.
- Helped over **13,600** walk-in customers at our front counters.
- Provided over **1,000** hours of training to our employees, ensuring that you receive the most accurate information and the highest level of customer service.
- Installed over **1,700** AMR (Automated Meter Reading) electric meters increasing our total number of AMR meters to approximately 7,000. AMR reduces our cost to read meters at locations with difficult access. Between AMR and other route enhancements to increase efficiency, we have reduced the need for one full-time meter reader position.
- Enrolled **2,862** customers in our online bill pay eCare program, and enrolled an additional **611** new customers into our paperless eBill program.
- Participated in over **70** community sponsored events during 2008.
- Redesigned the GWP web site. It is now more user friendly and gives customers easier access to service information, reports and money saving programs.
- Added the Green House Gas Analyzer to our upgraded web site. This free online tool is for large business customers to measure their carbon footprint.

