

GWP Commission Recognizes Efforts of GWP Electrical Section

GWP's Commission recently acknowledged the marked improvements in the electric system reliability with less number of outages reported. According to a presentation at January's GWP Commission meeting, Glendale Water & Power's Electrical Administrator, Ramon Abueg, stated that GWP has reduced the number of outages by 67% since 2005. The average duration of outages has also improved.

These improvements are due to the investments we are making in capital projects and continuous maintenance programs. These upgrades fall in line with GWP's Building Today for a Stronger Tomorrow Campaign, which has invested over \$45 million since 2005 in capital projects such as the 4-kV to 12-kV conversion program,

transformer replacements in the substations and overall cable replacements. Although we experienced outages in January, during the heavy rain and wind storms, power was restored immediately to those who were affected. The Commissioners recognized the hard work and effort of all the employees of the Electric Section resulting in the significant improvement in the system reliability.

**Commission meetings are always open to the public and are held on the first Monday of every month at 4:00 p.m. in City Council Chambers. All GWP customers are encouraged to attend the meetings to share comments, and suggestions about GWP. Commission meetings are also televised live on GTV6.*

Would you like free low-flow showerheads and faucet aerators?

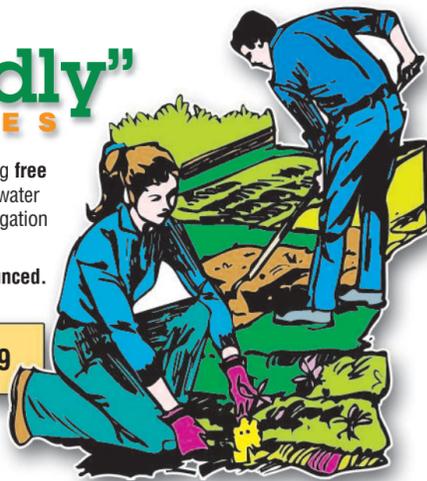
You can get them for free through GWP's Smart Home Energy & Water Survey program. In addition to the free shower heads and faucet aerators that we install for you, we can also install free compact fluorescent light bulbs and other energy and water saving devices, plus show you how you can make your house or apartment a smart home! Apartment buildings qualify as well! We can schedule each tenant for an appointment to receive \$50 worth of free energy and water saving devices. Call us today to schedule your free Smart Home Survey and start saving money, energy and water! (818)265-5062.

FREE "California Friendly" LANDSCAPE CLASSES

Glendale Water & Power and Burbank Water and Power are again co-hosting free landscape classes designed for the non-technical gardener. Learn how to save water and lower your water bill by identifying common water wasting problems in irrigation systems and discover the best "California Friendly" plants for your landscape.

Enrollment is limited. Call (818) 238-3730 to register. Location: To be announced. Time: 8:30 a.m. to Noon. Refreshments will be served.

Class Dates: Saturday, March 8 & Saturday, March 29



GWP Offering Landscape Design Classes to Local Professional Landscapers.

GWP has partnered with the Metropolitan Water District to offer local professional landscapers classes on planting water efficient gardens for apartment buildings, office buildings and homeowner's association, and property management landscaped areas. More details on these classes coming soon. For more information please contact **Herbert Garcia** at (818) 548-2749.

CONSERVATION CORNER

Home Sealing

If you add up all the hidden air leaks in your home, they can equal a hole the size of an open window! This can lead to higher energy bills by allowing heat and cool air to escape and causing your heating and cooling systems to work harder to keep your home comfortable.

Sealing air leaks, gaps, and openings around windows, doors and recessed lights are the most important steps you can take to reduce home energy costs by 20% year-round. Many air leaks and drafts are easy to find because they are easy to feel — like those around windows and doors.

Sealing these leaks with caulk, spray foam, or weather stripping will have a great impact on improving your comfort and reducing utility bills.

Need help locating air leaks? Call GWP for a free Smart Home Energy & Water Survey. Our contractors will perform a free air tightness analysis of your home locating problem leakage areas (single family homes, duplexes and 3-4-plexes only). Call us for a free survey today (818) 265-5062.



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

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

February 2008 ● Volume 8, Number 1

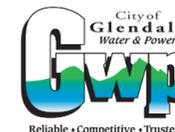
GWP City of Glendale Water & Power
Reliable • Competitive • Trusted

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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 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: 818.548.4861 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	
Power Outage: 818.548.2011		Peak Hogs Program: 818.548.3300	

Meet Glendale Water & Power's New General Manager

Glenn O. Steiger has been selected to serve as the new General Manager of Glendale Water & Power. Steiger has been in the energy business for over 37 years and is well respected in the industry. Having worked with both water and power, he brings a great deal of experience and knowledge to our City. Steiger has served on the Board of Directors for the Southern California Public Power Association (SCPPA) and the California Municipal Utilities Association (CMUA).

Steiger most recently served as General Manager/CEO of Massachusetts Municipal Wholesale Electric Company in Ludlow, Massachusetts. Prior to that, he worked three years as General Manager of the Energy Department for the Imperial Irrigation District in Imperial, California. Steiger also worked as President for CSI Group in Mesa, Arizona and as Vice President for Energy Strategies, LLC in Phoenix, Arizona.

Steiger will replace Interim Director Dan Waters who has served in that position since April 30. Steiger has a Master of Science and Bachelor of Science Degrees from the New Jersey Institute of Technology. He also completed an Advanced Executive Management Program at Duke University's Fuqua School of Business. Steiger is married and has three children. He will assume his new duties on February 20.

We believe Glenn Steiger's addition to the City family will provide strong leadership and support in our continued effort to keep GWP reliable, competitive and trusted.



Recent Rains... A Drop in the Bucket



GWP is seeing a steady decrease in water usage among Glendale customers as outreach efforts help us all learn how to conserve water. Glendale is close to meeting its target of reducing water usage by 10% and according to December reports, water production was 8.2% lower than December 2006. Production is down 6% compared to the 10 year average.

"I'm pleased our residents are responding to our water conservation campaign," said Peter Kavounas, GWP Water Administrator. "Consumption has been down since we launched our campaign last July, but this is the first month that we've seen significant results."

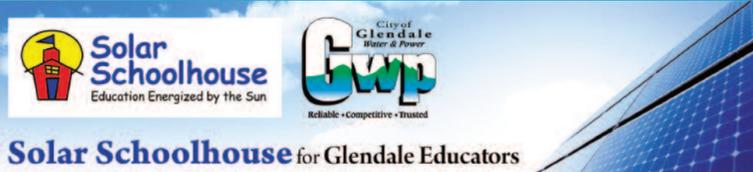
While the decrease is a step in the right direction, Kavounas says it's important for customers to continue conserving water. "Customers need to know that this is only the

beginning," says Kavounas. "We need to continue to save if we are to have any chance of avoiding mandatory water conservation in the coming year."

GWP would like to remind its customers we are still not in the clear. January brought rain, but considering our current drought condition, this was just "a drop in the bucket."

Our need for water conservation is still important. Our goal is still to save 20 gallons per person per day! It seems like a lot of our customers are careful at conserving water inside their homes, but forget that water conservation is also important outside their homes. Outside is where the big savings can occur with a few minor adjustments. Below are a few water conservation reminders.

-  **Are your sprinklers still set for summer watering? Adjust them so that they are not watering every day. In the winter there is no need to water your lawns and gardens that often.**
-  **If it rains, don't forget to shut off your automatic sprinklers!**
-  **Adjust your sprinklers so they don't spray the sidewalks and walkways**
-  **Don't hose down your driveways and sidewalks with water to clean leaves and dirt; use a broom instead.**
-  **Apartment building tenants, notify your landlord, property owner or property management company if you see sprinklers on after 10:00 a.m. or after it rains, chances are they forgot to shut off the sprinklers.**

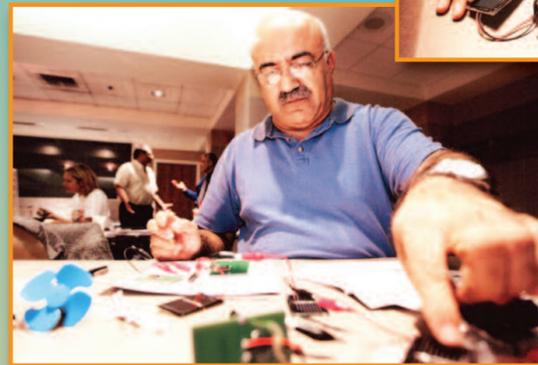
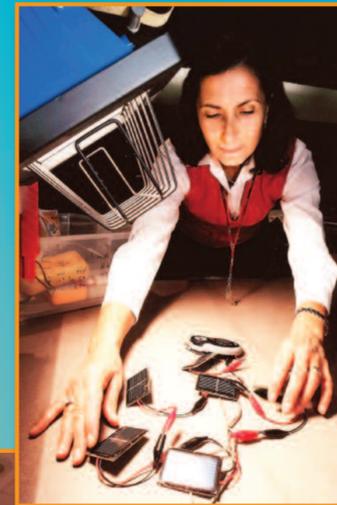


The Glendale Solar Schoolhouse Program was officially launched on November 27, 2007. Twenty teachers from schools throughout Glendale received training on how to bring engaging hands-on solar electric lessons into the classroom. Teachers completing the training received a \$1500 coupon to purchase lab materials to use in their classrooms.

Christina Engen, a biology teacher and environmental science teacher at Crescenta Valley High School who attended the training, said the money to buy materials for solar activities would help her teach her Advanced Placement environmental science class in a more interactive way. "It's inquiry based," Engen said of the solar activities. "It will hopefully inspire them to learn more."

As part of the program Glendale Water & Power will also fund the installation of a Solar system at two schools valued at \$10,000 each.

The Glendale Solar Schoolhouse program is for grades 4 – 12 and the next training is being slated for late April 2008. For information contact Atineh Haroutunian at (818) 548-3381.



Photos Courtesy of Glendale News-Press

Free Water Conservation Assembly for Glendale Schools – "H₂O, Where do you go?"

Glendale Water & Power is sponsoring a new educational program for Glendale Schools to teach kids about water conservation! "H₂O, Where do you go?" is a musical interactive stage show for all grade levels that teaches students about the importance of water conservation, the water cycle, and how water gets to our homes in an entertaining, interactive and educational setting. Student follow-up materials are also provided to each school to help inspire students about science and water conservation.

Parents, tell your child's teacher or principal to sign their school up for this free assembly before all the spots get reserved! To schedule a performance, contact Donna Wood-Babcock at Donna@showsthatteach.com or 1-800-909-0024.

GWP has the Answer...???

Q
A

Does GWP call customers directly and request immediate payment by credit card for a past due bill?

In an event a customer receives a call from a GWP employee, the employee will never ask the customer for a credit card number or any financial information such as checking account numbers. The GWP employee will never ask the customer to make a direct payment over the phone, instead you would be transferred to our automated system (IVR) to make your payment.

GWP's standard procedures for handling past due bills are as follows:

If payment is not received 19 days after the billing date, Glendale Water & Power will mail out a reminder notice around day 23. If payment is still not received, GWP will make an attempt to call customers on day 37, utilizing an automated dialer with a pre-recorded message stating: "Hello, this is Glendale Water & Power. We have an important message for you. It is necessary that you contact us at 818 548-3300 during business hours. Thank you."

A final notice is mailed out approximately 38 days from the original billing date. To avoid disruption of service, you must make payment prior to the date specified on the notice. For more information on paying future GWP bills online. Visit our web site www.GlendaleWaterAndPower.com and click on **My Account** on the left.

Appliance/Product	Purchased Outside Glendale	Purchased Inside Glendale
ENERGY STAR Clothes Washer	\$ 60	\$ 80
ENERGY STAR Refrigerator	\$ 60	\$ 80
ENERGY STAR Dishwasher	\$ 30	\$ 40
ENERGY STAR Room Air Conditioner	\$ 50	\$ 60
ENERGY STAR Central Air Conditioner <small>14 SEER or higher for both single package and split systems</small>	\$100 per ton	\$120 per ton
ENERGY STAR High Performance Windows <small>U-factors (less than or =) 0.40 and SHGC factors (less than or =) 0.40.</small>	\$2.00 per sq. ft.	\$2.50 per sq. ft.
ENERGY STAR Programmable Thermostat	\$ 10	\$ 20
ENERGY STAR Ceiling Fan*	\$ 15	\$ 20
Attic Insulation <small>Minimum R-30 required insulation level for rebate. Requires a free Smart Home Energy & Water Audit. Call (818)256-5062 to schedule an appointment.</small>	\$0.10 per sq. ft.	\$0.125 per sq. ft.
Solar Attic Fan*	\$100	\$125
1.6 gallon Ultra-Low Flush Toilet <small>Limit 3 per residence. New construction not eligible.</small>	\$ 30	\$ 40
1.6 gallon Dual Flush Toilet <small>Limit 3 per residence. New construction not eligible.</small>	\$100	\$125
ENERGY STAR CFL Torchiere*	\$ 10	\$ 15

All ENERGY STAR qualified products meet strict energy efficiency guidelines set by the EPA and US Department of Energy. These guidelines can change each year. As an ENERGY STAR partner, GWP will honor these updated guidelines and will follow them when processing rebates. New rebate items qualify for a rebate if purchased after July 1, 2008. PLEASE NOTE: The above rebate amounts for all appliances and products are effective for purchases made after July 1, 2006. Funding is limited and rebates are not guaranteed. Applications will be accepted on a first-come, first-served basis. This program shall at times be subject to change or termination without notice.

Rebates, Rebates, Rebates!

New Year, new appliances, new home improvements.

Why not upgrade to ENERGY STAR and get cash back? GWP offers rebates on most ENERGY STAR appliances and home improvement products. See the chart and call toll-free

1-866-557-1411

for an application.

