



## Water Meter Reading 101

### WHY WOULD I WANT TO READ MY WATER METER?

To be able to save water, you need to know how much water you actually use. By reading your meter at the beginning and the end of a day, or a week, you can compare the two totals to determine how much water you and your family used. The second reason to read your meter is to check for leaks. Turn off all the taps in your house and look at your meter. If it is still turning, then you may have detected a leak.

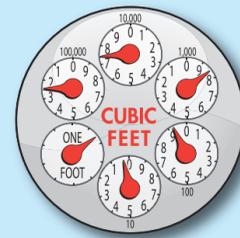
### My Water Meter

#### WHERE DO I FIND IT?

Water meters are located outside, usually at the front of a property. They are enclosed in a concrete meter box with a removable lid. To read your meter, lift the meter box lid to access your meter, then lift the lid on the meter to be able to see the dial.

#### HOW DO I READ IT?

Most of the water meters in Glendale are this type of meter. They read like the odometer on your car. This meter reads: 125300 cf (cubic feet). On your bill this read would be recorded as 1253. Usage on your bill is calculated in hundred cubic feet (HCF).



Some water meters have several dials on the meter face. This type of meter can easily be read if you understand some basic rules. Each of the dials represent one digit of the present reading. Each dial pointer alternates between moving clockwise and counter clockwise. Start with the largest dial, typically labeled 100,000 or larger and move in a clockwise direction until you reach the dial labeled 10. If a pointer is between two numbers, record the LOWER number (use 9 if the pointer is between 9 and 0). If a pointer is directly on a number, check if the pointer on the next dial to the right has moved past zero. If it has NOT passed zero, record the lower number from the original dial.

This meter reads: 27890 cf (cubic feet). On your bill this read would be recorded as 278. Usage on your bill is calculated in hundred cubic feet (HCF).

### NOW THAT YOU HAVE READ YOUR WATER METER, LET'S CALCULATE YOUR USAGE

To be able to manage your water use more effectively, we suggest that you read your meter at regular intervals...the same time, the same day each week. Write down the first reading you get, read your meter again after a few days write down the second reading. Subtract the first reading numbers from the second reading. This will give you the number of cubic feet (cf) you used. Now, multiply the cf number by 7.48. This tells you your water usage in gallons. With this number, you can determine how much water you used in a day, or week by dividing the gallons by the length of time between your meter readings.

#### HOW IS MY USAGE BILLED?

GWP bills in increments of hundred cubic feet (HCF). Only the reads from the 1,000 foot dial and larger are used for billing purposes.

**1. Calculate Cubic Ft. Usage:**  
 Current Reading 125,480 Cubic Ft.  
 Previous Reading - 125,300  
 = 180 Cubic Ft.

**2. Convert Cubic Ft. to Gallons**  
 180 Cubic Feet  
 X 7.48 Gallons Per Cubic Ft.  
 1440  
 720  
 1,260  
 = 1,346.40 Gallons of Water Used

## You are Invited to Customer Service Week

Glendale Water & Power will be celebrating "Customer Service Week" **October 6-9, 2008** from 8:30 a.m. to 5:00 p.m. in our lobby. All customers are invited to come meet our friendly staff, participate in our customer service activities and take our customer survey.

"Customer Service Week" was developed in 1988 by the International Customer Service Association and is devoted to recognizing the importance of customers. The United States Congress proclaimed "Customer Service Week" a nationally recognized event in 1992. GWP Customer Services has been taking full advantage of this event for the past six years to express our appreciation and commitment to our customers, as well as our employees who are on the front line of the service revolution. We look forward to seeing you there.

## Grayson Power Plant Finally Gets its Dedication

In December 1941 the Grayson Power Plant on San Fernando Rd. was set to be officially dedicated. That month Pearl Harbor was bombed and our country went to war, and the dedication for Grayson wasn't a priority anymore. A 288 megawatt producing power plant that provides the needed power to Glendale and has been working without a glitch for 67 years, deserves to be recognized and officially dedicated.

GWP invites our customers to the long overdue Grayson Power Plant dedication ceremony on Thursday, December 4, 2008 at 10:00 a.m. at the Grayson Power Plant on 800 Air Way. Council members, GWP employees, and retired GWP employees that have worked at the Grayson Power Plant will be at the dedication event. On display will be historical information and pictures from the many changes our Power Plant has gone through to support the power demands of Glendale. For more information on this dedication ceremony please visit our web site [www.GlendaleWaterandPower.com](http://www.GlendaleWaterandPower.com) for updates.



# 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: Tuesday, November 11, (Veterans Day) Closed: Thursday & Friday, November 27 & 28, (Thanksgiving)**

**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**

**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**

**Power Outage:**  
**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**

**Senior Citizen Discounts:**  
**818.548.3300**

**Smart Home Surveys:**  
**818.265.5062**

**Smart Home Rebates:**  
**1.866.557.1411 (toll-free)**

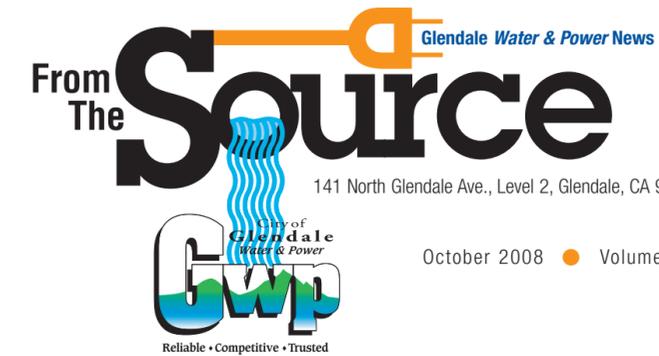
**Smart Home Solar Solutions:**  
**818.548.2750**

**Peak Hogs Program:**  
**818.548.3300**

**Smart Home Air Conditioning/Duct Programs:**  
**1.877.422.2432 (toll-free)**

**Smart Business Lighting Rebates Program:**  
**818.548.2750**

**Smart Business Energy Saving & Upgrade Program:**  
**1.800.263.9313**



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

October 2008 ● Volume 8, Number 5

Presorted  
 Standard  
 U.S. Postage  
**PAID**  
 Glendale, CA 912  
 Permit #1728

In This Issue

2

GWP's New Web site

3

Peak Hogs Program

4

Sprinkler Information and Landscape Classes

## How Much Water Does Your Lawn Really Need?

### Probably less than you think.

Can watering less really make a difference? Absolutely!! Studies by the CA Department of Water Resources (DWR) consistently find that most homeowners apply at least twice as much water as their lawns actually need. Overwatering isn't good for landscapes or our water supplies.

If you suspect you're overwatering, cut back the irrigating time or the frequency until your landscape begins to dry out between waterings or show signs of stress, then add a few minutes back.

For lawns, we suggest the "step on it" method to determine if your lawn needs watering. If, after walking on your lawn, your footprints disappear, then your lawn has enough water. No need to water today. But, if after walking on your lawn, you look back and see your footprints, water today.

Almost all homeowners cut back watering in winter, but not in spring and fall when lawns need only about an inch of water per week. Considerable water savings can be achieved by simply adjusting watering times seasonally.

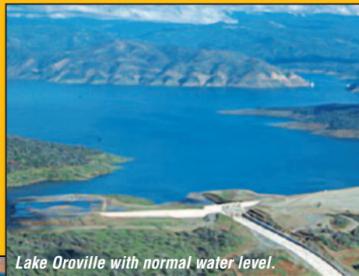
Do your sprinklers water only your landscape or are they watering your neighbor's yards, the sidewalk, or the cars parked in front of your home or business? Most owners who have automatic irrigation systems and whose water turns on early in the morning or late at night, have actually not seen their sprinklers "on" in a while. Faulty or improperly adjusted sprinklers cause significant water waste. We suggest that periodically you manually check your sprinklers to make sure they are properly adjusted and working correctly.

We love our green lawns, but they do not have to be "water guzzlers" to stay green.

## Why Does Everyone Need to Conserve Water?

California is facing drought conditions because of very limited rainfall. Take a look at before and after pictures of Lake Oroville and the present condition of Lake Mead. These bodies of water are essential to Glendale and all of Southern California, and are both at their lowest point and are getting lower. In addition to little rainfall, court decisions have restricted the amount of water that can flow south of the Sacramento-San Joaquin River Delta. The combined effect is that our water supplies have been dramatically reduced.

We all need to do our part to conserve, if not we will be forced into mandatory water conservation by December. Below are a few tips to help you and your family save water each day.



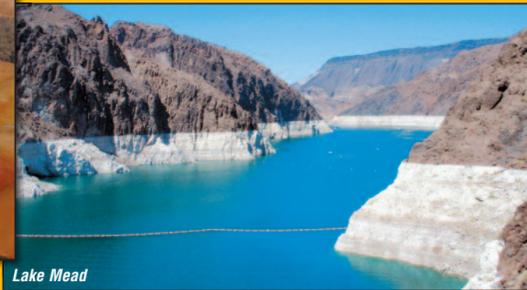
Lake Oroville with normal water level.

- Water your landscape before 10:00 a.m. and after 5:00 p.m.
- Don't water every day.
- Adjust your sprinklers so they spray the landscape and not the sidewalks and driveways.
- Report water waste (818) 548-3300
- Take 5 minute showers
- Wash only full loads in the dishwasher and washing machine
- Turn off the faucet when shaving and brushing your teeth
- Remind your waiter to not serve water to you when you sit down at a restaurant

More tips are available on our web site  
[www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)



Water level in Lake Oroville, the Northern California head waters of the State Water Project, is at 36% of capacity.



Lake Mead



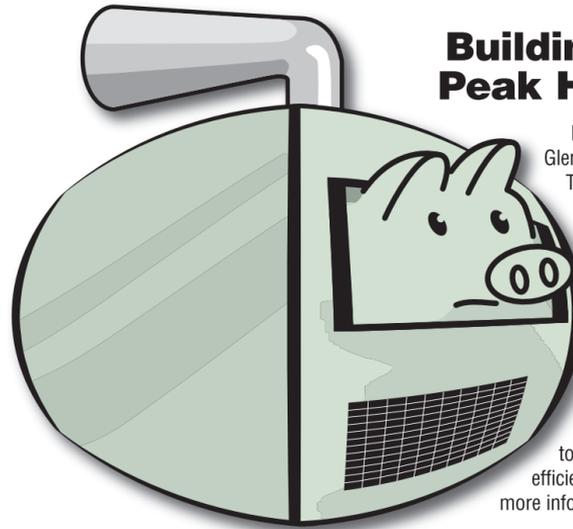
## GWP Redesigns Web Site

August 2008 marked the launch of GWP's newly redesigned web site at [www.glendalewaterandpower.com](http://www.glendalewaterandpower.com). Stop by and take a look! We hope you like the dramatic new, colorful web design and easier navigation.

Spend some time reviewing the updated information on how to save money while protecting the environment. Take a look at low-income and energy efficiency programs, and answers to frequently asked questions regarding our solar program. See what we are doing to improve our electric and water systems in our on-going projects and reports page. Wondering about how to save water? Try out our new Water Use Calculator, learn to read your meter and track consumption, and review our water saving tips.

Finally, while you are there, why not take a few moments help the environment by signing up for electronic bills and our online bill payment service.

We look forward to seeing you, online.



## Building Owners Replace Your Peak Hogs and Get Cash Back

Many multi-family residential units and small businesses in Glendale have old, inefficient central and room AC systems. These "Peak Hogs" place a high demand for energy on the local electrical system during peak use hours.

To encourage building owners of multi-family units and small businesses to replace these inefficient units, GWP's Peak Hogs Program provides cash incentives up to 50% of the installed cost of new ENERGY STAR systems. Calculated incentives are based on the SEER and EER ratings of the old and new units, so reserve your incentives before replacing old units.

Now is a prime time to replace these Peak Hogs. Since the weather is beginning to get cooler, your tenants will be able to be without AC during the replacement process and your new efficient systems will be ready for next summer's hot weather. For more information about the Peak Hogs program, call (818) 548-3300.



Example of overspraying sprinklers that need adjusting

## Sneak a Peak!

Ever wonder if your sprinklers are up to no good when you aren't watching? This weekend, put "sneak a peak" on your to-do list. Do a full test run of your irrigation system to see how the sprinklers are spraying. Do you spot any gushers, leakers or oversprayers? Time to adjust them so they only water and spray the landscape. Malfunctioning sprinklers can easily translate into higher water bills.

Don't put off getting your sprinklers in line any longer. With little sign of improvement in Southern California's water supply situation, mandatory restrictions and fines on water waste could very quickly become a reality for Glendale. Want to learn more about how to adjust your sprinklers, set the proper watering times for your landscape? In the next couple of months GWP will be hosting free water conservation workshops. A certified landscape professional will teach you how to calculate and schedule your watering needs and techniques for irrigating efficiently and effectively. Other helpful water saving tips will be presented including how to read your meter and how to set a water use goal for your household. Check our website [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) or call (818) 548-3300 for more information on class dates and locations.

When you see someone's sprinklers are broken or watering the sidewalk instead of their lawn, you shouldn't hesitate to tell them; It's the neighborly thing to do. If you are not comfortable contacting a neighbor or a business about their water waste, simply call (818) 548-3300 and we'll notify them for you. Please be sure to note the date, time, and address before you call, and GWP will send out a reminder note right away. We all need to work together to conserve water.

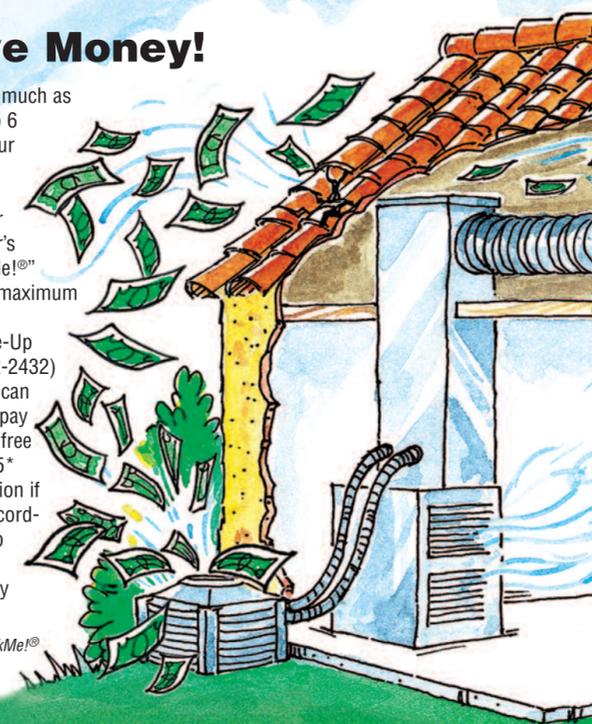
## CONSERVATION CORNER

### AC Tune-Ups Save Money!

Tuning up your AC system can save you as much as 500 kilowatt hours, or \$50-\$60 a year for up to 6 years! That's an average savings of 17% on your cooling bill. Through GWP's Smart Home AC Tune-Up, you can have your AC system tested and tuned-up. Services are provided by Proctor Engineering certified contractors, using Proctor's unique and proprietary computerized "Check Me!" system to ensure your AC system is tuned for maximum efficiency.

It's easy! Just call the Smart Home AC Tune-Up Program toll-free (877) 4AC-CHEC or (877-422-2432) to obtain a list of participating contractors that can test and repair your AC system. GWP will help pay for your air conditioner tune-up by providing a free condenser coil cleaning, (a \$45 value!) and \$65\* towards a refrigerant charge or air flow correction if it's needed. The system must be repaired in accordance to program standards. You can choose to do one or all parts of the program. Ask about scheduling an AC tune-up to start saving money on your energy bills.

\*Total price for these services are determined by the CheckMe! certified contractors who have signed up for the GWP program.



## LANDSCAPE CLASSES FOR RESIDENTS 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.

|             |                                     |           |
|-------------|-------------------------------------|-----------|
| October 4   | Basic Landscape Design              | 3 ½ hours |
| October 11  | California Friendly & Native Plants | 3 ½ hours |
| October 18  | Landscape Sprinkler Systems         | 3 ½ hours |
| November 1  | Basic Landscape Design              | 3 ½ hours |
| November 8  | California Friendly & Native Plants | 3 ½ hours |
| November 15 | Landscape Sprinkler Systems         | 3 ½ hours |

