

GWP Offers

Special Programs for Qualified Customers

Glendale Water & Power provides four programs for our qualified customers to help them save on their electric bills. Eligible customers must meet current income guidelines to qualify for these programs.



GUARDIAN – Eligible GWP residential customers receive monthly electric bill discounts on qualified medical equipment.

Running medical equipment around-the-clock can be expensive and increase electric bills each month. Open to all residential customers, the **Guardian** program provides monthly bill discounts for our customers who have household members using doctor prescribed medical equipment or are suffering from afflictions requiring special space conditioning.

SENIOR CARE – Eligible seniors receive a discount of \$12 off their electric bill every month.

The **Senior Care** program provides electric bill discounts of \$12 per month for low-income seniors age 62 or older, or low-income customers age 55 or older receiving medical retirement or with permanent disabilities that prevent employment.

HELPING HAND – Eligible GWP electric customers are provided one-time assistance to pay either their GWP bill or GWP utility deposit.

The **Helping Hand** program helps customers continue electric service by providing up to \$150 in one-time GWP bill payment or deposit assistance for low-income customers who are experiencing a temporary financial emergency.

COOL CARE – Reduce your electric bills by replacing your old refrigerator.

The **Cool Care** program is a refrigerator replacement program that helps low-income customers reduce their electric bills by providing them with a new ENERGY STAR® refrigerator to replace their inefficient model for only \$100.

All GWP customers can take advantage of our other residential Public Benefit programs to help reduce monthly electric and water bills. For more information call GWP at (818) 548-3300 or visit us at www.GlendaleWaterAndPower.com

For more information, or to request that an application be mailed to your home, call (818) 548-3300.



CONSERVATION CORNER

SUMMER = SWIMMING POOLS

Evaporation causes swimming pools to consume water even when we are not swimming in them. Using a pool cover helps slow evaporation and could save hundreds of gallons of water per month. As an added savings, you will have to add pool chemicals less often in a covered pool.

During the summer season, a typical California backyard pool can use enough energy to power an entire home for three months. To save money and energy, try these tips:

- Keep your pool filter clean and the pump maintained.
- Make sure your pool filter pump is not operating more than necessary.
- Professionals recommended that you operate your pool pump between 4 to 5 hours per day during the summer when it is not in use.
- Next time you need to replace your pool pump motor, consider a high-efficiency one. A high-efficiency model can save you over 160 kWh per year which adds up to savings of \$100 or more.
- Glendale Water & Power provides a \$125 rebate on high-efficiency pool pumps when purchased from a Glendale dealer and \$100 if purchased from a dealer outside Glendale. For rebate information, call toll-free 1-866-557-1411

You'll enjoy swimming in your pool even more this summer when you know you are doing everything you can to save water and energy at the same time.



Glendale Water & Power News

From The Source

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

City of Glendale Water & Power

Reliable • Competitive • Trusted

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GWP Wins Third CMUA Award



For the third consecutive year, GWP has won the California Municipal Utilities Association (CMUA) *Resource Efficiency Award* for "innovative and comprehensive approaches to usage of Public Benefit Funds." This year's award was for our Business Energy Solutions Program which provides incentives to medium and large businesses to complete pre-approved energy audits and energy saving projects.

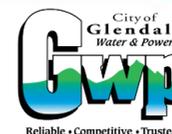
Each year, in extremely close competition, California public utilities submit their programs for recognition by the CMUA. Last year, GWP won this same award for our residential Peak Hogs Air Conditioning Replacement Program, and in 2005 we won the award for our Small Business Energy Saving Upgrade Program. You can see our awards proudly displayed in our Perkin's Building Lobby.

Admiring GWP's third consecutive CMUA Award are L to R: Joe Flores, Business Account Representative; Craig Kuennen, Public Benefits Programs Marketing Manager; Hector Gutierrez, Business Account Representative.

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: Monday, May 28 (Memorial 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**

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: **818.548.4861** 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**

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

Glendale Water & Power Website: www.GlendaleWaterAndPower.com

Going Solar

Glendale *Water & Power* has established the goal that by 2017 at least 20% of the power we sell will be generated by renewable resources. These include geothermal, hydroelectric, wind, landfill gas, and solar. Because these energy sources either cannot be used up or are quickly replenished, they are viewed as the key to a sustainable energy future. Additionally, these clean, green energy resources play a large role in the efforts to reduce greenhouse gases.

GWP's long history of promoting green energy began in 1937 with our first purchase of hydro-power from Hoover Dam. Then, in the 1990's, GWP began piping methane gas from Scholl Canyon Landfill to use at our Grayson Power Plant. Recently, GWP has signed contracts with suppliers of wind and geothermal energy. So, it is not surprising that GWP has embarked on a number of projects and programs to promote the development of **local** solar resources.

Through the use of photovoltaic (PV) systems, solar energy can be turned into electricity for use in homes and businesses. GWP's **SOLAR SOLUTIONS PROGRAM** encourages customers to purchase PV solar systems by offering generous rebates and the potential for reduced electric bills.

Benefits of Solar Panel (PV) Systems

RELIABLE: PV systems are designed to provide power over a long period of time (20 years or more) with little or no maintenance. There is no fuel to add and no moving parts. Because they are so dependable and silent, you may forget they are there — until you receive your reduced electric bill.

NON-POLLUTING: The use of PV to generate electricity releases zero emissions into the atmosphere.

RENEWABLE: Solar energy is freely available wherever the sun is shining, and some can even be produced on cloudy days. With a battery backup system, solar energy can be indirectly supplied at night as well.

ENERGY INDEPENDENCE: A well-designed PV system means you only use energy from your local electricity provider only as a supplement when it is necessary.

LOW OPERATING COSTS: Once your initial investment is made and the system is installed, there are generally no recurring expenses. For years to come, you can benefit from clean energy generation and reduced electricity costs.

MODULAR: If you find your energy needs increasing, adding more panels to your system is a simple process. Your system can adapt to your growing needs.

Since 2002 when our **SOLAR SOLUTIONS PROGRAM** began, our customers have invested over \$460,000 in PV panels for their homes and apartment buildings and are generating a total of 108 KW. These customers are saving an average of 6,000 kWh each year, plus reducing over 1,000 tons of CO2 greenhouse gas emissions. If you have any questions about PV panels or how you can have a system installed, GWP is here to help. Call us at **(818) 548-2750** for more information.



GWP Brings Solar To The Neighborhood

Glendale *Water & Power's* **ENERGY PARTNERSHIP PROGRAM** is investing \$2.9 million in the installation of solar panels on the top of the new parking structure at Glendale Community College. For the next 50 years, the panels will be owned by GWP and will generate an average of 400 mWh a year, enough energy to power about 125 homes. The system will serve approximately 10% of the campus' energy needs. The project is expected to be finished by June 2007.

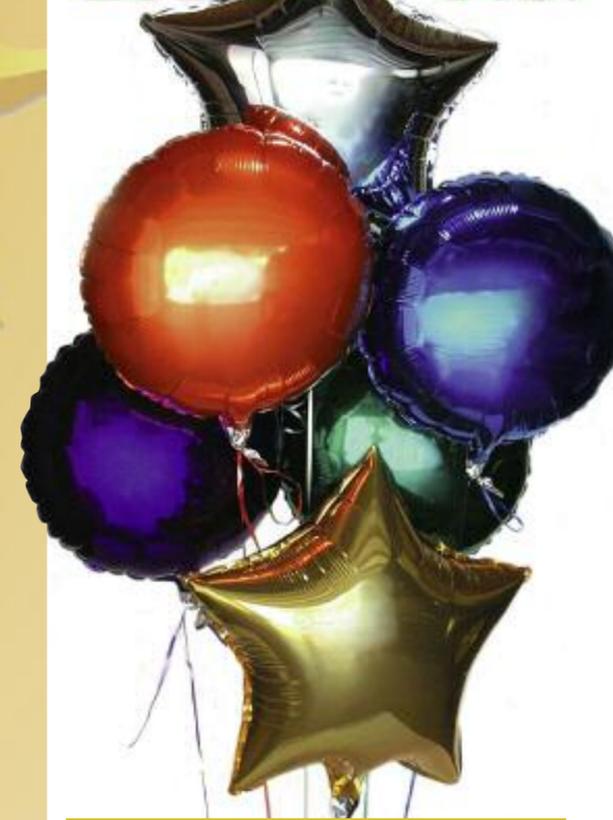
Through the **ENERGY PARTNERSHIP PROGRAM**, GWP also provided 100% of the cost to install solar panels on seven new low-income Habitat for Humanity homes in Glendale. It is estimated that these systems will generate up to 50% of the electrical needs of the residents.

GWP Hosts Solar Meeting

Solar Photovoltaic Program Managers from 30 California municipal and investor owned utilities and representatives from the California Energy Commission (CEC) and the California Public Utilities Commission (CPUC) recently met in Glendale.

During the all day meeting, they discussed new solar regulations, shared program implementation experiences, and explored areas of potential collaboration.

Hold On To Your BALLOONS!



In Glendale, electrical outages come in all "styles and sizes". Some might affect only a small part of a neighborhood while others could affect large parts of the City. Most outages are triggered by the weather, squirrels, or birds, while only a few are caused by a malfunction in some part of our system. We perform scheduled maintenance on our equipment. We trim trees on a regular basis. We install "squirrel protective devices". But we cannot predict these types of outages, so we cannot entirely prevent them.

However, we can all help prevent electric outages caused by another culprit, "fugitive" **Mylar balloons**. When one of these "toys" touches an electric wire or becomes entangled in the equipment at a substation, it causes wide-spread electrical outages.

So, "Hold on to your balloons. Your neighbors will thank you and so will GWP."

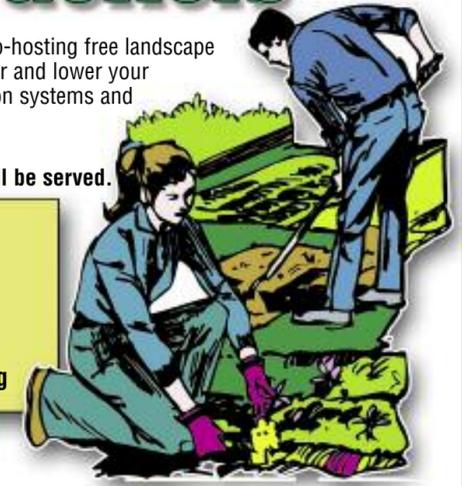
FREE CLASSES for Weekend Gardeners

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

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

CLASS DATES

Saturday	May 5	Basic Landscape Design
Saturday	May 12	Landscape Plants
Saturday	May 19	Landscape Sprinkler Systems
Saturday	May 26	Landscape Watering and Fertilizing



GWP TREE POWER...Cool your home with FREE SHADE TREES...Call our program arborist for information about receiving 3 free trees (818) 957-4425.

GWP JOINS ANNUAL ARBOR DAY CELEBRATION



Herbert Garcia, GWP Public Education Coordinator, discusses our TREE POWER tree-planting program with a customer at Arbor Day.

Sponsored by Glendale Beautiful and the Glendale Parks, Recreation and Community Services Department, Glendale held its 57th annual Arbor Day on Tuesday, March 6 at Casa Adobe de San Rafael.

The Arbor Day tradition began in the 1870's in Nebraska when a special day was set aside for the planting of trees. Since then, communities worldwide also set aside a special day each year to celebrate the importance of trees. Trees not only provide aesthetic beauty, they also provide shade that can help reduce cooling costs, produce oxygen, and help clean the air of pollution.

This year, individuals and groups donated funds to plant 99 trees in Glendale in honor or memory of Glendale residents.