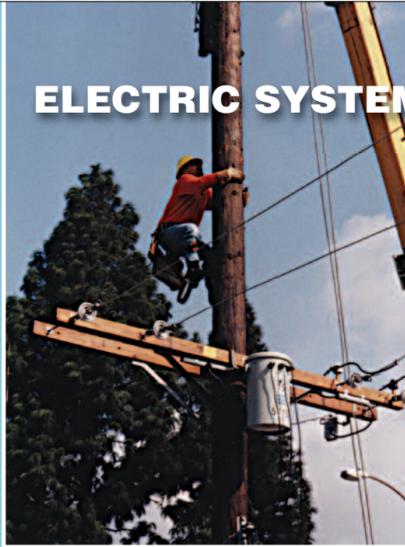


ELECTRIC SYSTEM IMPROVEMENTS "WORK"



Solving problems the old fashioned way...with ingenuity and hard work... Glendale *Water & Power* has made great strides in improvements to our electric system's reliability.

Since the Citywide Power System Upgrade Program began in 2005, GWP has been replacing old equipment before it fails and upgrading our system from a 4,000 volt system to a more powerful 12,000 volt system.

The success of these improvements was evident in our system's performance during the unexpected heat wave at the end of August this year. While neighboring electricity providers scrambled to reestablish service to their customers who were without electric service for days, most of the small number of Glendale service outages were restored within an hour or less.

As the upgrades and improvements continue, GWP expects to invest well over \$100,000,000 in the future reliability of the power system infrastructure.

A Study in Reliability

Grayson Power Plant

Since 1941, the Grayson Power Plant has been providing energy reliability for customers of Glendale *Water & Power*. Its importance became undeniably apparent following the Northridge earthquake. While customers of neighboring electric providers were without electricity service for many days, power provided from the Grayson plant made it possible for electricity service to resume for Glendale customers in a matter of hours.

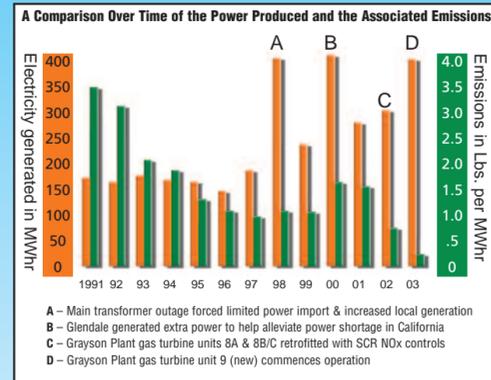
The power plant began generating power in 1941 with a capacity of 20,000 kilowatts (kW). Within 6 years, Glendale's peak electrical load had reached unexpected new heights which necessitated the addition of second unit in 1947, doubling the generating capacity of the plant. A third unit was completed in 1953.

BUT, THAT'S NOT THE END OF THE STORY.

Over the years, improvements and modifications to Glendale's power plant units have been guided by two essential goals: (1) increase efficiency; and (2) decrease pollutant emissions.

Between 1953-1963, two additional units were installed. In 1972, a gas turbine unit was added and, in 1977, a final addition was made to the plant. These gas powered turbines increased the generating capacity of the plant by almost 50% with decreased air emissions of almost 25%.

In 2003, Glendale *Water & Power* began generating power from Unit #9 which replaced the old Units #6 & 7. The new technology in this unit surpasses the emissions controls of any of our existing units, even after they were retrofitted with the latest in emission controls.



CONSERVATION CORNER

CONSERVATION

Proper Insulation Saves Energy & Money

With fall in the air, it's time to ensure your home is properly insulated. Insulation prevents heat from leaking out of your home in winter and into your home in summer, making it more comfortable year-round and reducing your energy consumption, global warming pollution, and heating and air conditioning costs.

The many options on the market today include fiberglass rolls, spray foam, rigid foam, and loose-fill cellulose made from old newspapers.

The most important factor in your purchasing decision should be the insulation's R-value. This number represents an insulation's ability to resist heat; the higher the R-value, the more effective the insulation. The U.S. Department of Energy recommends specific R-values based on where you live and what heating fuel you use.

GWP offers a rebate on attic insulation of \$.125 per square foot if purchased in Glendale or \$.10 per square foot if purchased outside of Glendale. A minimum insulation level of R-30 is required to be eligible for the rebate. Also, to qualify for this residential rebate, a customer must participate in our free Smart Home Energy & Water Survey program. To schedule an appointment for the survey, call **(818) 265-5062**.

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

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

November 2007 ● Volume 7, Number 5

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

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PAID
Glendale, CA 912
Permit #1728

- In This Issue**
- 2** Glendale Tree Trimming
 - 3** PBC Energy Saving Programs
 - 5** GWP Electric Service Reliability

Glendale Water & Power Commission

The GWP Commission acts as an advisory body to Glendale *Water & Power*. The members are appointed by a majority of the City Council to serve, without compensation, for a term of three years. Currently serving as Commissioners are Scott Dellinger, Patrick Foley, John Miller, Ed Ebrahimian and, the newest member, Hugh C. Yao.

The Commissioners receive reports and recommendations on issues from the GWP staff, and, after study and investigation, they make recommendations to the City Council.

The Glendale *Water & Power* Commission holds their monthly meetings on the first Monday of every month at 4:00 pm in the City Council Chambers on the 2nd floor of the Glendale City Hall.

Commission meetings are always open to the public. GWP customers are encouraged to attend the Commission meetings and share your comments, suggestions, and ideas about GWP. If you can't attend in person, GWP Commission meetings are also televised live on GTV Channel 6.



GWP Commissioners L to R Patrick Foley, Hugh C. Yao, Scott Dellinger, Ed Ebrahimian, and John Miller.

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 12 (Veterans Day) November 22 & 23 (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 | 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 | |

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

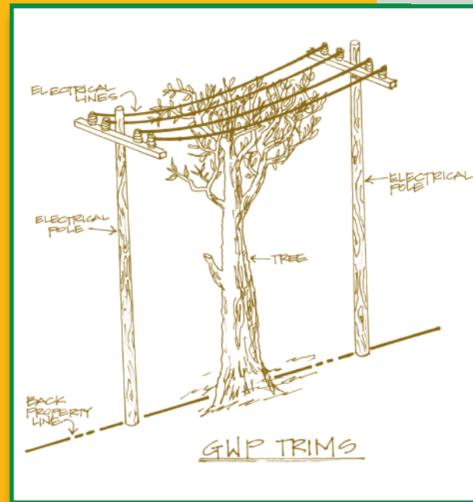
Glendale Water & Power Website: www.GlendaleWaterAndPower.com





GWP Tree Trimming

Properly planted and maintained trees can improve air quality and beautify our community. However, trees placed too close to power lines create fire and safety hazards and cause power outages. GWP has an obligation to provide safe and reliable electric service. Therefore we need to clear power lines of tree branches and other vegetation that may encroach upon our overhead power lines and equipment, and pose a risk to public safety and service reliability. We periodically prune or remove trees that are near power lines. GWP hires trained, professional tree pruners who are qualified to work safely near energized power lines.



WHY WE PRUNE TREES

- 1. TO PREVENT UNSAFE CONDITIONS:** Trees conduct electricity and create potential safety hazards when branches grow too close to power lines. For example, a child could climb an overgrown tree and sustain an injury by coming in contact with a live power line.
- 2. TO MAINTAIN RELIABLE SERVICE:** When tree branches come in contact with power lines, they can cause power outages or fires. That happens most often in windy and stormy weather. Since its inception, our tree-trimming program has drastically reduced the number and duration of outages caused by trees.

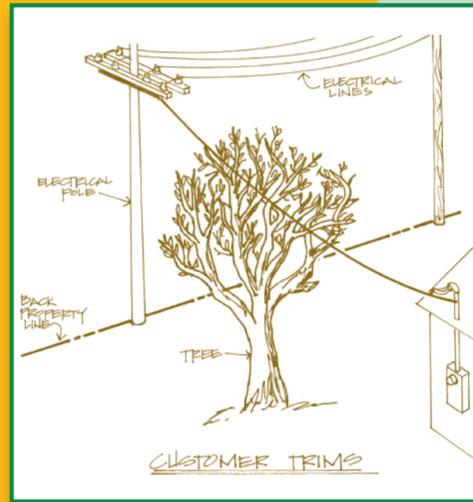
HOW WE PRUNE TREES

GWP prunes trees that are growing into or too close to an overhead power line if they are between two power poles. Please note that GWP will not normally clear vegetation around power lines that run from power poles to homes, businesses or street lights. Property owners are responsible for keeping trees away from the service lines extending from the power pole to their house.

Currently, GWP crews prune more than 30,000 trees every year. GWP uses a technique called "directional pruning" to train trees to grow away from overhead lines. This technique, recommended by the National Arborist Association, is healthier for trees than "topping" or "rounding" tree growth. It also limits the need for additional future pruning and keeps branches a safe distance from power lines.

The amount of pruning varies according to a number of factors, including tree growth rates, locations, previous pruning practices and watering methods (e.g., irrigation). Although directional pruning may not improve tree appearance, we believe it is a reasonable and responsible approach to keeping people and property safe and electric service reliable.

In addition to safety and reliability, GWP is committed to looking after the environment of our region. We recycle the tree materials we prune or remove. Clippings are chipped and used for mulch. This recycling effort significantly decreases the amount of waste placed into area landfills and GWP's disposal costs. We also conduct our line-clearing activities in a way that protects wildlife. If you need more information or think that a tree is too close to a power line call **(818) 550-4584**.



REBATES

FOR ENERGY & WATER SAVING PRODUCTS

GWP helps our customers save money on energy and water bills by offering **Cash Rebates** on eligible products. For a list of the appliance rebates see the "Money Saving Programs" listing on the GWP website at www.GlendaleWaterAndPower.com or call **(818) 548-3300** for a brochure.

SMART HOME

REFRIGERATOR RECYCLING

Lower your GWP electric bill by recycling that 2nd refrigerator you're using in the garage and get **6 FREE** energy saving light bulbs and a **ONE-TIME** electric bill discount. For information about the program click on the "Money Saving Programs" listing on the GWP website at www.GlendaleWaterAndPower.com or call **(818) 548-3300**.

It's Too Important To Ignore

Glendale...

It's Time To Save Water

Water Conservation Tips Available at www.GlendaleWaterAndPower.com

Glendale Water Quality Information

In June, Glendale Water & Power mailed our annual Water Quality Report. This annual report presents information on drinking water quality for Glendale residents. We regret that in the preparation of this year's report, water quality data was not included that should have been part of the report. This information does not change the final water quality findings. Glendale's water continues to meet all State and Federal regulations and is SAFE TO DRINK.

Presented below is the additional information:

GLORIETTA WELLS:

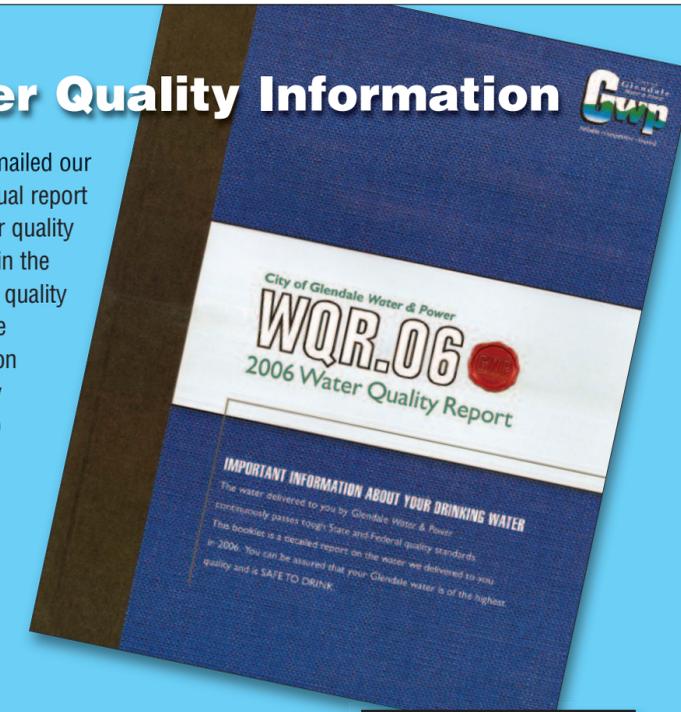
- Nitrate**
Average (as N) 8.8 mg/L
Range (as N) 4.3 to 11.7 mg/L
(The above results are prior to treatment by blending with MWD water. After treatment the nitrate results are as follows:)
- Average (as N) 4.5 mg/L
Range (as N) 2.5 – 7.8 mg/L
- Radionuclides**
- Gross alpha**
Average 8.0 pCi/L
Range 7.12 – 9.02 pCi/L
- Gross beta**
Average 2.8 pCi/L
Range 1.28 – 4.08 pCi/L
- Uranium**
Average 8.2 pCi/L
Range 6.25 – 10.2 pCi/L

VERDUGO PARK WATER TREATMENT PLANT

- Nitrate**
Average (as N) 4.1 mg/L
Range (as N) 3.4 – 4.7 mg/L

LENDALE WATER TREATMENT PLANT

- Water Constituents of Interest**
- Calcium 96 mg/L
- Hardness 351 mg/L
- Magnesium 27 mg/L
- Potassium 4.2 mg/L
- Sodium 55 mg/L
- Fluoride**
Average 0.3 mg/L
Range 0.24 – 0.36 mg/L
- Radionuclides**
- Gross alpha**
Average 6.5 pCi/L
Range ND – 13 pCi/L
- Gross beta**
Average 4.1 pCi/L
Range ND – 5 pCi/L
- Uranium**
Average 8.9 pCi/L
Range 5 – 13.4 pCi/L



City of Glendale Water & Power
WQR.06
2006 Water Quality Report

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
The water delivered to you by Glendale Water & Power consistently passes tough State and Federal quality standards. This booklet is a detailed report on the water we delivered to you in 2006. You can be assured that your Glendale water is of the highest quality and is SAFE TO DRINK.

Please contact Dan Askenaizer, Senior Environmental Program Specialist, Water Quality at **(818) 551-6906** if you have any questions about this information.

For information about the addition of fluoride in Glendale's water, call the MWD hotline at **(213) 217-6850, Option 2**.

PROPOSED NEW WATER RATES NOTICE

On October 18, 2007, Glendale Water & Power mailed a notice regarding proposed new Glendale water rates to all Glendale property owners and all GWP customers. To be sure that the notice was received by anyone who might be interested in the water rates, we used two mailing lists, the Los Angeles County Tax Appraiser's list of Glendale property owners and our utility billing list. For that reason, you could have received duplicate notices. We are sorry for any confusion this may have caused.