

More Water Awareness Month Activities

FREE Landscape Classes



Glendale Water & Power is hosting free landscape classes for Glendale residents, designed for the non-technical gardener. These 3 1/2 hour classes teach participants how to design basic landscape plans, identify common water-wasting problems in irrigation systems and choose the best plants to use in Southern California landscapes. Enrollment is limited. Call (818) 548-4828 to register. Refreshments will be served.

- Saturday... May 6 **Basic Landscape Design**
- Saturday... May 13 **Landscape Plants**
- Saturday... May 20 **Landscape Sprinkler Systems**
- Saturday... May 27 **Landscape Watering and Fertilizing**

Do You Know Where Your Water Comes From or How it Gets Here?

TOUR OUR PHOTO EXHIBIT AT THE GLENDALE CENTRAL LIBRARY TO LEARN THE ANSWERS.

Glendale Water & Power invites you to visit our colorful historical & educational photo exhibit on display at the Glendale Central library during the month of May.

Hoover High Team Ready For Competition

The team is eager and their boat is almost ready for the **Solar Cup 2006** boat races on May 19-21. Sponsored by Glendale Water & Power, the Hoover High student team members have been working on their boat for 6 months, building it and equipping it with solar power.

The **Solar Cup**, organized by the Metropolitan Water District (MWD), is an annual event open to high school students throughout Southern California. This year, the races will be held at Lake Skinner, 10 miles north of Temecula, on Rancho California road, off I-15. Admission is free.

Qualifying events are on Friday, May 19. Sprint races, using solar energy stored in batteries, take place on Saturday, May 20. Endurance races, using solar energy collection panels, and the awards ceremony are on Sunday, May 21.

SEE YOU AT THE RACES.



Need to Fix Up Your Property?

Low Cost Grants and Loans are Available To Help Those Who Qualify!

TO HELP LOW INCOME HOME OWNERS* FIX UP...

- Single-Family Rehabilitation Loan** — no monthly payments.
- low income households, (up to moderate income in target areas)
 - single family, owner occupied house
 - up to \$25,000 low interest loan (rate varies from 0% - 4%)

Senior Rehabilitation Grant — never needs to be paid back.

- low income households only
- single family, owner occupied house
- senior households, 62 years & older
- up to \$10,000 grant

Handicap Rehabilitation Grant — never needs to be paid back.

- serves low income households with a member that is permanently handicapped
- up to \$10,000 grant
- eligible improvements: wheelchair ramps, door widening, grab bars, handicap fire alarms, kitchen cabinets, handicap accessible showers



FOR QUESTIONS and more information regarding these programs, please call (818) 551-6941.

City of Glendale, Community Development & Housing
141 N. Glendale Ave., Room 202, Glendale, CA 91206

*This information does not imply nor guarantee that you or your property will be eligible for a grant and/or a loan. Loans and grants must be approved before work starts. No reimbursement for any work already started. Improvements and repairs for existing properties only- no additions. Moderate income home owners may qualify for the Single Family loan program in target areas.

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 29 for 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)

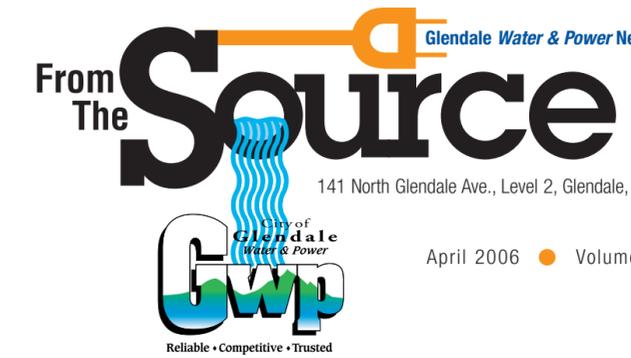
Smart Home Solar Solutions: 818.548.2750

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



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

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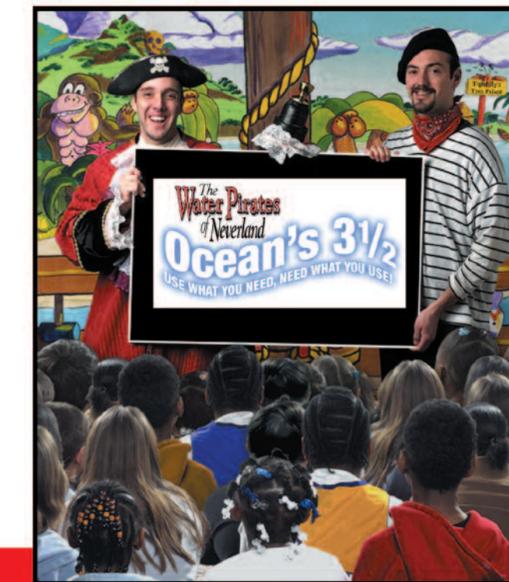
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Maintaining Water Quality with SolarBee

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4 Save Water, Save Money

May is Water Awareness Month



In recognition of **WATER AWARENESS MONTH** during the month of May, Glendale Water & Power is providing a number of water conservation activities for our customers.

The Water Pirates of Neverland "Ocean's 3 1/2" at Glendale's Central Library

On **Thursday, May 18**, at 7:00 p.m., GWP will be hosting a live production by the National Theatre for Children. Admission is free.

This entertaining program teaches children the importance of water and ways to conserve it through the antics of witty characters in an amusing story. The performance will be held at the Glendale Central Library 222 E. Harvard St. **Space is limited, so please arrive early.**

There are more Water Awareness Month Activities on Page 5

The Cost of Doing Business.....

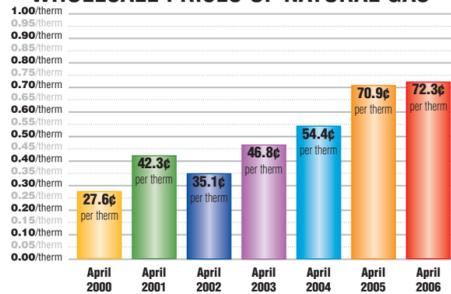
Just as there are many reasons for our individual costs of living to increase, many factors contribute to the increases in the costs of generating and distributing electric power to our customers. Major among these is the close relationship the price of natural gas has on the price of electricity. Natural gas plays a major role in the making of electricity nationwide.

Closer to home, at Glendale *Water & Power*, approximately 50 percent of the electricity delivered to our customers is generated at power plants using natural gas. During the last few years, the prices for natural gas have been volatile and have more than doubled. In fact, according to recent news reports, residential customers have seen additional sizeable increases in their natural gas bills this winter as well.

To stay ahead of these inflating costs, electric utilities must make use of resourceful purchasing strategies, such as contracting for the purchase of natural gas 12 to 15 months in advance whenever the prices are favorable and delaying purchases when prices are high. This technique works well when gas prices are fluctuating. In spite of these sound management practices, the increasing price of natural gas has continued to put upward pressure on electricity prices.

GWP will continue to make prudent purchasing decisions, in our efforts to keep costs of electricity down for our customers. As always, we are committed to provide reliable and trustworthy service to our customers at competitive rates. ■

WHOLESALE PRICES OF NATURAL GAS



*Prices according to the NY Mercantile Exchange (NYMEX)
**Prices quoted in MCF, converted to therms.



Reliable • Competitive • Trusted

GWP Wins A Second CMUA Award



Glendale *Water & Power* is continuing to extend our list of awards. For the second consecutive year, GWP won the California Municipal Utilities Association's (CMUA) *Resource Efficiency Award*, this time for our *Peak Hogs Program*.

At the CMUA Annual conference in March, GWP received the coveted award for the best "innovative and comprehensive approaches to the usage of Public Benefit Funds" in the small utility category. Each year, public utilities from throughout California compete for this award.

Our *Peak Hogs Program*, developed by the GWP PBC Programs Section, is a program that encourages apartment-building owners to replace their tenant's old, inefficient air conditioning units with new efficient ones. The program is called "Peak Hogs" because it targets some of the most inefficient AC units which make an impact on Glendale's electricity demand during peak hours in the summer. The goal of this program is to reduce electric bills for tenants many of whom have low to moderate incomes.

GWP gives rebates to building owners of up to 50% of the cost of the new units. Since May 2004, *Peak Hogs* has replaced 519 AC units with rebates totaling \$546,304. These energy saving units provide an average annual electric bill savings of about \$229 for each tenant.

For more information about *Peak Hogs Program*, call 818-548-3300 ■

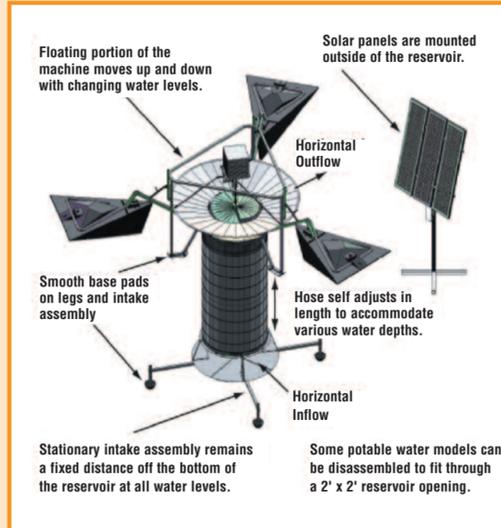
SolarBee Helps Maintain Our High Quality Water

The newest "buzz" at Glendale *Water & Power* is the introduction of the *SolarBee* into our water system. A technology already used by other water agencies in California, the *SolarBee* is a solar-powered circulator that maintains the quality of water stored in reservoirs by constantly circulating the water. Up until now, circulation was accomplished by partially drawing down the water level and then adding new water.

GWP has recently purchased five *SolarBee* water circulators for our reservoirs and recycled water tanks. With the *SolarBee* floating in the reservoir, 10,000 gallons of water per minute can be constantly circulated in a near-laminar-flow manner. Solar panels atop the reservoir charge a large battery which then powers the pump motor to keep water circulating inside the reservoir. The charged battery powers the *SolarBee* continuously even on rainy and cloudy days.

In order to maintain a safe and healthy water system, different levels of disinfectant are added to our reservoirs each week. It's important that the water inside our reservoirs circulates so that the disinfectant mixes evenly guaranteeing that all the water is treated and there is no buildup of disinfectants.

Within the next two years with partial funding from PBC funds, GWP plans to purchase and install 33 more *SolarBees* in all our water storage facilities to maintain our high level of water quality. For more information on the *SolarBee* installation and the benefits call 548-2137. ■



"Glendale is a different city. Glendale *Water & Power* invited us into the process to work out a solution that is going to affect the neighborhood, the local residents for years on end." "I want to thank you".

These were the words of Steve Shenian as he spoke at the March GWP Commission meeting. Although

on new sizeable electric and water projects. More and more, the community is seeing proof that Glendale *Water & Power* values the opinions of our customers and listens to your concerns.

Three recent projects are prime examples of the close working relationship between GWP and our customers:

A Working Relationship

he was referring to a specific power distribution project in La Crescenta, these words are being echoed throughout our community as GWP embarks

LA CRESCENTA ELECTRIC RELIABILITY PROJECT. This is the project that Mr. Shenian was speaking about. To meet the growing demand for electricity in this area, a plan to reconstruct a substation on the site of a previous station was proposed. The customers in the surrounding area were brought into the process via a series of community meetings. After hearing and considering the concerns of the neighborhood, GWP reconfigured the project by upgrading a nearby facility making the substation in La Crescenta unnecessary at this time.

GWP CUSTOMER SERVICES PHONE LINE. Comments and concerns of customers who called GWP

on our Customer Services line prompted us to evaluate and revise the menu choices.

CHEVY CHASE RESERVOIR REPLACEMENT PROJECT. At two well-attended community meetings, GWP presented three alternative sites for the new reservoir. Attendees were asked to evaluate each of the sites and give us their opinions and feedback. Granted, there is a long list of factors that are considered in evaluating any project and the concerns of the neighborhood are not the only criteria used to make a final project determination. However, you can be assured that the concerns of the community, of our customers, are always one of the important factors on that list. ■

CONSERVATION CORNER

Saving Water Saves Money

You don't have to purchase expensive appliances to save water. Just using smart water-use practices daily will save water for Glendale and save \$\$ for you.

Use these tips from GWP's Water Bank to fill up your savings bank by dropping coins in your bank every time you use a good water-saving practice. At the end of the summer, empty your bank and count how many \$\$ you have saved using your smart water-saving habits.

- Brushing your teeth.** If you turn off the water while you are brushing your teeth, drop a nickel in your bank.
- Toilets.** If you have a low-flush toilet (1.6 gal), drop 10 cents in your bank every time the toilet is flushed. If your toilet is not an efficient one, you will need to take 10 cents out of your bank for every flush. (To determine if your toilet is a low-flush model, a tag on the bowl or tank will say 1.6 gallons or 6 liters).
- Showers.** Every time you take a 10 minute shower rather than a 20 minute one, drop 30 cents in your bank. If you have a low-flow shower head, add 10 cents to your "deposit".
- Dishwashers and Clothes Washers.** Every time you wash a full load of dishes or clothes, drop 50 cents in your bank. Because many machines use the same amount of water with full loads and with half loads, washing full loads cuts down on the number of times the machine will be used. This saves water and energy. **Hint: using the air dry option on your dishwasher and washing clothes in cold water also save energy.

Because we want to help you save water and money, if you do not have a 1.6 gallon toilet, Glendale will give you \$80 when you purchase a new low-flush toilet to replace your old water guzzling one. If you purchase your water-saving toilet from a Glendale merchant, we will give you \$100. To apply for this rebate, call toll-free 1-866-557-1411. **GWP's Water Bank will have more tips for you in the June issue of "from the Source".** ■



GWP Bonds Earn an "A+" Rating

On April 5, Glendale *Water & Power* issued \$38.830 million in electric revenue bonds in order to retire a previous bond issuance in 2000. These new GWP bonds received "A+", "A+", and "A1" ratings from Standard and Poor's, Fitch Ratings and Moody's respectively, major firms that provide bond ratings in the public utilities market. The strong ratings affirmed the high credit quality of the bonds and enabled GWP to secure a lower bond interest rate.

The three bond rating firms all had positive statements on GWP's operational results and forward looking planning activities. Key credit strengths that influenced the high rating were GWP's strong financial position, solid management practices, stable service territory, and diversity and sufficiency of our power supply.

In today's market of lower interest rates, it makes good dollar-sense for homeowners to refinance their mortgages. Taking advantage of lower interest rates by retiring higher interest bonds also makes good fiscal sense for GWP. With the "A+" rating and the general status of the market, GWP expects to achieve annual savings of about \$200,000 to \$300,000 through 2030, for a total savings of \$3.0 million in today's dollars. ■