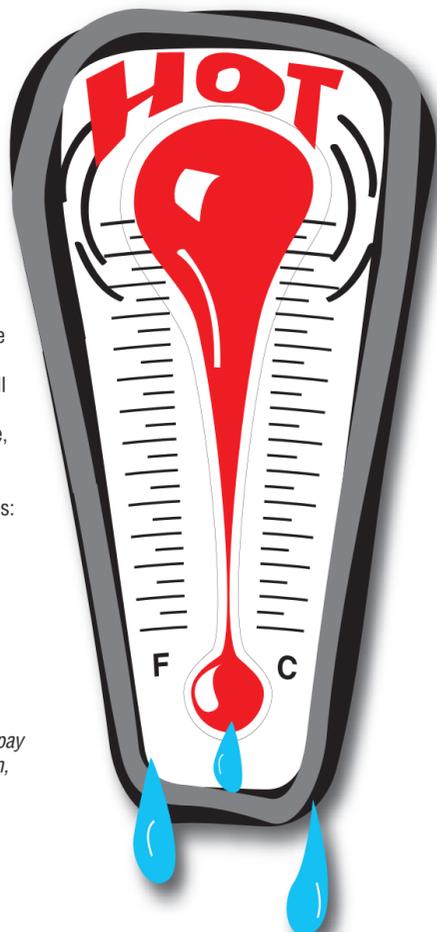


SUMMERize
SAVE ENERGY, SAVE MONEY
Heat Results in Record Electric Usage

Brutally hot weather came early this year and, with it, an unusually high amount of electric usage. After weeks of intense, record-breaking heat, on Monday afternoon, July 24, the electric demand in Glendale hit 337 megawatts. This broke the old record of 315 megawatts set on September 1, 1998. If the intense heat continues, it is likely that the new record will be broken before the end of summer.

With the climbing temperatures and escalating electric usage, it follows that your electric bill could also increase. However, making some minor adjustments in the way you use electricity this summer can save money. Here are 8 easy energy-saving tips:

-  Set thermostats at 78 degrees, 85° when you are not home. Installing a programmable thermostat will help optimize your cooling needs. *GWP gives rebates on the purchase of ENERGY STAR® qualified thermostats. For information, call 1-866-557-1411.*
 -  Replace AC air filters regularly and follow maintenance schedules for air-conditioning equipment. *GWP's home and small business AC Tune-up & Duct Testing programs pay for part of your AC system's tune-up. For more information, call 1-877-422-2432.*
 -  Keep the coils in refrigerators and freezers free of dust by vacuuming regularly.
 -  Keep your refrigerators and freezers as full as possible. A full refrigerator uses less energy than an empty one.
 -  Seal off unused areas or areas used for storage. If possible, close the vents and/or turn off cooling to these areas.
 -  Replace your incandescent light bulbs with compact fluorescent lights (CFL). CFL's save more than 65% on your lighting bills and last 10 times longer than incandescent bulbs. *Sign up for GWP's Smart Home Energy & Water Saving Survey and we will give you up to 5 Free CFLs. Call 818-265-5062.*
 -  Turn off lights, computers, monitors, printers, and other machines and equipment when not in use.
 -  Wash only full loads in your clothes washer and dishwasher. Give all your appliances the "afternoon off" between 12:00 noon and 7:00 pm.
- For information about all our money-saving, energy-saving programs, contact GWP at (818)548-3300. You will find more money saving tips on our website www.GlendaleWaterAndPower.com. ■



CUSTOMER SERVICES
Telephone Recording Revised

The next time you call GWP Customer Services phone number, 818-548-3300, you will hear a new series of recordings. We have recently modified our telephone messages in an effort to better serve you. Please listen carefully to the messages since the options have changed.

Even with the changes, you will still be given the choice to listen to the phone messages in either English, Spanish or Armenian.

We hope that the new streamlined menu options will help you receive the assistance you need more rapidly.

The new menu options are:

To make a payment or hear account balance information through our automated system, **PRESS 1**

To establish, discontinue, or transfer service, **PRESS 2**

For our office address, service hours, or fax number, **PRESS 3**

For payment extension, or if a disconnection notice was received, **PRESS 4**

For billing inquiry or information on special programs, **PRESS 5**

To hear these options again, **PRESS 6**



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, September 4 for Labor 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	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

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

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

August 2006 ● Volume 6, Number 4

Save Water, Save Money



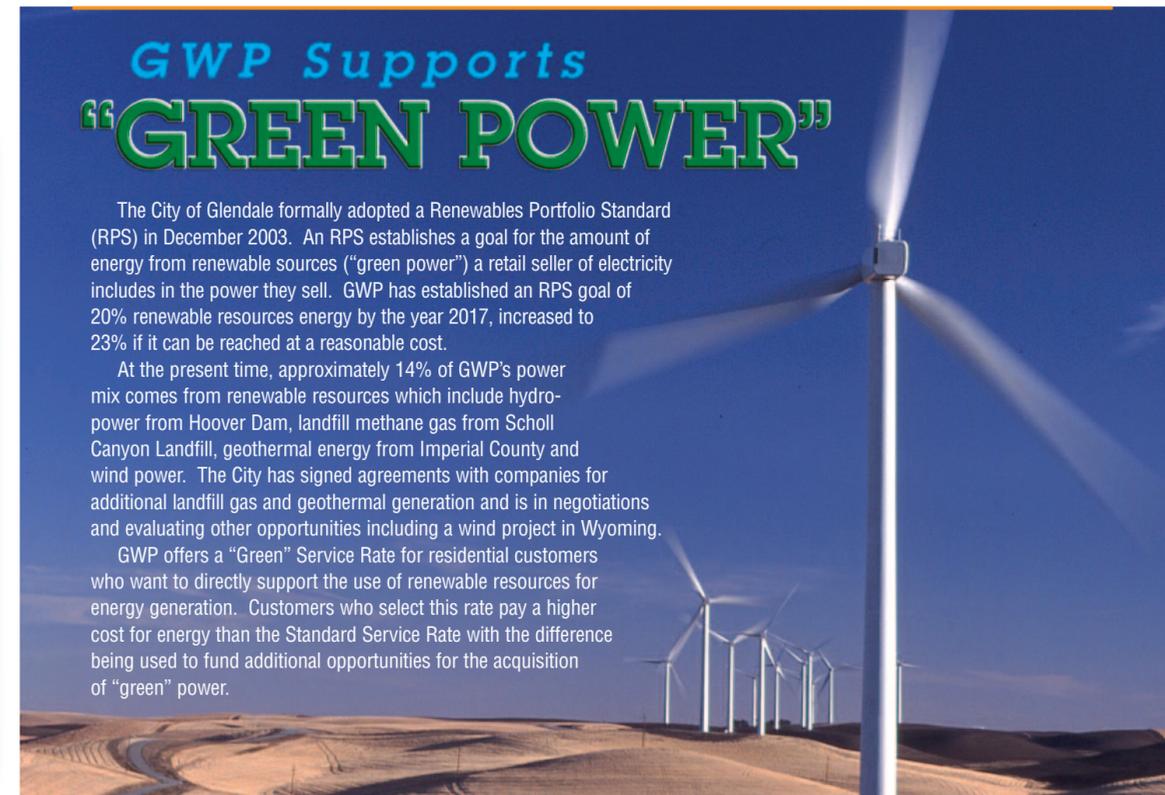
Make Water Conservation A Way of Life.

GWP Supports "GREEN POWER"

The City of Glendale formally adopted a Renewables Portfolio Standard (RPS) in December 2003. An RPS establishes a goal for the amount of energy from renewable sources ("green power") a retail seller of electricity includes in the power they sell. GWP has established an RPS goal of 20% renewable resources energy by the year 2017, increased to 23% if it can be reached at a reasonable cost.

At the present time, approximately 14% of GWP's power mix comes from renewable resources which include hydro-power from Hoover Dam, landfill methane gas from Scholl Canyon Landfill, geothermal energy from Imperial County and wind power. The City has signed agreements with companies for additional landfill gas and geothermal generation and is in negotiations and evaluating other opportunities including a wind project in Wyoming.

GWP offers a "Green" Service Rate for residential customers who want to directly support the use of renewable resources for energy generation. Customers who select this rate pay a higher cost for energy than the Standard Service Rate with the difference being used to fund additional opportunities for the acquisition of "green" power.



CoolCare Is Back!!!

Reduce your annual electric bill an average of \$100 or more by replacing your old refrigerator. If you are low-income and your refrigerator is at least 10 years old, you could be eligible for GWP's Cool Care program. Your current refrigerator must be in working condition and in primary use for food storage. Other requirements may apply.

Cool Care offers low-income residential customers a new ENERGY STAR refrigerator for only \$100! And you can pay the \$100 in equal installments on your GWP bill over two years, interest free. Your new refrigerator includes a 1-year warranty. For added security, you may purchase an extended five-year warranty for an additional \$89 which can also be paid on your electric bill over two years.

For more information or an application call (818) 548-3300. If you qualify, we will schedule an appointment to inspect your old refrigerator. If it qualifies for **Cool Care** replacement, we will install your new refrigerator the same day. Your old refrigerator will be removed and taken to a state of the art recycling center where it will be disposed of in an environmentally safe manner.

Landlords of low-income customers may also apply for **Cool Care**. Participating landlords pay a co-payment of \$200 and are eligible for the same payment schedule and extended warranty. ■

20% Increase In Senior Care Discount

Low-income Seniors will find that the discount on their GWP electric bill has increased. Effective July 1, 2006, GWP increased the **Senior Care** discount 20% from \$10.00 to \$12.00 per month (\$20 to \$24 per bi-monthly bill).

Senior Care provides electric bill discounts to qualified low-income seniors age 62 or older. The eligible age is lowered to 55 for low-income customers on medical retirement or permanent disability that prevents employment.

Current low income guidelines apply and you must provide proof of household income. Check the income eligibility table to see if you are income qualified. For more information or to request an application be mailed to your home, call (818) 548-3300. ■

2006 Qualifying Income Guidelines for Senior Care and Cool Care Programs

Number of Household Members	Annual Income Eligibility Limit
1-2	\$28,600
3	\$33,600
4	\$40,500
5	\$47,400

For each additional household member, add \$6,900



Distribution System Upgrade 4 kV to 12 kV

The 4 kV to 12 kV conversion program increases capacity of the power lines in Glendale. These increases allow more power to flow throughout the system thereby increasing our ability to meet customer demand. The conversion replaces an aged 4,000 volt distribution system to provide a more efficient delivery of power to our customers.

Pole and Cable Replacement Program

The GWP pole and cable replacement program includes continuous inspections of our 15,000 poles, 2,000 underground vaults, and 240 miles of underground cable. Those poles and cables that are determined to be deficient are replaced. The goal is to ensure that GWP's infrastructure supports the delivery of reliable power to customers.

UNIT 9 Grayson Power Plant

Unit 9 is the newest addition to GWP's local generation system. This 50 megawatt power unit can provide enough electricity to serve 50,000 homes. Unit 9 is a major step in Glendale's efforts to enhance local power generation to reduce dependency on electricity delivered from far away sources, especially during summer peak hours when power from the state's volatile power market is less reliable.

Building Today For A Stronger Tomorrow

"This summer, California's power system operators were challenged by a record-breaking power demand caused by the extremely high temperatures. I am proud to say that GWP was able to successfully meet a similar record-breaking supply demand here in Glendale largely due to aggressive new investments in our electric system. Our plan calls for more than \$100,000,000 in additional improvements over the next ten years. We are truly **Building Today for a Stronger Tomorrow**.
— Ignacio Troncoso, Director Glendale Water & Power

Investing In The Future

Over the next ten years, GWP will be investing well over \$100,000,000 in citywide power system infrastructure upgrades. The goal is to reduce outages and improve reliability by replacing aging equipment, such as transformers, poles, underground cables and switches before they fail. These improvements will not only reduce outages today, they will help ensure that GWP remains reliable and competitive well into the future.

Kellogg 69kV Gas Insulated Switchgear (GIS)

The new GIS system ensures that power from local generation and outside sources is reliably and efficiently distributed throughout Glendale. It uses state of the art technology in power distribution.

Magnolia Power Project

The Magnolia Power Project (MPP) is an important new component in Glendale Water & Power's long term power management plan. Located in Burbank, it provides GWP an additional local power resource to complement our Grayson Power Plant. MPP will provide GWP with 40 megawatts of efficient, reliable power for years to come.

Chevy Chase 968 Reservoir Replacement Project

The Chevy Chase 968 reservoir, originally built in the 1920s and lying under 3 feet of earth and turf in the Chevy Chase Country Club golf course, provides storage for 14.5 million gallons of water. The integrity of its structure was compromised by the 1994 Northridge earthquake, making replacement necessary. The project is scheduled to be completed by 2010.

Installation of New Kellogg Transformers

The installation of two new transformers at the Kellogg Substation represents a significant step in the modernization of GWP's aging electrical system. Transformers lower voltage to levels that can be utilized by Glendale homes and businesses. These transformers will ensure that GWP can reliably receive power from sources outside of Glendale for many years to come.

GWP To Enhance Water Quality Management

70% of the water GWP delivers to our customers is imported water purchased from the Metropolitan Water District of Southern California (MWD). Within the city limits, Glendale has three interconnections to the MWD system.

In October, GWP plans to enlarge the capacity of the MWD inter-tie in the western section of the City. This upgrade will give us the opportunity for more flexibility in the management of our water supply reliability and water quality within Glendale's water distribution system.

Although GWP encourages you to always use water wisely, we will be asking our customers to be extra conservative with your water use during this week-long construction as our water supplies will be temporarily limited.

Before the end of September, GWP customers will be notified of the exact construction dates. ■