

Smart Home Surveys Bring **BIG SAVINGS**

Start the New Year off with reduced energy and water bills! Take advantage of Glendale *Water & Power's* Smart Home Energy & Water Saving Survey program. Our surveyors will make a house call for a survey, install \$50 worth of free conservation devices and give you tips on how to reduce your electricity and water bills.



The Smart Home Energy & Water Survey Program is free of charge and available to single family and multi-family homes. During the survey, we will check the following items:

- Attic insulation
- HVAC system
- Outdoor watering system
- Water flow in all faucets and showers
- Water, refrigerator and freezer temperatures and help you adjust the temperatures if necessary
- Install where applicable: up to 5 compact fluorescent lights, water heater insulation blankets, water saving showerheads and faucet aerators, toilet dams and flappers. All free of charge!



Our surveyors will also perform an air tightness analysis of your home, locating problem leakage areas (single-family homes only). The in-home survey takes less than two hours of your time and our specialists will be ready to answer any questions you might have about energy and water conservation.

In addition to the free items installed and saving tips provided during the home visit, a comprehensive energy and water report will follow in about two weeks packed full of energy and water saving recommendations many of which are low-cost or no cost! Make an appointment, call today (818) 265-5062.



GWP has the **Answer...**???

Q My electric bill seems to increase in December, January and February. Why, and what can I do to keep it lower?

A During those months, there are less daylight hours, so we burn our lights more each day. We suggest that you invest in Compact Fluorescent Light Bulbs. They give the same amount of light for 1/3 the electric usage and they last 10 times longer than incandescent bulbs.

The holidays fall during those months. Even though your holiday decoration lights are small, they still use electricity and they add to your electric charges.

During the holidays, many people have added guests and entertaining is a favorite pastime. This results in more usage of electric appliances especially dishwashers. We encourage you to wash only full loads and use the energy-saving air drying cycle.

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. Fridays: 8:00 a.m. – 4:15 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, February 20 Presidents' 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

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

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

February 2006 ● Volume 6, Number 1

City of Glendale Water & Power

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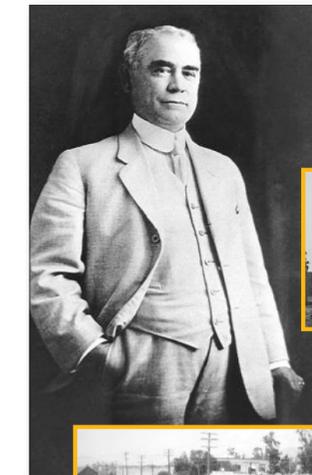
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Glendale Becomes A Municipal Utility



It was early in 1909, just three years after Glendale incorporated, that interest in municipal ownership of "light and power" was shown by the city. Glendale needed street lighting and the cost quoted by existing electric service companies was considered excessive.

In June 1909, Glendale held a successful \$60,000 bond issue election to fund the establishment of its own lighting system. Soon thereafter, L.C. Brand offered to sell his "Glendale Light & Power Company", plant, distribution system, and 195 customers to the City. On November 1, 1909, Glendale purchased the company for \$23,000. In ensuing years, Glendale added a number of small, local water companies to its fledgling utility. **Glendale was in the electric and water utility business.**

Today, Glendale *Water & Power* maintains service to 83,000 electric meters and 33,000 water meters and has an operating budget of almost \$175 million.

It is important to note that from the beginning, Glendale *Water & Power*



has been self-supporting. GWP takes no operating dollars from the City's General Fund. Quite the contrary. Each year, GWP transfers funds to the City's General Fund to pay for support services and to provide funding for other City programs. ■



GWP Sponsors

Hoover High School Student Team

Glendale *Water & Power* is sponsoring a team of Hoover High School students in the 2006 "Solar Cup", an annual solar boat competition for high school students. This one-of-a-kind contest is organized and supported by the Metropolitan Water District of Southern California (MWD). Open to teams of high school students from throughout the entire Southern California area, this year's Solar Cup challenge will take place at Lake Skinner in May.



With support from Hoover High teacher Ms. Linda Tandy and GWP staff members, Hoover High's student team will build their solar powered boat over a six month timeline. Experts in the field of solar energy will instruct the team and their adult sponsors in each of the steps necessary to build and operate a safe, solar-powered boat. When completed, the craft will be about 16 feet long and weigh about 50 pounds. Fully equipped, the maximum weight allowed, including the skipper, is 451 pounds.

During the "Solar Cup" event, the Hoover High team will be scored on their boat's endurance in a 90-minute event around a 2-kilometer course with solar panels attached; on their boat's performance speed in a 200-meter straight course race, with solar panels removed, using only their solar-charged batteries for power; and on written, graphic and verbal reports about the construction of their boat.

Students participating in this solar boat competition gain knowledge in alternative energy sources, solar conversion, electrical and mechanical systems, engineering skills, and stewardship of natural resources. Teamwork, creative thinking, problem solving, and sportsmanship are also plus points of the experience. ■



Windstorms Cause Power Outages

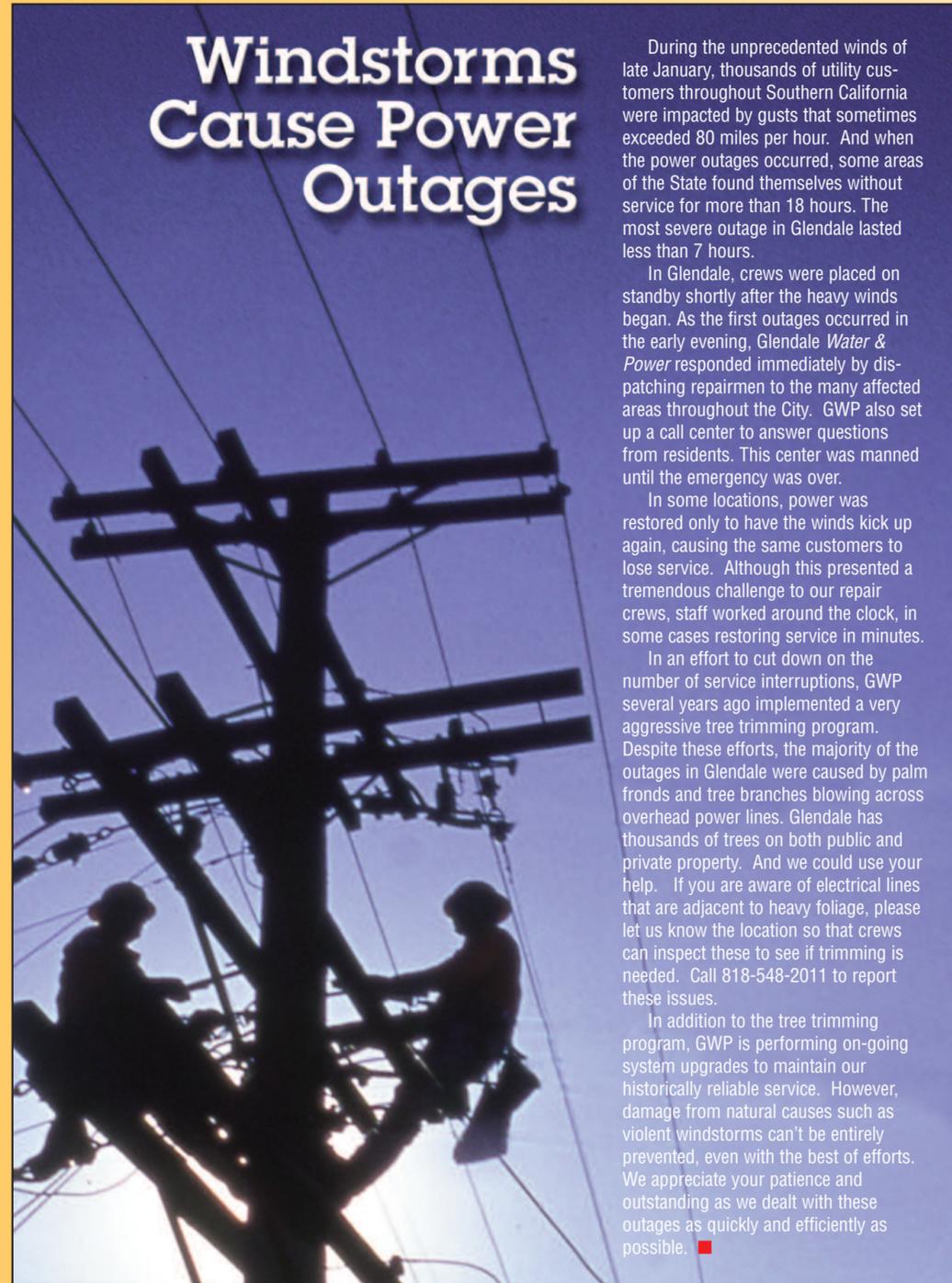
During the unprecedented winds of late January, thousands of utility customers throughout Southern California were impacted by gusts that sometimes exceeded 80 miles per hour. And when the power outages occurred, some areas of the State found themselves without service for more than 18 hours. The most severe outage in Glendale lasted less than 7 hours.

In Glendale, crews were placed on standby shortly after the heavy winds began. As the first outages occurred in the early evening, Glendale *Water & Power* responded immediately by dispatching repairmen to the many affected areas throughout the City. GWP also set up a call center to answer questions from residents. This center was manned until the emergency was over.

In some locations, power was restored only to have the winds kick up again, causing the same customers to lose service. Although this presented a tremendous challenge to our repair crews, staff worked around the clock, in some cases restoring service in minutes.

In an effort to cut down on the number of service interruptions, GWP several years ago implemented a very aggressive tree trimming program. Despite these efforts, the majority of the outages in Glendale were caused by palm fronds and tree branches blowing across overhead power lines. Glendale has thousands of trees on both public and private property. And we could use your help. If you are aware of electrical lines that are adjacent to heavy foliage, please let us know the location so that crews can inspect these to see if trimming is needed. Call 818-548-2011 to report these issues.

In addition to the tree trimming program, GWP is performing on-going system upgrades to maintain our historically reliable service. However, damage from natural causes such as violent windstorms can't be entirely prevented, even with the best of efforts. We appreciate your patience and outstanding as we dealt with these outages as quickly and efficiently as possible. ■



Fuel & Water Adjustment Charges Increase

Effective January 1, 2006, two charges on your GWP utility bill have been increased, the Water Adjustment Charge and the Fuel Adjustment Charge.

The Water Adjustment Charge (WAC) reflects the cost of purchased water from Metropolitan Water District (MWD) and the costs of the electricity consumed to deliver water to our customers. The Fuel Adjustment Charge (FAC) is dependent on the costs of power we purchase and fuel used to generate power.

In order to calculate these two

rates, Glendale *Water and Power's* staff performs analyses on the financial conditions of the Water System and the Electric System. As a result of the most recent analyses, it was determined that GWP 2004-2005 revenues from the WAC and FAC funds were below our costs and that this under-collection trend was likely to continue. Therefore, to ensure the long-term financial health of the GWP water and electric systems, on January 1, 2006, increases in these charges were necessary.

As a result, residential customers will see an increase in water charges

of approximately \$3.00 per bi-monthly billing. Residential electric customers who use approximately 700 kWh in a 2 month period will see their bi-monthly electric bills increase \$1.75.

The under-collection on the water side is due to the gradual, yet steady, increases in MWD water rates. The deficit in the electric system's Fuel Adjustment Charge resulted directly from the significant increase in energy costs over the last 12-18 months. It is no secret that natural gas prices have been steadily rising at an extraordinary rate. ■

AC Tune Ups & Duct Testing

You can save an estimated \$75-\$100 a year for up to 7 years by just a simple air conditioning tune-up. Sealing leaky ducts lasts for 20 years or more and also reduces heating and cooling costs. Through Glendale *Water & Power's* Smart Home AC Tune-up and Duct Testing program, we will help you ensure that your HVAC system is working at its best by paying for part of your air conditioning system check-up and tune-up.

Local certified contractors will measure your cooling system's performance using an advanced diagnostics test. GWP will pay for the first \$50 of the AC test and the first \$50 of the duct system leak detection test. If any leaks are found in your duct work, GWP will pay the first \$100 of the duct repair bill. You can choose to do all or just one part of the program. The contractors will deduct the appropriate GWP incentive amounts from your bill. For more information or to make an appointment call toll-free 1-877-422-2432. ■

