



To Help Cool Your Home

Glendale Water & Power's **Tree Power Program** provides up to three semi-matured shade trees to our residential customers. When properly planted, these shade trees can help save 10%-50% in your home cooling costs.

Through the Tree Power Program, customers choose from 30 different varieties of shade trees. After the choice of trees has been made, GWP's program arborist will work with each customer to help them find the most favorable location to plant their new trees and instruct them how to plant, trim, and maintain the trees.

The trees are delivered complete with stakes, ties, arbor guards and an instructional DVD on tree planting and maintenance, all FREE! Interested customers should call (818) 957-4425 to make an appointment with our

FREE Landscape Classes

Glendale Water & Power and Burbank Water and Power is co-hosting free landscape classes for Glendale and Burbank 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. All classes are held from 8:30 am to 12 noon. Enrollment is limited. Call (818) 238-3730 to register. Refreshments will be served.

- Saturday, October 7 **Basic Landscape Design**
- Saturday, October 14 **Landscape Plants**
- Saturday, October 21 **Landscape Sprinkler Systems**
- Saturday, October 28 **Landscape Watering and Fertilizing**



"RELAY FOR LIFE" Raises Funds to Help Fight Cancer

GWP will again field a team for the 3rd Annual **Glendale Relay for Life** on Saturday, October 7 and Sunday, October 8 at the Glendale Sports Complex, 2200 Fern Lane. This 24-hour marathon event features team relays as well as music, entertainment, food and friendship. The weekend will open with a cancer survivors' "track-lap".

A Luminaria ceremony will honor those lost to the disease and those presently battling it.

For more information, log onto www.acsevents.org/relay/ca/glendale



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 10 for Veterans Day, November 23 and 24 for 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

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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Glendale Water & Power Commission



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. If you can't attend in person, GWP Commission meetings are also televised live on GTV Channel 6.

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 Greg Gregorian, Scott Dellinger, Patrick Foley, and John Miller.

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

GWP customers are encouraged to attend the Commission meetings and share your comments, suggestions, and ideas about GWP.

IN YOUR NEIGHBORHOOD

Scheduled Water and Power Projects

During the past three years, Glendale *Water & Power* has embarked on many important multi-year citywide improvement projects including the **Power System 4kV to 12kV Conversion** and the **Water System Replacement and Rehabilitation Projects**.

Listed below are the scheduled project dates and locations within the City. **The dates are approximate and subject to change, and GWP customers in these areas will be notified well in advance.**

POWER SYSTEM UPGRADES will greatly improve electric service, provide greater electric system reliability, and meet growing future needs.

OCTOBER 2006: 2 areas (1) north of **Glenwood Rd**, south of **Bel Aire Dr**, west of **Grandview Ave**, and east of **Justin Ave**; (2) all areas north of **BelAire Dr**, west of **Grandview Ave**, and east of **Western Ave – Thompson Ave**

NOVEMBER 2006: All areas north of **Bel Aire Dr**, west of **Irving Ave - Thompson Ave**, and east of **Allen Ave**.

DECEMBER 2006: The area north of **Bellevue Dr**, south of **Mountain St**, west of **Allen Ave**, and east of **Alameda Ave**.

JANUARY 2007: The area north of **Kenneth Rd**, south of **Bellevue Dr**, west of **Allen Ave**, and east of **Alameda Ave**.

FEBRUARY 2007: The area north of **Kenneth Rd**, south of **Mountain St**, west of **Western Ave**, and east of **Allen Ave**.

MARCH 2007: The area north of **San Fernando Rd**, south of **Bel Aire Dr**, west of **Justin Ave**, and east of **Western Ave**.

WATER SYSTEM REPLACEMENT AND REHABILITATION PROJECTS will increase water flow, enhance water quality, and improve fire protection for our Glendale customers.



HOWARD WATER MAIN: *September 2006 – February 2007.* Replace pipe and fire hydrants on **E. Loraine St, E. Randolph St, and Ross St** between Campbell St and Jackson St; **N. Isabel St and N. Howard St** between Glenoaks Blvd and Mountain St; **Geneva St and N. Everett St** between Stocker St and Mountain St.

DISNEY MAIN EXTENSION: *September 2006 – February 2007.* Extend recycled water main from Bekins Way along **Air Way** and **Flower St** to Disney facilities.

DORAN LARGE VALVE REPLACEMENT: *December 2006 – February 2007.* Replace 5 large valves on **Doran St** between Glendale Ave and Jackson St.

BURCHETT MAIN REPLACEMENT: *January 2007 – May 2007.* Replace pipe on **Burchett St** and **Arden Ave** between Highland Ave and Beulah St; **Patterson Ave** and **Omar St** between Highland Ave and Concord St. Also **Grant Ave** and **Hahn Ave** between Kennilworth Ave and Pacific Ave.

PELANCONI MAIN CLEANING AND LINING: *February 2007 – May 2007.* Clean and line water mains on **Pelanconi Ave** and **Norton Ave** between San Fernando Rd and Glenoaks Blvd, **Zook Dr**, and **Cleveland Rd** between Zook Dr and Glenoaks Blvd. Also **Randolph St** between Louise St and Jackson St, **Arden Ave** between Columbus Ave and Central Ave, and **Burchett St** between Pacific Ave and Columbus Ave.

EDMONTON WATER MAIN: *February 2007 – June 2007.* Replace 2" & 4" pipe with 8" pipe in Chevy Chase Canyon on portions of **Edmonton Rd, Edgewick Rd, Paddington Rd, Annita Dr, Belleau Rd, Charing Cross Rd, Buckingham Rd, Coventry Pl, Dunsmere Rd, Tyler Pl, Buckingham Pl, Lilac Ln, Eleanor Dr, Solway St, and Holleywell Pl.**



Customer Service Week

October 2 – 6, 2006

Customer Service Week is fast approaching and the GWP Customer Services Department is "gearing up" for the event. In 1988, the International Customer Service Association launched Customer Service Week to acknowledge the importance of customer service in business success worldwide. Then, in 1992, the US Congress proclaimed it a nationally recognized annual event to be celebrated during the first full week in October. This year, Customer Service Week will be observed Monday, October 2 through Friday, October 6.

GWP Customer Services has been participating in the event for the past four consecutive years. During the week, our Customer Services staff participate in fun-filled activities focused on skills necessary for outstanding customer service.

This year, we will have a booth set-up in the GWP Customer Services lobby to greet our *Water & Power* customers. Brochures and information will be available about our various PBC programs that help you save water, energy and money. GWP employees will be available with water and electric conservation information and to answer your water & power related questions.

Stop by and visit with us during Customer Service Week.

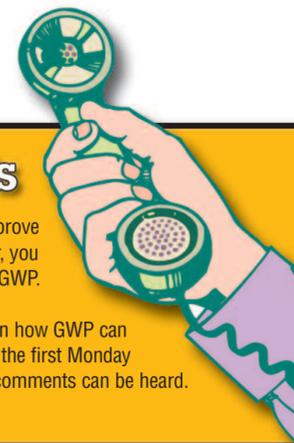


Your Comments Count With Us

As a valued Glendale *Water & Power* customer, your suggestions on how we can improve our service to you are very important. By the end of September or beginning of October, you might receive a telephone call from RKS Research and Consulting with questions about GWP. Please take a few minutes to speak with the RKS representative.

Even if you are not contacted by the RKS survey, we would like to know your ideas on how GWP can improve our service to you. We invite you to attend the GWP Commission meetings on the first Monday of every month at 4:00 p.m. in the City Council Chambers where your suggestions and comments can be heard.

As a customer owned utility, our success is measured by your satisfaction.



CONSERVATION CORNER

Conserve Water in Your Landscape

Summer 2006, with its record-breaking heat, has finally come to an end. With the reduction in the temperature, we can also reduce the amount of water our landscapes require. Now is the time to reset your automatic irrigation controllers to water less frequently with shorter watering times.

For your lawns, use the "step on it" method: Step on the grass. If it springs back when you pick your foot up, it does not need watering right now. Water during the cool parts of the day, preferably in the early morning. Your lawn will stay healthier, since fungus will not be encouraged to grow.

After you deep water your plants and trees spread a layer of mulch around them. This will reduce the amount of water that evaporates so that you do not have to water as often and it will discourage the growth of weeds.



Make Water Conservation A Way of Life.

How to pay your GWP Utility Bill. You have choices.

BY MAIL: Use the return envelope enclosed with your GWP utility bill: use check or money order, **NO CASH**

eCARE ON THE INTERNET: Log-on to www.GlendaleWaterAndPower.com use check, Visa or Master Card

AUTOMATED TELEPHONE SERVICE: Dial (818) 548-3300; use check, Visa or Master Card

DIRECT PAYMENT PLAN: Call (818) 548-3300 to request an application and information

IN PERSON-WALK IN: Our cashiers' windows at 141 N. Glendale Ave., Level 2; use cash, check, money order, Visa or Master Card

IN PERSON – DRIVE THRU: Behind our building at 141 N. Glendale Ave., enter off Wilson Ave.; use cash, check, money order, Visa or Master Card

IN PERSON – 2 DROP BOXES: Located next to the main entrance at 141 N. Glendale Ave (corner Wilson Ave) and next to the drive-thru window behind our Glendale Ave. building; use check or money order, **NO CASH.**

