

## Glendale Water & Power 2005-2006 Water System Projects

Glendale Water & Power apologizes for any inconvenience our Water System Projects may cause and we appreciate your patience as construction proceeds. GWP works closely with the Glendale Fire and Police Departments to ensure that emergency services, if needed, will be readily accessible throughout all phases of these projects.



Progress continues on Glendale Water & Power's citywide water system replacement and rehabilitation program which was launched in January 2004. Working with the Glendale Fire Department, we have given and are continuing to give priority to areas where there is an identified need for increased water flow for fire-fighting purposes. Glendale Water & Power is undertaking this program to increase water flow, improve water quality, and expand fire protection for all our customers.

### Brand Boulevard Water Main Installation

Construction is already underway on the Brand Blvd. water main project. This project involves installation of 4,850 feet of 8-inch ductile iron pipes. We anticipate that work will be completed in early November 2005.

### Chevy Chase Reservoir Replacement

The new reservoir will be placed at the site of the existing reservoir in the Chevy Chase Country Club golf course. The next task will be the preparation of the environmental reports. Environmental factors such as aesthetics, geology/soils, air quality, noise and traffic during construction will be reviewed. In order to discuss this aspect of the project with GWP customers, a community meeting will be scheduled for December or early January. GWP will send an announcement of the meeting to those customers who will be potentially impacted by this project. For more information about this project, please contact Gary Roepke, Project Manager, at 1-800-491-1720.

### Glenwood Large Valve Replacement

The major portion of this project will involve the replacement of 6 large water valves in the water system on Glenwood Road. The project will involve a site at the corner of Stocker St. and Pacific Ave. The other excavation sites are on Glenwood Rd. at Concord St., Graynold Ave., west of Rosedale Ave., west of Sonora Ave., and west of Winchester Ave. Construction is scheduled to begin in November 2005 and to be completed in January 2006. For more information about this project, please contact Leonardo Bocanegra, Project Manager, at 818-548-2062.

### Brand Park Reservoir Repairs

As a result of the record rainfall that occurred in January, the Brand Park and Park Manor Reservoirs experienced major erosion damage to slopes and access roads. This project consists of repairs and improvements approved by FEMA and the State of California Division of Dam Safety to restore these sites to their original conditions and prevent the recurrence of future storm damages. Approximately 55% of the project costs have been approved for reimbursement by FEMA. Work is scheduled to begin in mid-December 2005. For more information about this project, please contact Ken Hong, Project Manager, at 818-548-3964.

### Howard Water Main Replacement

Construction is scheduled to begin in February 2006 on the replacement of 4 inch, 80 year old water pipes with new 8 inch ductile iron water mains. This project will involve Howard Street (between E. Glenoaks and E. Mountain), Everett, Geneva and Isabel Streets (between E. Stocker and E. Mountain), Isabel Street (between E. Glenoaks and E. Dryden), Stocker Street (between N. Isabel and N. Howard), Loraine and Ross Streets (between Campbell and N. Jackson), Randolph Street (1/2 block west from N. Jackson), and Campbell Street (North and South from Ross Street). It is anticipated that this project will last at least 3-4 months. For more information about this project, please contact Trang Nguyen, Project Manager, at 818-548-3997.

### Doran Large Valve Replacement

This project will involve the replacement of 5 large valves in the water system on Doran Street between Glendale Avenue and Jackson Street. At this time, this project is scheduled to begin in March 2006 and be completed in May 2006. For more information about this project, please contact Leonardo Bocanegra, Project Manager, at 818-548-2062. ■

## Christmas Tree Recycling

All residents of Glendale are strongly encouraged to participate in the City of Glendale's Christmas Tree Recycling Program. The program will be operated this year from December 26, 2005 until January 13, 2006.

Single-family residents of the City should put their trees next to their trash on the parkway by 7:00 AM on their scheduled trash day. Multi-family residents and businesses should call the Integrated Waste Management Division at (818) 548-3916 to find out what their scheduled day will be. Multi-family residents and businesses should put their trees at the curb or the alley line.

Please remove all ornaments, decorations, nails, buckets, bags and stands before putting trees out for recycling. Flocked trees are acceptable. **Trees more than eight feet tall must be cut in half.** Residents with yard-trimming (green) containers may clip the branches, cut their trees and fit them in their containers. Remember not to jam the container as the lids must close completely. ■



## 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, December 26, Christmas; Monday, January 2, 2006, New Years.**

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

City of Glendale Website: [www.ci.glendale.ca.us](http://www.ci.glendale.ca.us)

Glendale Water & Power Website: [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

## From The Source

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



December 2005 ● Volume 5, Number 5



## The Employees Of Glendale Water & Power Wish You A Joyous Holiday Season And A Prosperous New Year



# GWP's Second Annual Water & Energy Expo

## A "Thank You" To Our Customers



Glendale Water & Power held the second Annual Water and Energy Expo on Saturday, October 8, 2005. Thanks goes out to our Glendale customers for helping to make this another successful event!

As visitors walked by the wide array of booths, GWP employees enjoyed the opportunity to tell them about energy and water conservation, our current projects, and the services we offer. GWP water quality experts explained how GWP maintains the high quality of our water, and our electrical engineers described the upgrades to our system that will improve our reliability. Vendors displayed information on solar energy, ENERGY STAR appliances, and hybrid vehicles. Our representatives were on hand to discuss the various Public Benefit Programs and to sign up customers for free in-home energy and water-saving surveys and AC Tune-ups and duct testing. They also gave away energy-saving light bulbs and water-saving shower heads.

Brave attendees were given a "bird's eye view" of the surrounding area from our bucket trucks. Glendale customers exchanged Halogen Torchere lamps for free energy efficient fluorescent lamps. One of the most popular booths was the "wheel of fortune" where every spin won a prize.

Children's activities included arts and crafts, face painting, caricatures, and two performances of "The Water Pirates of Neverland Run Aground" by actors from the National Theatre for Children. Free kettle korn, donuts and other tasty treats were enjoyed by all.

We will be hosting our third annual Expo in October 2006. ■

# Providing Reliable Electric Service For Our Customers

On a drizzly Sunday morning in early October, GWP employees installed the first of two new 200,000 pound transformers at the Kellogg Electric Substation, adjacent to our power plant on San Fernando Road.

Although the replacement of these two transformers is a major component in GWP's comprehensive plan to upgrade and modernize our electrical system, a critter created the necessity to advance the timing of their installation. In March of this year, while the little animal was seeking shelter in the substation's structure, it came in contact with live electric current. This caused damage to one



Kellogg transformer and necessitated switching to a back-up transformer.

Once the first transformer is installed, tested, and in operation, the second transformer will be installed. A two transformer system provides automatic transfer capability if there is a problem in the electric circuit and, thus, minimizes the chance or length of an outage. We anticipate that the entire installation process will be completed by December 2005.

Our goal is to ensure that Glendale customers will continue to enjoy the reliable service they have come to expect for decades to come. ■

# THE RISING COST OF NATURAL GAS AND ELECTRICITY

Last Spring we told you about the role that natural gas plays in the making of electricity used in homes and businesses, and how the price of natural gas has a significant effect on the price of electricity.

We recounted how during the last few years, the prices for natural gas have been volatile and have more than quadrupled since January 2002. We outlined our considerable efforts to keep our electricity prices steady by the use of sound management practices and purchasing strategies to control natural gas costs. For example, GWP purchases gas for use 12 to 15 months in advance whenever the prices are favorable and delays purchases when prices are high. More recently, GWP purchased an interest in a Wyoming gas field to lock in prices for a portion of our natural gas needs well into the future. As we continue to look for ways to keep prices low, it is becoming increasingly evident that higher natural gas prices will be here for some time.

In the near future, we will be discussing our financial conditions with the GWP Commission and our Glendale City Council. We will keep you informed on the progress and direction we may be taking. ■



# GWP has the Answer...???

**Q** There are two dates on my Glendale Water & Power utility bill, the **DUE DATE** and the **BILL DATE**. How do each of these affect late payment charges?

**A** The **DUE DATE** on your GWP utility bill is the recommended date that utility bills should be paid. However, if your payment is not received in our office within **38 days of the BILL DATE on your utility bill**, a late payment charge of \$15.00 or 1 1/2% of the unpaid amount (whichever is greater) will be assessed to your account. If you are unable to pay your bill by the due date, please call our Customer Service office at (818) 548-3300 to discuss payment arrangements.