



Don't miss this!  
**FREE**  
Lamp Exchange!

Trade in your Energy-Guzzling Halogen Floor Lamp & GWP will give you a New Fluorescent Lamp  
**FREE**  
RAIN OR SHINE

Saturday, April 16, 2005, 9 a.m. – 2 p.m.  
Verdugo Park Parking Lot  
1620 Cañada Boulevard, Glendale

Halogen torchieres (floor lamps) are proven fire hazards. So, Glendale Water & Power is going to give you a safer choice. Bring your old halogen floor lamps to Verdugo Park and trade them for FREE money saving ENERGY STAR® models. Quantities are limited, so come early. In order to receive your free new torchiere lamps, you MUST:

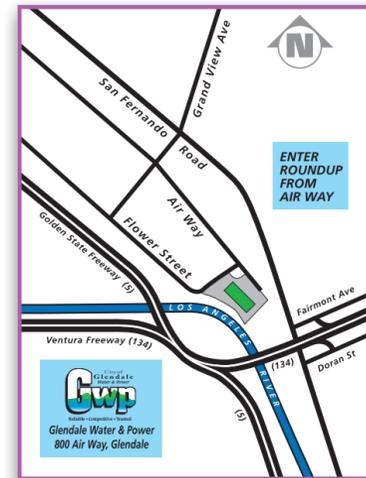
- Present a current GWP utility bill or a photo ID with your current Glendale address.
- Receive one free ENERGY STAR® fluorescent floor lamp for EACH halogen lamp exchanged (limit 2 per customer). The old lamps will be recycled by GWP.
- Double-check that your floor lamp has a halogen bulb and NOT an incandescent or fluorescent bulb. Only torchieres with halogen bulbs are eligible to be exchanged for the FREE new floor lamps from GWP.

For further information, visit our web site [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com) or call us at 818-548-3300.

**Celebrate Earth Day with GWP**

Trade in your halogen torchiere and get a safer one **FREE**

Dispose of Your Household Hazardous Waste Safe, Smart & **FREE!**



Saturday, March 12, 2005 • 9 am to 3 pm  
Glendale Water & Power Yard • 800 Air Way  
Los Angeles County Department of Public Works  
Open to all L.A. County Residents

**Be Prepared:** Bring items in a sturdy box, preferably in their original, labeled containers. Do not mix products together. In general, there is a limit of 15 gallons or 125 pounds per vehicle. Be willing to leave your containers

**What you CAN bring to a roundup:** Motor Oil, Oil Filters, Brake Fluid, Coolant • Paint, Paint Thinner, Turpentine, Cleaners • Herbicides, Pesticides • Household Batteries or Car Batteries • Pool Chemicals • Computers & Other Electronic Waste • Propane Tanks

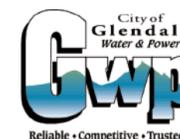
**What you CAN NOT bring:** Explosives • Ammunition • Radioactive Materials • Business Generated Waste • Trash • Tires.

Call for more information: 1-888-CLEAN-LA or 1-800-238-0172 ■

**ReSource Central**

**Glendale Water & Power Office Hours**

Counter Hours of Operation: **Monday – Thursday: 8:30 a.m. – 5:00 p.m. Fridays: 8:30 a.m. – 4:30 p.m.**  
Drive-up Hours of Operation: **Monday – Friday: 9:00 a.m. – 4:00 p.m.**  
CLOSED: **Monday, February 21, President's Day**



Glendale Water & Power Commission Meetings: 1st Monday of each month 4:00 p.m.  
Glendale City Council Chambers (except holidays)

<b>GWP Electric Bill Questions:</b> 818.548.3300	<b>Water Emergencies:</b> 818.548.2011	<b>Senior Citizen Discounts:</b> 818.548.3300	<b>Smart Home Air Conditioning / Duct Programs:</b> 1.877.422.2432 (toll-free)
<b>GWP Water Bill Questions:</b> 818.548.3300	<b>Street Light Repair:</b> 818.548.2011	<b>Smart Home Surveys:</b> 818.265.5062	<b>Smart Business Lighting Rebates Program:</b> 818.548.2750
<b>GWP Automated Telephone Service:</b> 818.548.3300	<b>Trees in Electric Wires:</b> 818.548.4861 or 818.548.2011	<b>Smart Home Rebates:</b> 1.866.557.1411 (toll-free)	<b>Smart Business Energy Saving &amp; Upgrade Program:</b> 1.800.263.9313
<b>GWP Automated Telephone Service For Hearing Impaired (TTY):</b> 818.409.7062	<b>Tree Power:</b> 818.957.4425	<b>Smart Home Solar Solutions:</b> 818.548.2750	
<b>Power Outage:</b> 818.548.2011		<b>Peak Hogs Program:</b> 818.548.3300	

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** Glendale Water & Power News  
141 North Glendale Ave., Level 2, Glendale, CA 91206  
February - March 2005 ● Volume 5, Number 1  
City of Glendale Water & Power  
Reliable • Competitive • Trusted

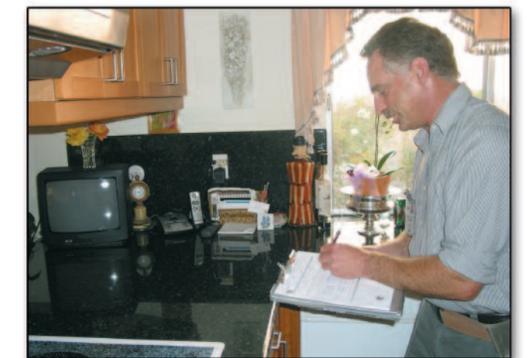
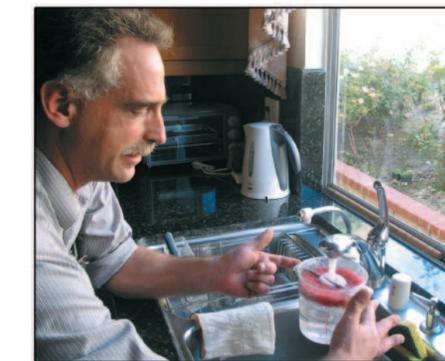
Presorted Standard U.S. Postage **PAID** Glendale, CA 912 Permit #1728

In This Issue

**2** Your GWP Bill Goes Electronic  
Conveniently view your upcoming statement on our website before you receive it in the mail.

Is Your Money Flying Away? **4**  
GWP offers our customers Smart Home AC Tune-Up and Duct Testing program.

Is Your HOME a Smart Home Yet?

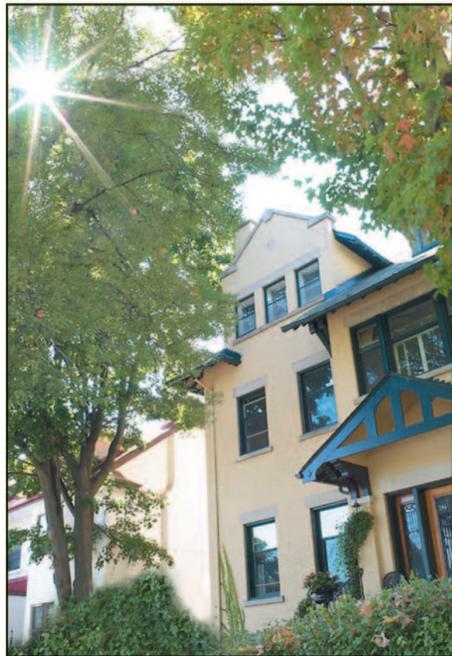


Call our **Smart Home Energy & Water Survey Program Action Line** at (818) 265-5062 to make an appointment for your **FREE** in-home water and electric survey.

Our professionally trained contractors will review your electricity and water uses, give you tips on how you can reduce your electric and water bills, and install free energy and water saving devices including compact fluorescent light bulbs, a water heater blanket, low flow showerheads, and sink aerators.

We will also perform an air tightness analysis of your home to locate problem air leakage areas. After the survey of your home, you will receive a comprehensive energy and water report customized just for you. ■

# COOL your home with **FREE** Shade Trees



Glendale *Water & Power* is offering eligible Glendale residents up to three **FREE** shade trees.

For more information about the **TREE POWER** program and eligibility requirements, please call our Program Arborist at **818-957-4425** or visit us online at [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).

## Your GWP Bill Goes... ELECTRONIC



Glendale *Water & Power* customers now have the option to receive your utility bills electronically. This is easy to set up. Once you are enrolled in eCARE, through GWP's website, you can enroll in **eBill** and receive an e-mail notification that your statement is ready.

Let us "walk you through" the process of enrolling:

- Log onto the GWP website, [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com).
- Click on **Your Account** to access eCARE.
- Click on **Change Pin/eBill**.

In **eBill**, you have three choices: **No, Yes, Both**.

If you click on "**No**", you will receive a paper bill only, with no further e-mail notifications sent to you.

If you click on "**Yes**", you will receive only an e-mail notification, be able to view your statement on-line, and no longer receive a paper bill in the mail.

If you click on "**Both**", you will receive both a bill in the mail and an e-mail notification that your statement is ready for viewing. You can cancel your enrollment in **eBill** at any time. ■

# Western U.S. Drought Continues

Knee-deep in mud and water one week... sweltering in record breaking heat the next, "Mother Nature" certainly kept us guessing in January.

Last month's record rainfall and heavy snowfall may have given farmers in the Western United States a glimmer of hope that the severe 7-year drought might be easing, but the snow and torrential rains have not broken the drought yet. Scientists at the U.S. Geological Survey say this could be the worst drought in 500 years. Reservoirs have drained. River and lake levels have dropped dramatically.

It will take years of record-breaking rain and above average snowfall to alleviate the adverse affects of this drought. A typical year of rainfall does not produce enough water to satisfy the needs of all the diverse uses in California. Climatologists warn that January's small gains could be nullified by another hot, dry spring.

As interesting as last month's weather was, unfortunately, it all came at once in heavy downpours. The soil could retain just so much water. The topsoil quickly became saturated and the rest of the water ran off into the ocean rather than soaking deeply into the ground. Then came the unusually warm temperatures. The snow began to melt prematurely, causing additional flooding and runoff. The ideal situation is gradual rain over long periods and slowly melting snow which allows the water to percolate deep into the ground, replenishing the groundwater.

Glendale *Water & Power* is keeping a close watch on the water situation in the state. We will keep you up to date as we receive new information. We urge you to remember that we live in a semi-arid region, and periodically, we experience droughts. Because most of the water we use is not generated here but is imported from Northern California and the Colorado River, **water conservation must become "a way of life"** in Southern California.

To help you conserve water, GWP offers conservation tips on our website, [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com). ■

## GWP has the Answer...???



**Q** When I call the GWP Customer Services number (818-548-3300), why must I listen to a long recording before I can speak with a representative?

**A** The recording you hear when you call our Customer Services telephone number is the "Interactive Voice Response" (IVR). This technology was created with efficiency in mind. The IVR system provides a list of functions that are handled within our Customer Services Call Center. Customers can select the appropriate option that represents the nature of their call, and be prepared with appropriate documents (if required) before their call reaches a Customer Services Utility Representative. With this advance knowledge, customers can usually complete their business with one phone call.

The IVR system also allows customers to obtain basic account information at their convenience. This system is accessible 24 hours a day, 7 days a week, which makes it possible to obtain information and make payments, even when GWP is closed. ■

# AC TUNE UPS and DUCT CHECKS NOW Beat The Summer Rush

**Don't let your heating and cooling money fly away!!** When was the last time you tuned up your home's air conditioning system or had the heating and cooling ducts checked? By a simple AC tune-up, you can save an estimated \$75-\$100 a year for up to 7 years! Sealing leaky ducts lasts for 20 years or more and also reduces heating and cooling costs.

Glendale *Water & Power* can help pay for part of your air conditioning system check-up and tune-up through the **Smart Home AC Tune-Up and Duct Testing Program**.

Local contractors, trained and certified by Proctor Engineering and using Proctor's unique computerized Check Me!® system, ensure you're AC system is tuned for maximum efficiency.

GWP will pay the first \$50 of the AC test and the first \$50 of the duct system test. If leaks are found in your duct system, GWP will pay the first \$100 of the duct repair bill. You can choose to do one or all parts of the program and the contractor will deduct the appropriate GWP incentive amounts from your bill.

Call the **Smart Home AC Tune-Up and Duct Testing Program** today toll-free at **1-877-422-2432** for more information or to make an appointment with a certified local contractor to have your AC and/or duct system tested. ■

