

GWP's "Water Bank" reminds us

It Pays To Be Water Wise

We live in a semi-arid region. Historically, about every ten years, we experience drought conditions. In view of the fact that most of our water is imported from Northern California and the Colorado River, **water conservation must become a "way of life"**. To help you use water wisely, below are water conservation tips.

Outdoor tips:

- Water your lawn or garden before 10:00 AM and after 4:00 PM.
- Make sure sprinkler heads are working properly and that they are not spraying driveways and sidewalks.

Indoor tips:

- Install a 1.6 gallon Ultra low-flush toilet and you can receive \$100 from GWP's Smart Home Rebate Program. For more information, call 1-866-557-1411
- Use faucet aerators and low-flow showerheads. We will install these free in your home through our Smart Home Energy & Water Saving Survey Program. To request a survey, call (818) 265-5062

GWP offers more tips for water conservation on our website www.GlendaleWaterAndPower.com

SAVE DOLLARS TODAY — SAVE WATER FOR OUR FUTURE.

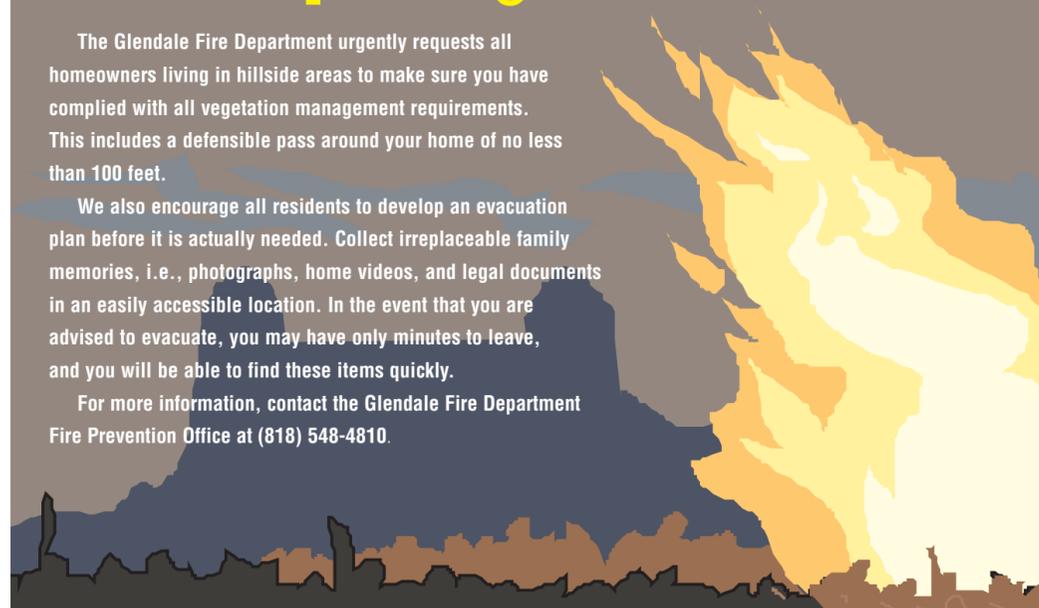


Fire Safety During Brush Fire Season

The Glendale Fire Department urgently requests all homeowners living in hillside areas to make sure you have complied with all vegetation management requirements. This includes a defensible pass around your home of no less than 100 feet.

We also encourage all residents to develop an evacuation plan before it is actually needed. Collect irreplaceable family memories, i.e., photographs, home videos, and legal documents in an easily accessible location. In the event that you are advised to evacuate, you may have only minutes to leave, and you will be able to find these items quickly.

For more information, contact the Glendale Fire Department Fire Prevention Office at (818) 548-4810.



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

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

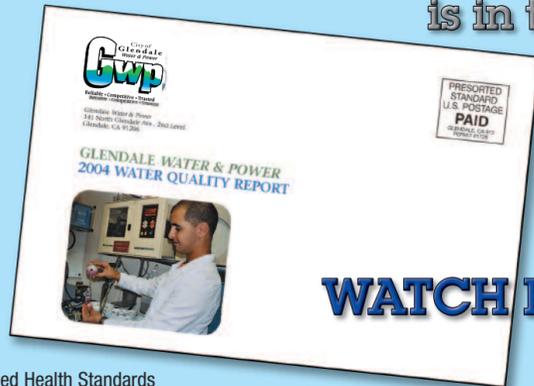
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July - August 2005 ● Volume 5, Number 3

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Water conservation tips you can bank on

Your 2004 WATER QUALITY REPORT is in the Mail...



WATCH FOR IT

GWP's Water Continues to Exceed Health Standards

- Glendale Water & Power delivers water to you that **meets or exceeds** all federal and state water safety standards
- Every month our water system operators and water quality staff conduct over 250 different water tests and report the results to the State Health Department
- Each member of our dedicated staff has met the certification standards set forth by the Department of Health Services to properly conduct these tests to maintain a high quality of water
- Every July, GWP sends each customer a water quality report describing our sampling efforts and results, listed side by side with the health standards set by the state and federal health organizations

Would you like more information about Glendale's water quality? Tune in to the interview with Peter Kavounas, GWP Water Administrator, on GTV6's "One on One" Program during the weeks of August 8th and August 22nd. For program times, visit www.glendale.tv

Glendale Water & Power News

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The Utility with The Personal Touch

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, September 5, 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

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

Glendale Water & Power Website: www.GlendaleWaterAndPower.com

GWP Crew Members Recognized For Rescuing Injured Contractor

A Glendale Water & Power Crew was recently honored for their heroism in rescuing an injured Henkels & McCoy employee. Henkels & McCoy is the construction contractor for the ABB-GIS project at GWP's Kellogg Rack. On Thursday, July 7, 2005 at 11:00 a.m., the employee sustained serious injuries while working in an underground vault at the GWP Utility Operations Center.

For a GWP Electrical crew working nearby, this incident became a real life lesson in rapid response, rescue, and safety. Our GWP crew stopped what they were doing and immediately came to the rescue of the fallen worker.

As emergency units were being summoned to the scene, Rigo Orozco and Eric Bigby followed all GWP safety procedures while lowering themselves into the vault to assess the man's injuries while emer-



GWP Crew that helped an injured contractor to safety from left to right are Mike Lawrence, Glenn Glasgow, Mike Quinonez, Eric Bigby, Vince Carlander, James O'Brien. Missing from the photo is Rigo Orozco.

gency medical crews arrived. Rigo and Eric found the victim unconscious and in serious condition.

After putting a harness around the injured worker, Rigo and Eric signaled the above ground crew to pull the injured man to the surface utilizing a man lift. After lifting him out of the vault, GWP employees Mike Lawrence, Glenn Glasgow, Mike Quinonez, Vince Carlander and James O'Brien helped stabilize the man on the ground until the paramedics arrived. Thanks to the fast thinking of our well-

trained GWP crew, the injured man was brought up to the surface safely so the Fire Department could transport him to the hospital. He is currently recovering from his injuries.

Each GWP truck is equipped with a safety harness and man lift for emergency purposes. Every 6 months, GWP linemen have a refresher training course on how to use this equipment in case of an emergency. This training enabled GWP's employees to effectively respond to a real life threatening situation.

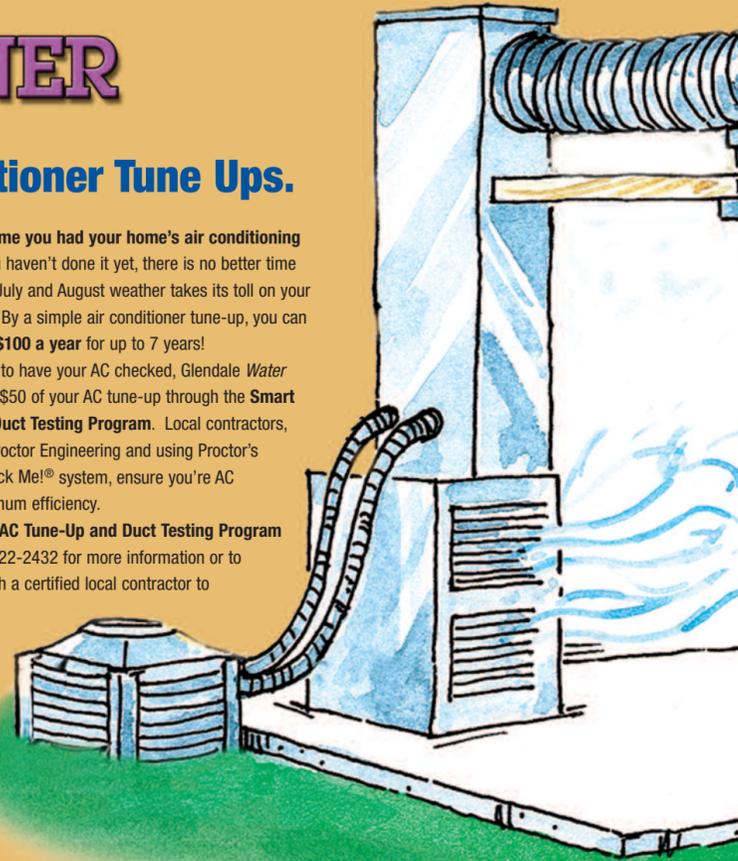
CONSERVATION CORNER

Air Conditioner Tune Ups.

When was the last time you had your home's air conditioning system tuned up? If you haven't done it yet, there is no better time than now, before the hot July and August weather takes its toll on your AC and your electric bills. By a simple air conditioner tune-up, you can save an estimated \$75-\$100 a year for up to 7 years!

And to encourage you to have your AC checked, Glendale Water & Power will pay the first \$50 of your AC 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.

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 tested.



GWP has the Answer...???

Q

I am the landlord of several properties in Glendale. Frequently, I need to have electric service turned-on in my name to clean and show a vacant unit. Each time, I am charged a \$15.00 fee on my utility bill. Why is this?

A

Each time a new service is established, whether it is for a commercial or residential property, the account holder is charged this customer charge. The revenue from this fee covers the general cost of maintaining an account with GWP, meter reading, troubleshooting, and billing inquiries.



Glendale Power System Upgrade 4kV to 12kV

Glendale Water and Power has begun a citywide Power System Upgrade Program converting our electrical system facilities to be able to handle 12,000 volts rather than just 4,000 volts. It is anticipated that the entire Glendale power system will be upgraded by 2016. Priority is being given to critical areas first.

This upgrade project will greatly improve electric service and provide greater electric system reliability. The City's growing need for electric power

would have eventually outgrown the existing power system. This new system will meet those needs and, by replacing old equipment before it fails, it will also reduce the chances of outages. If an outage does occur, these upgrades will reduce the time needed to isolate the outage and restore power, and reduce the number of customers affected by outages caused by storms and car accidents.

As the upgrade work nears completion in each small area of the City, it will be necessary that GWP temporarily turn off power in that area for a period of from 1-5 hours. This is required so that the new equipment can be safely installed and placed into service. Customers will receive a letter approximately 2-3 weeks before the power in their area will need to be temporarily turned off. And then, about 2-4 days before the time for the power interruption in that area, the customers will receive a hand-delivered notice providing the day and time their power will be off.

If you have questions or require further information about this project, please call 818-548-2011.



SUMMERize Your Home

Summer in Glendale usually brings hot days and hot nights, and that means higher energy bills from increased air conditioning. To keep your energy bills to a minimum, there are a number of things you can do. Some are relatively inexpensive. Others will take some investment, but the energy bill savings are worth the cost. Either way, GWP is here to help you with information, free energy saving measures, and cash rebates for items you purchase and install.

To save money over the next few months, and beyond, start by making sure your home is well sealed and that you are using the most energy efficient lighting. This means insulating the attic, stopping air leaks around the doors and windows, installing energy efficient windows when it's time to buy new ones, and replacing incandescent lights with compact florescent light bulbs in fixtures you use the most. If you need help with these things, call GWP's Smart Energy & Water Survey Program. We'll come out and check your home for leaks, install 3 free compact fluorescent light bulbs to reduce electrical costs and install free showerheads and faucet aerators to help you conserve water. For more information or to participate just call (818) 265-5062. Apartment buildings are also eligible.

For a more long-term energy-saving, plant trees to provide shade for your home. Carefully positioned trees can save up to 25 percent of a household's energy consumption. Call (818) 957-4425 to find out about how you can receive up to three free shade trees from GWP's Tree Power Program. You can choose from 30 different types of trees. Our arborist will work with you to plant them in the right area.

Other things that can help include:

- Use ceiling fans to circulate air. They are especially effective in large rooms, common areas, and upstairs bedrooms.
- Use a digital ENERGY STAR® thermostat. Set it so the house is not as cool during times of the day when no one is at home. It will work automatically and save time and money. You can receive a \$25 rebate from GWP for installing a digital thermostat.
- Cook outside on the grill to keep the heat outdoors. Don't use your oven on hot days. Cook with the microwave more often.
- If you have a second refrigerator, unplug it. This alone can save as much as \$300 a year, especially if it's an old one.
- To reduce the costs of higher energy bills get your AC tuned up. For more information on tuning up your AC, read the article on page 2.

For more information on our Public Benefit Programs or for more energy and water saving tips visit www.GlendaleWaterAndPower.com

