

# GWP Salutes Our Employees

With 32 square miles of service territory, 80,000 customers, 500 miles of power lines, and 222 miles of water pipelines that need constant maintenance and care, how has Glendale *Water & Power* continued to consistently provide reliable and excellent service for 97 years?

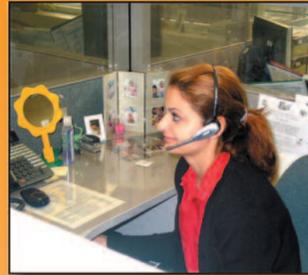
The credit goes to our employees. Driven by a dedication to the core values of safety, teamwork, trust, confidence and accountability, all of our 380 employees are committed to providing the highest level of service 24 hours a day, 7 days a week. It is this dedication and commitment to excellence that has established GWP as one of the most reliable, competitive, and trusted municipal utilities in Southern California.

At times, it might be necessary to block streets, roadways, or driveways to finish our work and provide the dependable service that the City of Glendale has come to expect from GWP. We acknowledge the inconvenience these activities can cause, and appreciate your patience and understanding as we work to take GWP forward through the next 97 years. Be assured that our employees are working hard to complete the work as fast as they can to minimize the impact on you.

GWP wants to take this time to thank our workers, and encourage all of Glendale to do the same. When you see our linemen or water crews working outside under the hot sun, stop and say "hello" or give them a "wave" of appreciation. Without the commitment of these dedicated employees, we couldn't keep your lights on and your water flowing.

If you would like to meet and talk with GWP staff members, bring your family and friends to the **Second Annual Glendale *Water & Power* Expo**, on **Saturday, October 8th from 10:00 AM to 2:00 PM** at the **Glendale Community College Parking Lot #B**. Find out about the projects we are working on. Learn about GWP's history, where your water and power come from and how we deliver them to you. Exchange a Halogen torchiere lamp for a free energy efficient fluorescent lamp. Enjoy tempting treats. Watch children's theater performances at 11:00 AM and 12:00 PM noon. Learn conservation tips, and have your water and electric questions answered.

**We look forward to seeing you there!**



## CONSERVATION CORNER

**Save water & electricity. It just makes good "cents!"**



### SIMPLE STEPS THAT SAVE WATER

- Older shower heads use **6 to 8** gallons of water per minute. A new low-flow shower head uses **2-1/2 to 3** gallons per minute.
- An aerator on your kitchen faucet reduces your water use from **6** gallons per minute to **2 to 3** gallons per minute
- Leaky faucets can waste **15 to 20** gallons of water per day.
- Water your lawn only when it needs it. Step on the grass. If it springs back when you take your foot off, it doesn't need watering that day.



### SIMPLE STEPS THAT SAVE ELECTRICITY

- Turn off lights in rooms that are not in use.
- Wash only full loads in your dishwasher and clothes washer.
- Compact fluorescent bulbs use **2/3 less** electricity than incandescent bulbs for the same amount of light.

**Electricity is required to pump water, so using less water means using less electricity.**

Let us help you make your home a **"SMART HOME!"** We'll install a low-flow shower head, a faucet aerator and compact fluorescent bulbs, all free of charge. Call 818-265-5062 to make an appointment for a **Smart Home Water and Electric Survey**.

## 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: Friday, November 11, Veterans 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](http://www.ci.glendale.ca.us)

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



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## "ICE BEAR" May Be An Answer

On August 4th, Ignacio Troncoso, Director of Glendale *Water & Power*, debuted GWP's first "Ice Bear" installation at Glendale's Sports Complex.

The Ice Bear is an energy storage device for large air conditioners. It is a modification of an existing technology that has been used with very large air conditioning systems for a number of years.

Using a building's existing air conditioning system, the Ice Bear makes and stores ice during the evening and off-peak hours, when power is most abundant. The stored ice is then used the following day to cool the building during peak hours. This "load shifting" could help delay the need for building new power plants or finding new power sources to meet peak-load demands.

GWP will be evaluating the Ice Bear's performance over the next several months to determine if the installation of additional units could benefit GWP and its customers. This technology could lead Glendale into a future of even more energy-efficient cooling systems.



*Pictured with the "Ice Bear" machine are l to r: Al Summerall and Randy Zwetzig, Ice Energy Company, Ignacio Troncoso, Director Glendale Water & Power, Hector Guterrez, GWP Business Representative, and Scott Hicks, Ice Energy Company*

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City of Glendale  
Water & Power's

# ENERGY & WATER EXPO

All GWP customers are invited to a **FREE Energy & Water Expo!** Come visit the wide array of exhibits, workshops, energy and water conservation booths, and interact with GWP staff.

## and FREE LAMP EXCHANGE

**Saturday, October 8, 2005**  
**10:00 a.m. – 2:00 p.m.**

Glendale Community College, Lot B off of the Mountain St. Exit

### Representatives will be on hand to:

- ✦ Exchange your halogen floor lamp for a Free ENERGY STAR® model
- ✦ Provide energy and water conservation tips and advice on how to reduce your electric and water bills
- ✦ Provide information on upgrading windows, AC systems and insulation for your home

### Free at the Energy Expo:

- ✦ Children's activities including pictures with GWP fleet cars, bucket truck rides, crafts and children's theatre performance
- ✦ Energy efficiency literature and lots of giveaways
- ✦ Renewable energy and alternative fuel displays



www.GlendaleWaterAndPower.com

For more information call GWP (818) 548-3300

## FREE Lamp Exchange At The Energy Expo

Saturday, October 8th  
10 a.m. – 2 p.m.

Glendale Community College  
Lot B (off the Mountain Street Exit)

Trade in your Energy-Guzzling Halogen Floor Lamp and GWP will give you A New Fluorescent Lamp

### FREE

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.

Trade in your halogen torchiere and get a safer one

### FREE

## COOL Your Home with Free SHADE TREES

Glendale resident Steve Altman recently participated in GWP's **Tree Power Program** for Glendale single-family residents and homeowners.

Mr. Altman chose two bottle-brush trees and one Magnolia tree. GWP provided stakes, ties, arbor guards, and an instructional DVD on tree planting and maintenance – **all free**. GWP's Tree Power Arborist also worked with Mr. Altman to decide on the best location for his trees.

Mr. Altman explained, "We began to notice our home was getting warmer and we were starting to use the AC more." He concluded, "Now that GWP has made it very easy to get these trees, they will provide the shade we will need to help keep our home at a more comfortable temperature in the summer without the need to turn on our air conditioning".

Shade trees help residents save 10%-50% in air conditioning costs. They also help reduce runoff water during rainy seasons, purify the air, and beautify your home and neighborhood.

With the **Tree Power Program**, Glendale residents can choose up to three free shade trees from a list of 30 different trees. GWP's Arborist will then work with each resident to find the most favorable planting locations to ensure that the trees will provide adequate shade once they are fully matured.

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)

*"Save energy and money while you help protect the environment"*



Glendale homeowner Steve Altman participated in GWP's Tree Power Program. He received two Bottle-brush trees and a Magnolia tree.

## "RELAY FOR LIFE" Raises Awareness and Funds to Fight Cancer

Join us at the 2nd Annual **Relay for Life** on Saturday, October 1st and Sunday, October 2nd at Scholl Canyon Baseball Field, 3200 East Glenoaks Boulevard. This 24-hour marathon event features team relays as well as music, entertainment, food and friendship. The weekend will be opened by a cancer survivors' "track-lap". A Luminaria ceremony Saturday evening will honor those lost to the disease and those presently battling it. For more information, contact Cindy Williams at (818) 548-3926 or visit [www.acsevents.org/relay/ca/glendale](http://www.acsevents.org/relay/ca/glendale)



## New Qualifying Income Guidelines

For GWP Programs

Glendale *Water & Power* has raised the annual income eligibility guidelines for our Senior Care and Helping Hand programs. For information about these programs, please call 818-548-3300.

2005 GWP Senior Care and Helping Hand Guidelines	
Number of Household Members	Annual Income Eligibility Limit
1-2	\$24,200
3	\$28,400
4	\$34,200
5	\$40,000
For each additional household member, add \$5,800	



## New Chevy Chase Reservoir Location Determined

One of the major projects in our current citywide water system improvement program is the replacement of the Chevy Chase reservoir. Originally constructed in the 1920's, the reservoir is presently located underground in the Chevy Chase Country Club golf course.

After receiving input from the residents in the Chevy Chase Canyon area, and after a number of important technical and engineering evaluations of three candidate sites, it has been decided that the new reservoir will be placed at the site of the existing one, also underground. By using this site, the costs of construction, the length of time for construction, and the impact on the community will be minimized as much as possible.

The next task in the project will be the preparation of the environmental documentation. A draft report will be circulated for review and comments. The community is encouraged to provide input during this phase of the project.

