

Create A Water-Smart Garden

FREE Landscape Classes

Join us at one of our free Saturday morning landscape classes designed to help home gardeners makeover their front and back yards by focusing on water efficient landscape design, efficient irrigation systems, and careful plant selection. All classes are free to customers of Glendale Water & Power and Crescenta Valley Water District.

Take Home A **FREE** Kit of Water-Saving Devices Worth Over **\$35**

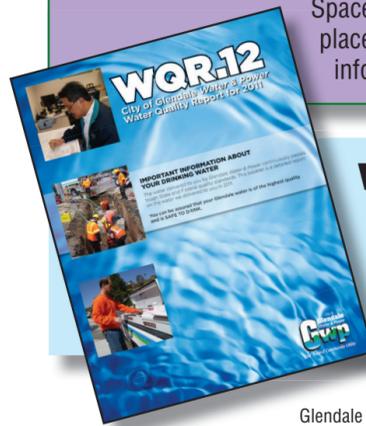
Summer Classes

Saturday	June 2, 2012	9:30 a.m. - 12:30 p.m.
Saturday	June 23, 2012	9:30 a.m. - 12:30 p.m.
Saturday	July 7, 2012	9:30 a.m. - 12:30 p.m.
Saturday	July 28, 2012	9:30 a.m. - 12:30 p.m.
Saturday	August 4, 2012	9:30 a.m. - 12:30 p.m.
Saturday	August 18, 2012	9:30 a.m. - 12:30 p.m.

Space is limited and classes fill up quick. Call or e-mail to reserve your place: 818-548-3280 or jgaines@ci.glendale.ca.us. Class location information will be provided upon reservation confirmation.

Water Quality Report

Your 2012 Water Quality Report is in the mail, watch for it in June. This report summarizes the high quality water GWP delivers to your home on a daily basis that meets and in most cases, surpasses the State and Federal standards for water quality.



Sign-Up For A **FREE Smart Home Survey** We'll Do The Rest To Help You Save Energy and Water.

Residents are always looking for ways to conserve and save money on their utility bills. Let us help you through our **Smart Home Energy & Water Survey Program**. Our team of professionals will make an appointment to come out to your house or apartment and install up to \$50 worth of energy and water saving devices. During this one hour survey we will walk around your home and show you ways you can cut down your energy and water usage. Some of the items we check are:

- Attic insulation
- Water, refrigerator and freezer temperatures and help adjust temperatures if necessary
- Our contractors will also perform an air tightness analysis of your home to locate problem leakage areas (only for single-family homes).
- HVAC system
- Install where applicable, compact fluorescent light bulbs, water heater
- Insulation blankets, low-flow shower heads, faucet aerators, toilet dams and flappers all **FREE!**
- Outdoor watering system
- Water flow in all faucets and showers

The survey program is open to all residential customers including apartment buildings. Call us today for your free in-home survey (818) 265-5062.

Want the latest updates from GWP?



Like us on Facebook
www.Facebook.com/GlendaleWaterAndPower



Follow us on Twitter
www.Twitter.com/COGwaterpower

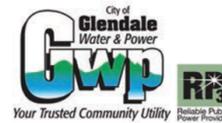
ReSource Central

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 — Thursday 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.**

City will be closed on May 28 (Memorial Day)

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



GWP Electric Bill Questions: 818.548.3300	Water Emergencies: 818.548.2011	Glendale Care: 818.548.3300	Smart Home Air Conditioning/Duct Programs: 1.877.422.2432 (toll-free)
GWP Water Bill Questions: 818.548.3300	Street Light Repair: 818.548.2011	Smart Home Surveys: 818.265.5062	Smart Business Energy Saving & Upgrade Program: 1.800.263.9313
GWP Automated Telephone Service: 818.548.3300	Trees in Electric Wires: 818.550.4584 or 818.548.2011	Smart Home Rebates: 1.866.557.1411 (toll-free)	Water Waster Hotline: 818.550.4426
GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062	Tree Power: 818.957.4425	Smart Home Solar Solutions: 818.548.2750	
Electric Emergencies: 818.548.2011	Solar Solutions: 818.548.2750	Peak Hogs Program: 818.548.3300	

City of Glendale Website: www.ci.glendale.ca.us Glendale Water & Power Website: www.GlendaleWaterAndPower.com
 Facebook: www.facebook.com/GlendaleWaterAndPower Twitter: www.Twitter.com/COGwaterpower

From The **Source** Glendale Water & Power News
 141 North Glendale Ave., Level 2, Glendale CA 91206



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Introducing Energy Efficiency via Social Networking

Who Is The Most Energy Efficient In Your Network? Is It You?

At Glendale Water & Power we work hard to help you save energy and money, and now we're making it social with Opower. Visit social.opower.com today to compare your energy use with your friends' use, view tips on how to save, and compete to see who can save the most. Saving energy is now worthy of a status update!

By using Opower, you can track how your energy use compares to how much your friends use, as well as homes across the country similar to yours. GWP has made Opower easy to use by providing a "data connect" service that imports your past energy use, so you're ready to compare, share, and save instantly.

With Opower, you can do more than compete with friends. You can form teams to share in the savings while swapping energy saving tips and advice. Friendly competition is fun, but saving energy benefits everyone. Spread the word and tell your friends to check out social.opower.com or search for the Opower app on Facebook.



New Water Rate Restructure

On March 27, 2012, the Glendale City Council approved the water rate restructure and increase for 2012-2015. The new rate structure and increase will go into effect on April 27, 2012. Below is a brief guide to the new rate structure for 2012. For additional information, please visit our website at www.GlendaleWaterAndPower.com, or call our **Customer Service Department** at (818) 548-3300.

Commodity Charge Tiered Structure

The Commodity Charge is based on the amount of water used during a billing period. The charts below outline how this water usage is divided into tiers, each with its own rate. Only information on 2012 is presented below, information for 2013-2015 can be found on our website. The billing unit for water usage in your GWP bill is currently in hundred cubic feet (HCF). One HCF equals 748 gallons.

Single Family Commodity (Usage) Charge	Consumption Blocks (Per Month)	Cost Per hcf In 2012
Tier 1	0 - 6.26 hcf	\$1.52
Tier 2	6.27 - 12.52 hcf	\$1.89
Tier 3	12.53 - 31.03 hcf	\$3.13
Tier 4	31.04 - 40.28 hcf	\$3.47
Tier 5	40.29 +	\$3.97

Multi Family Commodity (Usage) Charge	Consumption Blocks (Per Month)	Cost Per hcf In 2012
Tier 1	0 - 5.10 hcf (X number of units)	\$1.61
Tier 2	5.11 - 10.20 hcf (X number of units)	\$3.04
Tier 3	10.21 +	\$3.54

Customer Charge	In 2012
5/8"	\$18.73
3/4"	\$21.97
1"	\$28.46
1 1/2"	\$44.68
2"	\$64.15
3"	\$109.57
4"	\$174.46
6"	\$336.67
8"	\$531.34
10"	\$758.44

Customer Charge

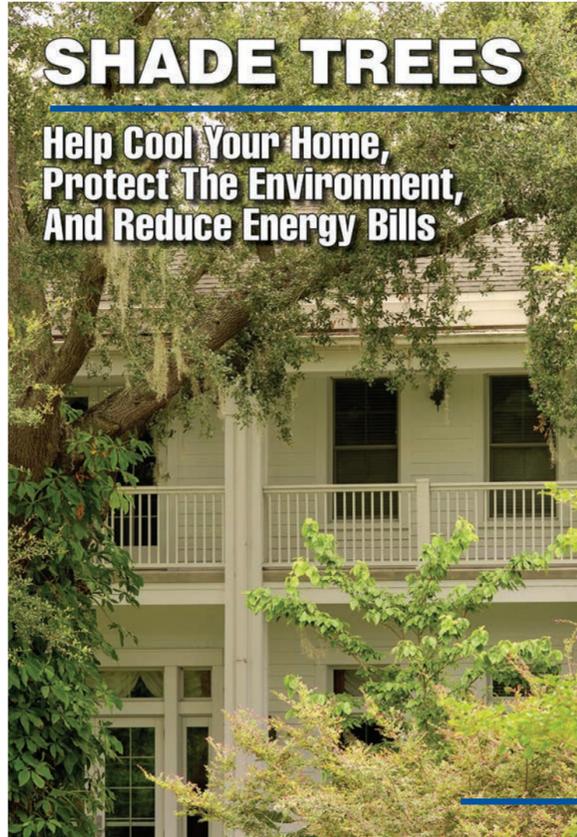
In addition to the Commodity Charge, a Customer Charge is also added to the bill. The Customer Charge is a fixed monthly charge based on the size of the water meter. Customer Charge rates for 2012 are shown at the right. (rates for 2013-2015 can be found on our website).

Your meter size for your property can be found on your bill or you can contact **GWP Customer Service** at (818) 548-3300.

Please note: Since the new rates take effect on April 27, 2012 your first GWP water bill after this date will have the old and the new water rates calculated. The bill will be prorated to include the old rates and might be confusing. Your second bill and all bills thereafter will reflect the new rates. If you have any questions call **Customer Services** (818) 548-3300.

SHADE TREES

Help Cool Your Home,
Protect The Environment,
And Reduce Energy Bills



Get Up To
Three FREE
Shade Trees
From GWP.

Through our **Tree Power Program**, eligible residential customers can receive up to three free semi-mature shade trees delivered to their home. Customers can pick from a list of 30 different varieties. Properly planted shade trees can help you save 10% - 50% on your energy bills and enhance the beauty of your home. For more information about the **Tree Power Program** call our arborist at (818) 957-4425 or visit www.GlendaleWaterAndPower.com.

Glendale Water & Power Is Awarded For Reliability Again

For the second time, GWP earned the Reliable Public Power Provider (RP3) recognition from the American Public Power Association (APPA). This recognition is for a two-year period. Out of 2,000 public power utilities nationwide, GWP is one of 176 utilities to earn the RP3 recognition. This coveted recognition was awarded for providing GWP customers with the highest degree of reliable and safe electric service.

The RP3 recognition, now in its sixth year, encourages public power systems to demonstrate basic proficiency in four important disciplines: reliability, safety, work-force development and system improvement. Each year APPA imposes tougher standards to earn the RP3 recognition.

GWP General Manager, Glenn Steiger commented, "To be recognized as a model-safe and reliable utility operation at a nationwide level is an honor. Our team continuously works hard to make improvements in our system reliability and customer engagement." Congratulations to our Electric Department for receiving the RP3 recognition. Keep up the great work!



SOLAR DISCOVERY FAIRE

SOLAR COOKING
Demonstrations & Samples

SOLAR HOME WORKSHOPS

SOLAR MODEL CAR RACES

SOLAR ETCHING
Create your own work of art!

Everyone Welcome • Music • Games • Solar Vendors

SATURDAY • MAY 12, 2012

10A.M. – 2P.M.

Mark Keppel Elementary School

730 Glenwood Road, Glendale

For more information go to solarschoolhouse.net/glendale.