

GWP Employees Giving Back to the Community

Our employees are passionate about the Glendale community. As an organization, it is important that we find ways to contribute back to our community that we serve. Giving time as well as money, GWP employees selflessly helped others in need this year by participating in a variety of volunteering opportunities through our employee volunteer D.E.V.O.T.E. program, which stands for 'Dedicated Employees Volunteering Our Time & Energy'. Below are just a few opportunities we volunteered for this year:

- Ascencia Homeless Shelter – GWP volunteers offered their time and service to the Ascencia Homeless Shelter by preparing and serving multiple morning hot meals to clients. Ascencia has provided housing and services to homeless individuals and families since 2006. Their mission is to lift people out of homelessness, one person, one family at a time.
- Glendale Salvation Army – GWP volunteers donated several bags of canned food, and volunteered to organize and clean the Glendale Salvation Army's Food Pantry. The Glendale Salvation Army's Food Pantry program serves hundreds of individuals and families every month by providing free food to those in need.
- GWP sponsored the ONE Glendale After School Program jerseys for students that cannot afford after school or sports programs.
- Glendale Unified School District – GWP employees donated several bags of school supplies at the beginning of the year for GUSD Foster Care and homeless students. Our employees also attended various GUSD schools on the first day of school to



- help guide students to their classes and greet them on their first day!
- YWCA Glendale – GWP volunteers donated money to sponsor families through the YWCA's Adopt-A-Family program. Through this program, each family has the opportunity to provide a list of their most needed and desired items during the holiday season. Many families in need through this program are in a shelter or transitional housing.

Each year we look for more opportunities to volunteer and support the different organizations throughout Glendale that help our community grow and prosper. We are happy to be part of this experience and our employees are devoted to giving back by volunteering and donating.

Let Us Help You Make Your Home More Energy And Water Efficient

It's free, and it takes an hour. Through our Smart Home Upgrade Program, our certified contractors will perform a free energy and water audit, generate an on-site report, install free energy and water saving devices, help you set your irrigation controller, and find problem areas in your home. Each recommendation will include anticipated annual energy and water savings. The list of measures installed may include:

- LED screw-on light bulbs
- LED tubes

- Outdoor LED lights
- Motion sensors
- Appliance timers
- Tier 2 advanced power strips
- Faucet aerators
- Dual flushometer retrofits
- Shower heads
- Sprinkler head replacements

Call and Schedule an Appointment! GWP has contracted Richard Heath and Associates (RHA) for the Smart Home Upgrade Program. Schedule an appointment with RHA by calling 1-800-263-9313.



FROM THE SOURCE

Glendale Water & Power News

Volume 17, Issue # 4
December 2019

IN THIS ISSUE:

- Low-Income Programs
- Time of Use Rates
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CA Friendly Landscape Classes



Learn how to transform your yard into a beautiful water saving garden at our upcoming landscape class. Over 50% of a home's water usage comes from outdoor watering, so replacing turf grass with CA Friendly plants can help you significantly reduce your water usage and save you money.

The class will take place on Saturday, February 1, 2020 from 9:00 a.m. to 12:00 p.m.

Visit bit.ly/calndscp to sign up.

We hope to see you there!

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We Are Here To Help

If you live on a tight budget, a small financial crisis can throw you off-balance. We understand that things happen and we are here to help our customers through hardships. See below for three programs we offer that can help reduce your electric bills.

Glendale Care – Low income customers may be eligible to receive a monthly electric bill discount of \$15.

Helping Hand – Low income customers who are experiencing a temporary financial emergency can continue electric service by receiving up to \$150 in one-time GWP bill payment or deposit assistance.

Guardian Program - Running medical equipment round-the-clock can get expensive and raise electric bills each month. The Guardian Program provides monthly bill discounts to our customers who have household members using life-saving medical equipment or are suffering from afflictions requiring special space conditioning.

For more information or to request an application for these programs, visit www.GlendaleWaterAndPower.com or call (855) 550-4497.



Glendale Water & Power office hours

Customer Service Hours: Monday – Thursday 8:30 a.m. - 5:00 p.m. Fridays: 8:30 a.m. - 4:30 p.m.
Engineering Counter Hours: Monday – Thursday 7:30 a.m. - 4:00 p.m. Fridays: 8:00 a.m. - 12:00 p.m.

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

How to reach GWP

- 📞 **Call us:**
Customer Service & Billing – (855) 550-4497
Report an outage or electric & water emergencies (818) 548-2011
Water Waster Hotline – (818) 550-4426
Electric Engineering – (818) 548-3921
Water Engineering – (818) 548-2062
- ✉️ **E-mail us:**
GWPcustomerservice@glendaleca.gov
GWPconservation@glendaleca.gov

Report a Broken Street Lamp or Trees in Power Lines by calling (818) 548-2011 or reporting it through the Contact Us link on www.GlendaleWaterAndPower.com

How to reach City of Glendale:

- City's Website – www.Glendaleca.gov
- City Manager's Office – (818) 548-4844
- City Clerk – (818) 548-2090
- Neighborhood Services – (818) 548-3700
- Community Development – (818) 548-2140
- Economic Development – (818) 548-2005
- Glendale Police Dept. (non-emergency) – (818) 548-4840
- Community Services & Parks – (818) 548-2000
- Public Works – (818) 548-3900

Does Your Home Have A Water Leak?

How would you know? Previously, you would have to wait to receive your bi-monthly bill to see your high usage and high bill. Now, you can simply log in to our WaterInsight portal at Glendale.WaterInsight.com and sign-up to see your water usage by the hour, day, week or month.

Grayson Repowering

On July 23, 2019, GWP received approval from the Glendale City Council to move forward with a plan to repower the aging Grayson Power Plant with a combination of renewable energy resources, energy storage and a limited amount of thermal generation. The plan includes a 75 megawatt (MW), 300 megawatt-hour (MWh) Battery Energy Storage System (BESS), as much as 50 MW of distributed energy resources that include solar photovoltaic systems, energy efficiency, virtual power plant, and demand response programs, and 93 MW of thermal generation from up to five internal combustion engines. The City Council also directed staff to continue to seek alternatives that would enhance the sustainability of the utility and continue to reduce reliance on fossil fuels.

During the evaluation process, the public had the opportunity to provide input on and participate in information sessions regarding the City's Integrated Resource Plan (IRP). The IRP is a planning document meant to create a road map for meeting the renewable and clean energy mandates set by the State of California by 2045, if not sooner. The repowering of the Grayson

You can also sign-up for water leak alerts through text, email or phone. Having access to the WaterInsight portal has so many other benefits. You can search through our tip library, find ways to reduce water use, compare your usage with that of similar sized homes and see when you use the most water.

Power Plant was an integral component of the plan and unquestionably became the focal point in the discussions regarding the IRP. Community groups and residents were involved with the IRP Focus Groups, community IRP workshops, and provided input through GWP's online IRP survey.

This is the first step in establishing GWP as a national clean energy leader. This plan will transform the way GWP provides reliable and affordable clean energy resources to its residents and businesses. The repowering of Grayson will include a diverse mix of energy resources with a goal of providing the cleanest power possible while maintaining reliability at a reasonable cost in a transmission constrained location. GWP is currently designing a variety of energy efficiency and demand response programs that it will present to the Glendale City Council in early 2020.

For more information on the Grayson Repowering Project, visit www.GraysonRepowering.com

Annual Utility Day Gives Students Insight Into GWP

Each year in the first full week of October and in conjunction with Public Power Week, GWP hosts its annual Utility Day. This year, on October 10, 2019, GWP hosted over 300 local elementary school students at its Utility Operations Center in Glendale. Thirteen stations were set up representing each division at GWP, as groups of 10 to 15 students walked through and learned about electrical safety, types of jobs employees at the utility do, solar energy, street lights, how power is generated, and where water comes from and how it is delivered to their homes. Students also participated in hands on water conservation activities and electric and water repairs.

At the end of the rotating stations, the students watched a hurt man rescue and mylar balloon coming in contact with power lines demonstration. Thank you to all the GUSD students for participating this year, and giving us an opportunity to share our hard work and passion with you!



Electric Vehicles

Investing In Our Electric Vehicle (EV) Infrastructure

GWP is dedicated to investing in Glendale's EV infrastructure to make sure Glendale residents and businesses have means to charge their EVs. Since 2015, GWP has installed multiple EV charging stations throughout Glendale. In 2019, to further expand our EV charging infrastructure, we installed an additional four stations at the Glendale Civic Center parking structure. Be on the lookout as we continue to add more charging stations throughout the City to serve our residents as demand for EVs keeps increasing.

Electric Vehicle Rebates

Own an electric vehicle, but are burdened by how long it takes to charge? Why not invest in a level 2 charging station and receive a rebate from GWP. Level 2 charging stations fully charge most EVs in 4-6 hours. Residential customers can receive up to \$500 for one EV charging station, and business customers can receive up to \$2000 for each EV charging station installed (maximum of four rebates allowed for businesses). Learn more about EV rebates and download an application at www.GlendaleCA.gov/ElectricVehicles

Electric Car Guest Drive Events

Interested in buying an electric vehicle, but not sure where to start? We hosted two very successful Electric Car Guest Drive events in 2019 where residents were able to test drive different electric vehicles with no sales pressure, and learn about



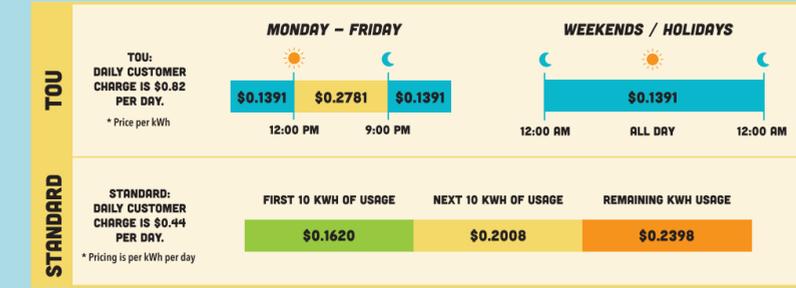
CHARGERS	LOCATION
1 EV Fast Charger	Glendale City Hall Parking Lot 613 E. Broadway – 91206
4 EV Chargers	Glendale Civic Center Parking Lot 650 E. Wilson Ave. – 91206
2 EV Chargers	Orange Street Parking Structure 222 N. Orange St. – 91203
1 EV Charger	Pole Mounted 1905 3/4 Broadview Dr. – 91208
1 EV Charger	Pole Mounted 1357 3/4 E. Colorado St. – 91205

the benefits of owning an EV. We will be hosting more Electric Car Guest Drives in 2020 to give our customers the opportunity to venture into the world of electric vehicles and test drive them with the owner, who can answer all your questions. During our the last Electric Car Guest Drive over 278 test drives were performed with 15 different electric vehicles, ranging from Teslas to BMWs and Chevrolets. Even if you do currently own an EV, you can still attend and test drive vehicles that you may not have had a chance to drive yet. Be on the lookout for more Electric Car Guest Drive events in 2020 and make sure you sign up for a test drive. Information will be posted on our website www.GlendaleWaterAndPower.com and on all our Social Media platforms.

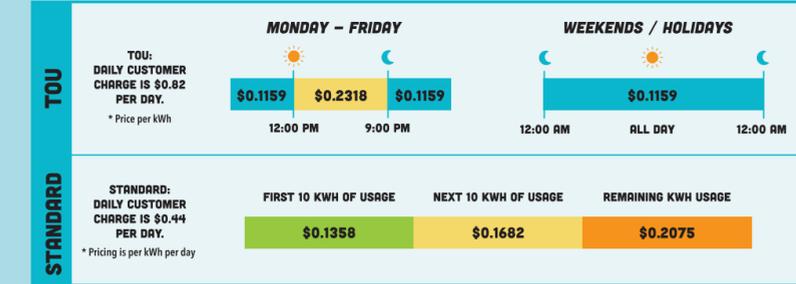
Time Of Use Rates

Take control of your electric bill by switching over to Time-Of-Use (TOU) rates. TOU rates allow you to reduce your expenses by shifting your energy usage to off-peak hours. Rates during off-peak hours are lower than rates during peak hours, allowing you to save money. TOU rates may benefit you if: You can throw in a load of laundry or run your dishwasher before noon or after 9:00pm, or if you can charge your electric vehicle overnight after 9:00 pm. To the right is a chart explaining the difference between the standard rate, and the TOU rate. If you think TOU rates can benefit you, call our Customer Service department at 855-550-4497 or by email at GWPCustomerService@GlendaleCA.gov and ask for a rate comparison.

HIGH SEASON JULY – OCTOBER



LOW SEASON NOVEMBER – JUNE



Free In-Home Display And Smart Thermostat

Receive a free in-home digital display/frame that displays your home's real-time energy usage and near real-time water usage, mixed in with your personal photos and conservation messaging from GWP, and a smart thermostat that you can control from anywhere. Both devices and installation are provided for free! This is a great way to keep track of your usage to make sure you aren't surprised when you receive your bill. Viewing your usage also helps you become aware of your electric and water usage trends, and helps you reduce your consumption.



To qualify for the program, you must:

- Live in a single family home with internet connection
- Have a central AC
- Not have solar panels

Visit www.GlendaleCA.gov/CEIVA to learn more and apply online.

GWP's Online Marketplace

Your one stop shop for all energy and water efficient products, including NEST thermostats at discounted prices. If you are ready to make your home more energy and water efficient, look no further than Glendale Water & Power's Marketplace! Instant rebates are provided on all qualifying products. Visit PoweredByEFl.org/glendale



Our first Tailgate event was very successful, and we look forward to seeing more of you at our next Tailgate event in the summer of 2020!

Power Outage And Emergency Communications

There are a variety of ways in which Glendale Water and Power, the City of Glendale, and first responders communicate to the public during emergencies and disasters. Below are important emergency communication channels to know of:

Everbridge: Register for important and emergency City notifications during large emergencies including information about power outages, evacuations, inundation zones, street closures, and shelter locations. Visit bit.ly/glendalealert to register and set your preferences on how you get notified.

Twitter: Follow Glendale Water and Power on Twitter @COGWaterPower to view the latest news and updates from GWP, information about power outages and restorations, and to be able to direct message us with your address in times of power outages. You do not have to have a social media account to view our tweets. Our latest tweets are displayed on the bottom right of our homepage www.GlendaleWaterAndPower.com. Follow the Glendale Fire Department on Twitter @GlendaleFireCA and the City of Glendale @MyGlendale to get up to the minute incident updates and general news about the City of Glendale.



GTV6: Glendale's Public Access Channel (Spectrum Ch. 6, AT&T Ch. 99) will provide important information about a particular incident. You can also view a live stream at www.GlendaleCA.gov/GTV6.

Websites: Visit any City website during a disaster and you will encounter a red screen that provides important information about a particular incident. For information on a large power outage in the City visit www.GlendaleWaterandPower.com. The Glendale Fire Department's website is www.glendalefire.org and the City of Glendale's website is www.glendaleca.gov. Before and after a disaster emergency information can be found on the City's emergency alert page at www.glendaleca.gov/EmergencyAlerts

In order for us to contact you with information or alerts specific to your area, it is also important to update your contact information on your GWP account with a GWP Customer Service Representative at 855-550-4497 or by email at GWPCustomerService@GlendaleCA.gov.