

Currents



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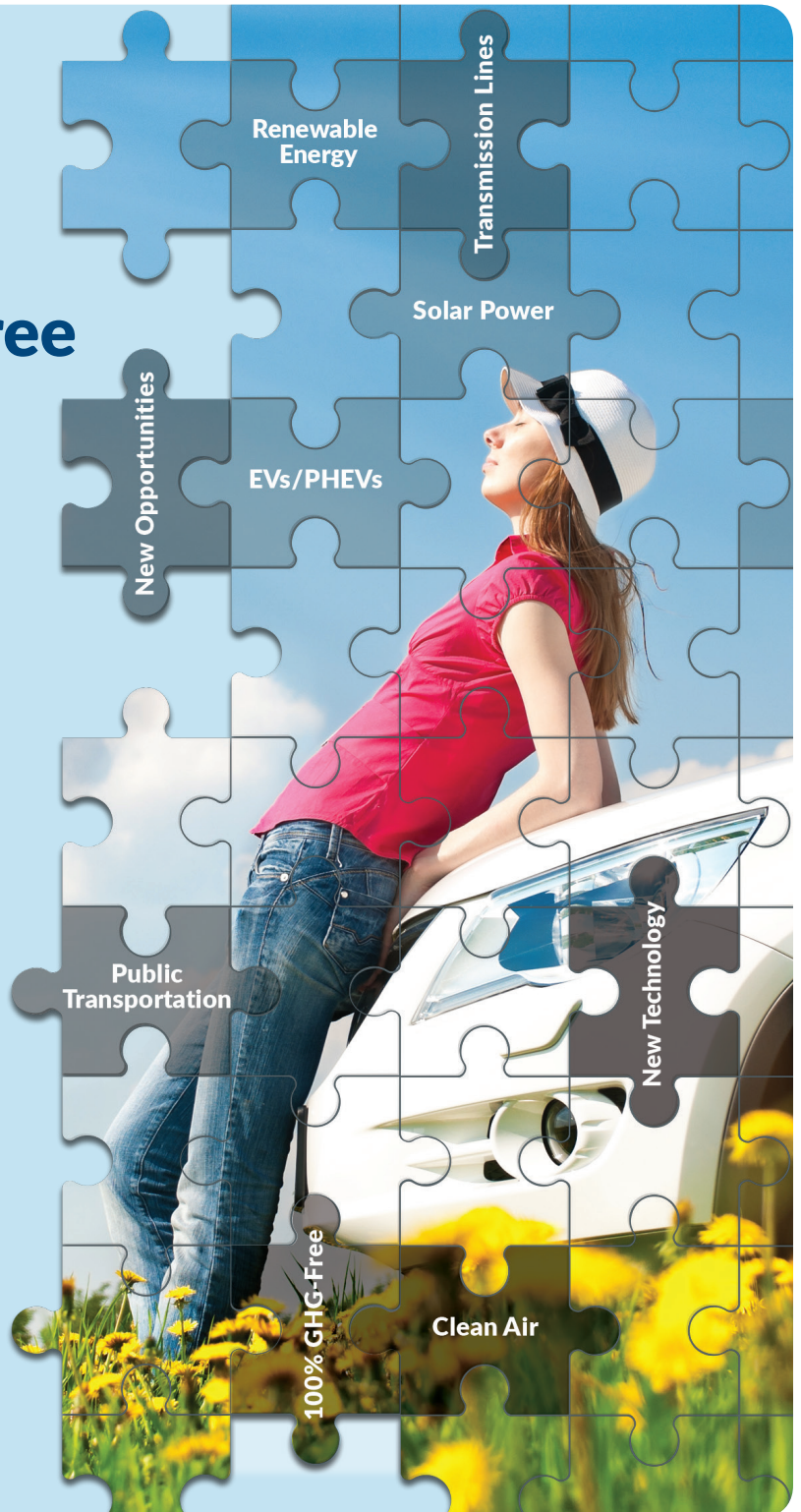
Driving Toward 100% Greenhouse Gas-Free by 2040

Creating Burbank's clean energy future is a lot like assembling a puzzle with a lot of pieces. Electric vehicles (EVs) and EV charging infrastructure are an important piece of the puzzle.

In California, transportation puts more greenhouse gases (GHGs) into our air today than any other source. Burning gas in our vehicles give us some of the worst air quality in the country, but with new technology, new opportunities are in reach. New EVs will have greater and greater opportunities to soak up renewable energy and displace gas and diesel fuels. Renewable energy is another piece of the puzzle.

A third vital element to a clean energy future is the transmission lines that bring renewable energy from where it is generated, often in another state, to our homes and businesses.

In collaboration with our City Council, BWP is pursuing an aspirational goal of becoming 100% GHG-free by 2040. Electric transportation offers our customer-owners an opportunity to partner with us in pursuit of that goal. We invite you to review this edition of *Currents* and see if an EV may be an option for you today, or maybe tomorrow.





Rethinking Our Transportation Decisions

Air quality is important, especially in the Los Angeles basin.

Greenhouse gases (GHGs) are created when gasoline or diesel is burned in a car, truck, motorcycle, or bus. Motor vehicles account for about 50% of the smog and 38% of GHG emissions in our state, according to the California Air Resources Board.

Burbank has two major freeways running through the city, Interstate 5 and California State Route 134. Thousands of people commute into Burbank every day for work. And every day, Burbank residents commute outside the city to their jobs all around the Los Angeles County and beyond. That's a lot of smog and GHG emissions being created in our city. That also means there are a lot of opportunities to clean our air.

Some may feel there's nothing they can do to reduce GHGs. Not true!

Walking, biking, and taking public transportation are all great ways to reduce smog. But if you have to drive, then driving an electric vehicle (EV) is a direct way Burbank residents can work to improve their local air quality and reduce GHG emissions.

Here's what BWP is doing to support the growth of electric transportation in our area:

- We're investing in new EV charging stations at workplaces and public venues throughout the city.
- We're providing rebates to residential customers who purchase Level 2 EV chargers.
- We're offering a time-of-use (TOU) rate to residential customers so they have the option to charge during off-peak hours at a lower price.
- We're educating customers that Federal tax credits of up to \$7,500 and state incentives of up to \$2,500 are available to income-qualified customers to lower the cost for an electric vehicle. More income qualifications can be found at CleanVehicleRebate.org/eng/income-eligibility. Additionally, the California Clean Vehicle Rebate Project online calculator at CleanVehicleRebate.org/eng/community/savings can help you determine the total amount of incentives that may be available for buyers of EVs.
- We're sponsoring "Ride 'N Drive" events where people can test-drive the future of transportation without the sales pressure.

Pursuing an aspirational goal of becoming GHG-free by 2040 is a challenge we face as a community. Rethinking our transportation decisions today gives each person an opportunity to do something positive to help clear the air and protect Burbank's environment.

Reducing Air Pollution and GHGs with Electric Vehicles

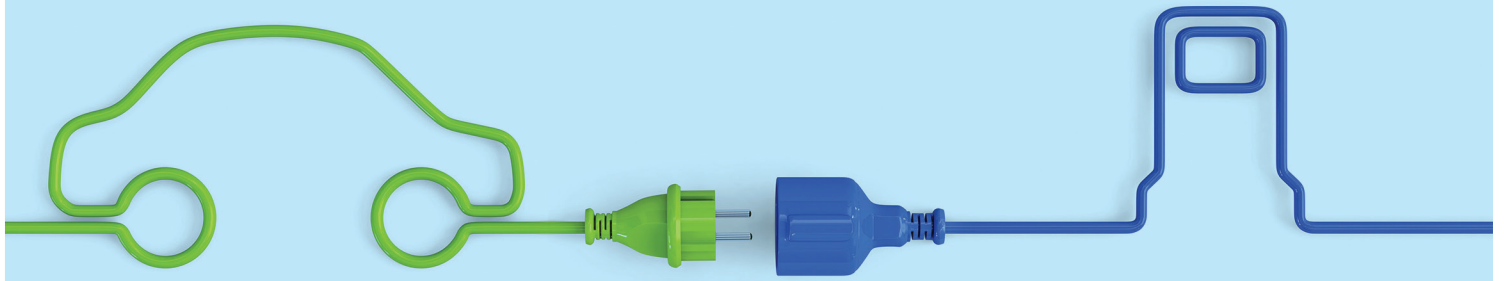
Driving an electric vehicle (EV) is one way Burbank residents can work to improve their local air quality while reducing emission of greenhouse gases (GHGs).

EVs have been around for decades, so you can't really call this type of transportation "new." But in recent years automakers have truly embraced electric transportation. Today, over 40 kinds of vehicles — sports cars, sedans, SUVs, minivans, and even motorcycles — are available.

California energy regulators have adopted a goal to get 1.5 million EVs on our roads by 2025 to help clean our air. 1.5 million EVs is about 5% of the total number of registered vehicles in California according to the U.S. Department of transportation.

That means Burbank could support the state goal with about 4,000 EVs by 2025. Today, there are roughly 1,000 EVs in Burbank. Working together with our customers and state regulatory agencies, BWP is aiming to support the adoption of EVs in the coming years.





All Electric or a Plug-in Hybrid?

There are dozens of electric vehicle (EV) models that use batteries or a combination of batteries and internal combustion engines, and more are being developed all the time. Here's the difference between an all electric EV and a plug-in hybrid electric vehicle (PHEV).

All electric vehicles have zero emissions because they are powered exclusively by electricity stored in batteries. EVs are made by a wide range of manufacturers, including BMW, Chevrolet, Ford, Honda, Jaguar, Nissan, Tesla, and Toyota. They have a range of up to 150-250 miles on a full charge, though the Tesla Model S has a range of more than 300 miles.

Plug-in Hybrid Electric Vehicles, or PHEVs, are vehicles that use a combination of electric batteries and a gas-fueled internal combustion engine.

Because they use gasoline and electricity, most PHEVs can travel for 250 or 500 miles. Once PHEVs are fully charged, they can run on electricity alone for a short distance, typically 20-40 miles, then switch over to conventional gasoline. As long as there is gasoline in the tank, all PHEVs will continue running after their stored electricity has been used. Some vehicles use the gasoline-powered engine to recharge the electric batteries.

Charging Your Electric Vehicle

EVs can be recharged at home or at work using two types of chargers. If you recharge your EV overnight at your home, you can use a Level 1 charger. Charging cables usually come with the vehicle and plug into a standard 120-volt AC electric outlet. No other equipment is needed.

If you want a faster charge, either at home or on the road, you'll need a Level 2 charger, which requires a dedicated 240-volt electrical circuit, similar to what is required for a clothes dryer or electric range. A Level 2 charger uses the same standard connector as Level 1 charging, meaning most EVs can plug in at any Level 2 charger.

BWP offers a time-of-use (TOU) electric rate to residential customers so they have the option to charge at home during off-peak hours at a lower price. Recharging at home can take 5-10 hours, depending on battery size and how much your batteries need to be recharged. Public charging costs vary, but are generally more expensive than home charging.

BWP provides a rebate for installing a Level 2 EV charger at your home or business. Residents can receive a rebate of up to \$500 and businesses can receive up to \$2,000 per charger, with a limit of 4 per year. Get more information at BurbankWaterAndPower.com/EVs.

Transmission Lines Get Renewable Energy from There to Here

Burbank Water and Power (BWP) is on the road to reducing greenhouse gas emissions. We have set an aspirational goal of providing Burbank with 100% greenhouse gas-free electricity by 2040, consistent with our other commitments to keep electricity affordable and reliable. For years, BWP and City Council have worked together to set goals for renewable energy. In 2007, Burbank was the first utility to commit to achieving 33% renewable energy by 2020. This ambitious goal was reached in 2015, five whole years ahead of schedule.

Transmission is the critical link to bring clean, affordable, renewable electricity from far-away places to Burbank. Transmission lines are the “electric highways” that will bring our community clean electricity, which some of you might use to charge your electric vehicles.

Burbank participates in large utility-scale renewable projects, sometimes with other utilities. Most of the renewable electricity used in Burbank comes from other Western states, specifically Oregon, Nevada, Utah, and Wyoming. Growing our renewable portfolio means we have to find, and transmit, even more renewable electricity to Burbank. We need “super highway” transmission lines to bring large amounts of affordable clean electricity to our community. The super highways need to be secured and further expanded to serve our growing need of renewable electricity.

You can read more about Burbank’s energy future at [BurbankWaterAndPower.com/2019-irp](https://www.burbankwaterandpower.com/2019-irp).



Life in the Carpool Lane

Did you know that some EVs qualify for the Clean Air Vehicle (CAV) decal, allowing single-occupant EV drivers to use high-occupancy vehicle (HOV) lanes on highways?

HOV lanes, also known as the carpool or diamond lane, allow drivers to bypass heavy highway traffic and perhaps even shorten their drive-time commute.

Visit ww2.arb.ca.gov/carpool-stickers to see an official list of vehicles qualified to receive CAV decals.

Los Angeles County Managed Lane System

- Existing (557 lane-miles)
- Under Construction (44 lane-miles)
- Planning Stage (80 lane-miles)

Six EV Buyers' Journeys

Here are six customer journeys that trace why particular types of people chose to buy an electric vehicle (EV). Do you recognize yourself?



Ted the Technology Trendsetter

Ted is a first mover when it comes to technology. He stands in line to get each new-release smartphone. He lives in a “smart” home. Ted is an early adopter of digital technology. Being on the leading edge is important. An EV fits perfectly into Ted's lifestyle — it uses next-generation technology to deliver a superior experience, and the “cool” factor is off the charts!

Cathy the Cost-Conscious Consumer

Cathy is a recent college graduate. She's repaying her student loans and sharing a cramped house with four other people to save on living expenses. Cathy is watching every penny as she begins her career. Cathy is thinking of buying a used EV because the initial cost of buying a used car is lower than buying a brand new car. Plus, by driving an EV, Cathy can cut her vehicle's fuel bill in half! An e-gallon of electricity costs her about \$1.78, about half the cost of a gallon of gas in the Golden State. And driving an EV means no oil changes and lower overall lifetime maintenance costs.



Environmentalist Ed

Protecting the environment is a core belief shaping all of Ed's decisions. He buys locally grown organic food. He's a composter and a careful recycler. Worried about species extinction and ecosystem damage, Ed wants to minimize his environmental footprint. That's why he's considering buying an EV. Roughly 33% of Burbank's power comes from renewable sources like solar. That means, when he recharges his EV, at least one-third of that electricity will come from clean, green, non-emitting resources. EVs are the right lifestyle choice for people who want to protect the environment.



Phil the Performance Car Guy

Phil is the quintessential car guy, spending most of his weekends, and a lot of his disposable income, enhancing his car's performance. A tweak here, an adjustment there, and he's coaxing extra horsepower out of his car. Ed is drawn to the new generation of EVs because they provide instant torque, getting from zero to 60 faster than most gasoline-powered cars. And because most EVs have their battery pack under the center of the vehicle, the lower center of gravity makes for better handling and tighter cornering.



Carol the Commuter

Like many Southern Californians, Carol drives to work by herself. She wants to spend less time in her car and more time...doing anything but commuting! Several EVs and PHEVs are eligible for a Clean Air Vehicle decal, which allows cars with only one occupant to use the High-Occupancy Vehicle (HOV) lanes on highways. Voila! Carol has shaved hours off her weekly commute, leaving her more time to do what she wants.

Rosie the Weekend Roadtripper

Rosie works freelance in the entertainment industry. During the week, her job takes her all over Burbank and Los Angeles. Some weekdays she drives five miles to work and other weekdays it can be up to 40 miles! Rosie is also a big fan of weekend road trips and loves to visit family and friends who live in the Bay Area. She is considering buying a PHEV to make sure she has refueling options during her work days and the range to get her where she wants to go on her weekends. A PHEV gives Rosie the best of both worlds: she can fill up at a traditional gasoline station or recharge her car batteries. Either way, a PHEV gives Rosie the confidence she needs to be able to commute for work and travel for fun.



So whether your life situation resembles Ted's, Laura's, Ed's, or Cathy's, there's an EV that aligns well with your needs and your lifestyle. You can take the first step in that journey by checking out the state's clean vehicle buyer resources website at CleanVehicleRebate.org.

If you're already convinced and want to start shopping online, you could go to PlugStar.ZappyRide.com.

ONE Burbank's Reliability Delivers Great Service for Electrosonic



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit **ONEBurbank** at **ONEBurbank.com**

Electrosonic is an international audiovisual (AV) and technology services company specializing in highly complex world-class projects for clients in a variety of sectors including financial, business, entertainment, media, theme parks, museums, gaming, hospitality, technology, and more.

Founded in 1964 in London, the company's United States head office is located in Burbank. *Electrosonic* offers a comprehensive scope of services with expertise in Information and Communications Technology (ICT), network infrastructure, security, surveillance and access control, AV, control systems, and acoustics. With a talent and skill base of over 500 employees, *Electrosonic* serves clients in more than 30 countries.

Among *Electrosonic*'s many notable projects are the Kennedy Space Center Visitor Complex, the Tom Bradley International Terminal at LAX, the UK's National Holocaust Centre and Museum, and the largest museum project in the world, the Sheikh Abdullah al Salem Cultural Centre in Kuwait.

Richard Martinez, the US Information Technology Manager for *Electrosonic*, shares his experience with BWP's ONEBurbank fiber service:

A change in our infrastructure required a separate internet breakout from our existing MPLS network provider so we needed to find an internet service that would work for us. We learned about BWP's ONEBurbank from an informational mailer we received and evaluated

what it could offer in comparison to the other service options out there. We decided to take a chance on an up-and-coming provider and went with ONEBurbank!

Our service has been great and the connection steady. We have yet to see an instance where we aren't receiving the level of service we're paying for. The installation technicians were friendly and professional and we haven't had to make any service calls so far. This speaks to the reliability of the ONEBurbank service.

We welcome *Electrosonic* as another satisfied ONEBurbank customer! Visit their website at www.electrosonic.com for more information.

ELECTROSONIC

Above: *Electrosonic* staff members Peter Tinari (left) and Les Hill (right) at work.

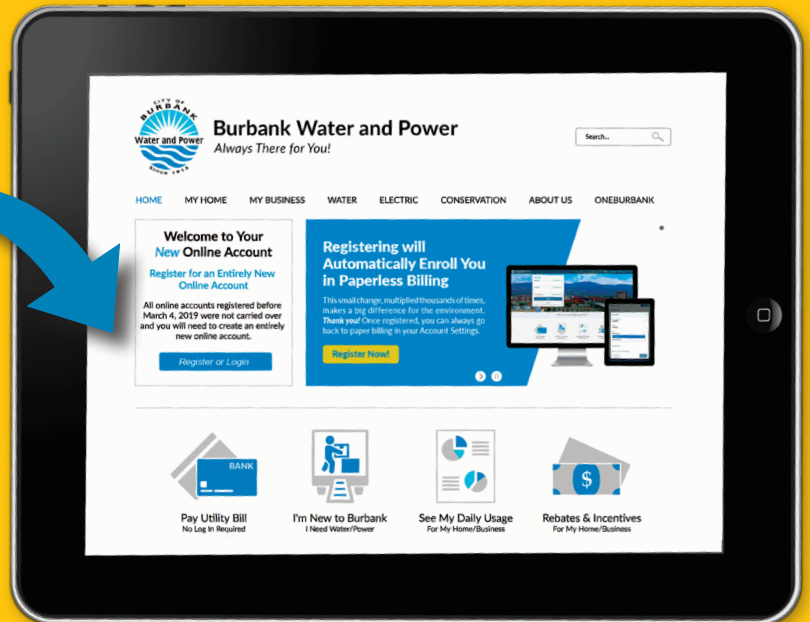
Set Up a Pay Plan in BWP's New Online Account Manager

Unexpected things happen in life. An unexpected medical bill, an unexpected repair in your home, or an expensive veterinary bill. Sometimes you just need a little help.

We get it. And we want to help make a difficult time a little easier. That's why we now offer a way to make alternative payment arrangements in BWP's new Online Account Manager. You can request a pay plan online if you believe you will be unable to pay your BWP bill within the standard 21-day payment period. A pay plan is an agreement with BWP to make payments on the amount you owe over an extended timeframe.

You can set up a pay plan in the billing area of your online account.

Don't have an online account? Register for one at **BurbankWaterAndPower.com**.



Trees are Nature's Air Conditioners

It's time to plant a tree to shade your building and reduce your air conditioning use! And spring is a great time to get shade trees started.

Planting a new tree now will give it time to establish roots before they're exposed to stressors like high heat, low temperatures, or not enough water. Plus, a tree can become the anchor of your landscape as you build other elements during your spring gardening.

Want some free shade trees? Call Craig Crotty, BWP's Shade Tree Program arborist, at **(818) 957-8196** to make an appointment!



Building Today for Your Electrified Future

You may have noticed the construction of a new substation at 2549 North Ontario Street over the last couple months. Good news! Construction has been successfully completed and the new substation is now in service.

The substation was built using modern technology and is designed to blend in seamlessly with the neighborhood. This critical piece of equipment will allow BWP to maintain reliable service today and continue to serve your power needs for years to come.



Did you know?

There are four new electric vehicle chargers at two locations by the new substation. All you need is the Greenlots app on your phone in order to charge. Download the app on the App Store and Google Play in order to charge.

Fly High in the Sky and Charge Fast on the Ground



For 89 years, the Hollywood Burbank Airport has been known as the friendliest, most convenient airport for flying to or from Burbank, Hollywood, and the San Fernando Valley.

And now, while you fly or wait to pick a loved one up, you can charge your electric vehicle in 20 to 30 minutes with the airport's new Direct Current (DC) Fast Charger. The DC Fast Charger is located next to the entrance of the airport's short-term parking structure and costs \$0.28 per kWh to charge during most hours. Parking structure rates apply.

You will need a Greenlots account to use and pay to charge. Sign up for an account at Charge.Greenlots.com or download the free Greenlots app available for iPhone or Android devices.

Above: Dan Lichtner, Principal for Azrial (left), and Tom Janowitz, Senior Manager, Ground Access (right) for the Hollywood Burbank Airport.



Burbank Town Center is the Largest Public EV Charging Location in Burbank

Burbank Town Center is a three-level enclosed mall that offers a choice of more than 100 retail shops, restaurants, entertainment venues, and lifestyle services. Located in the heart of Downtown Burbank at San Fernando Boulevard and Magnolia, Burbank Town Center is a premier location for shopping, dining, and recreation.

Burbank Town Center recently completed a \$60 million renovation. Retailers include the now open H&M and Cost Plus World Market, Macy's, California Pizza Kitchen, Bed Bath & Beyond, AMC Theatres, and many more. Round 1 Bowling & Entertainment, Bob's Discount Furniture, and Panini Kabob Grill will be joining the list of new tenants opening in 2019.

Burbank Town Center also recently installed 16 new electric vehicle chargers, in addition to the Tesla chargers, making the mall the largest EV charging location in Burbank!

Shelley Bell, Assistant General Manager for Burbank Town Center, explains why Burbank Town Center installed the EV chargers:

Our new shopping center boasts an increased suite of amenities for our shoppers. We have ample free parking available throughout the Burbank Town Center, making shopping at the mall very convenient for our guests. Adding EV chargers is part of the additional amenities that Burbank Town Center offers.

These level 2 chargers take advantage of ChargePoint's state-of-the-art charging network. Partnering with BWP's EV Charging Program allows us to build a positive relationship with the utility company and our guests. And, the option to apply rebates from BWP has made this a cost-effective solution for the shopping mall.

Being an electric vehicle driver myself, I enjoy using the ChargePoint chargers while at work. They are very reliable and conveniently located. The ChargePoint app makes it easy to find the location of the chargers. The chargers are easy to use and are a cost-effective alternative to buying gas.

Burbank Town Center understands that we all have to do our part to help decrease greenhouse gas emissions. The U.S. Department of Energy has found that drivers with access to charging at work are six times more likely to switch to electric vehicles. Extending the EV charging network encourages sustainable choices for both our customers and our community.

Visit BurbankTownCenter.com for more information.

Want EV Charging at your business? Contact Burbank Water and Power at (818) 238-3730 or BWPConservation@burbankca.gov.

Above: Burbank Town Center is recognized for their contributions to cleaner air.

Shelley Bell, Assistant General Manager for Burbank Town Center (left), Alfred Antoun, BWP Key Accounts Manager (center), and Michael DeLeon, General Manager for Burbank Town Center (right).



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SurveyMonkey.com/r/BWPCurrents

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How to Contact Us.

Customer Service: (818) 238-3700

Contact for questions related to your account, payments, billing, service turn-on/turn off, meter reading, and to report electric and streetlight outages.

Water Services: (818) 238-3500

Report water main or fire hydrant leaks and water outages.

Electric Services: (818) 238-3575

Report problems with transformers, utility poles, and other utility equipment.

Conservation Services: (818) 238-3730

Get information on BWP programs and rebates.

After-hours Emergency: (818) 238-3778

Get help with time sensitive issues that occur after business hours. Business hours are from 8am-5pm, Monday through Friday.

ONEBurbank: (818) 238-3113

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