

Currents



Always There for You!



Feeling Tapped Out?

Don't Despair, Together We WILL Beat this Drought!

It's been four years and California's drought clock is still ticking. Many of you may be feeling tapped out, like you have done all you can to save water and this drought business is just getting a little old. But, keep those chins up because we have learned so much about how to be successful in combating the drought! Here's what we know:



Burbank has a greater appreciation for water and how we use it.



Half of all urban water consumption is spent on landscaping.



After 9 months of State mandatory cutbacks, 25% water savings is doable.



Sticking to the outdoor watering schedule is key to conserving water.



Burbank is using more recycled water than ever and there is still more!

**Sure, the drought is tough. But Burbank is tougher.
So Keep Calm and Save On!**

CITY OF BURBANK



OFFICE OF THE MAYOR



You Did It! One Billion Gallons Saved!

Burbank has officially saved **one billion gallons** of water. Thank you for sticking to the outdoor watering schedule, taking shorter showers, washing only full loads of laundry and dishes, and for every effort you've made to conserve water in this drought. We are *overflowing* with gratitude!

View the latest water savings at BurbankWaterAndPower.com

Dear Neighbor:

I want to take just a moment to express my profound gratitude to the citizens and businesses of Burbank for the monumental efforts you have taken to save water over the past several months. The Governor set a mandate of 25% water reductions across California, with Burbank's share set at an astounding one billion gallons. And, with your diligence, we hit this Billion Gallon Challenge!

With the vast majority of our precious water supplies going to irrigate our lawns, I and my fellow City Council members made the hard, but necessary, decision to limit watering to just Saturdays during cooler weather, and to two days a week (Tuesdays and Saturdays) during warmer weather. This made a profound difference in Burbank's water use and I thank you for heeding this requirement.

I'm sure everyone is tired of hearing about California's historic four-year drought, perhaps especially those of you who have made conservation a way of life for many, many years. To those of you who have long embraced this ethic, a special thank you!

I wish I could report that we are out of the woods and can ease up on the drought restrictions, but that doesn't appear to be the case. Even with a heavy rain season, it's looking like the record drought will continue. But, let's take a moment to celebrate our hard-earned achievement! If I could, I would pat each and every Burbank citizen on the back for how responsive you have been and for all the water you have saved! Thank you, Burbank! Let's continue to make every drop count.

With gratitude and respect,

Bob Frutos
Mayor of Burbank





Students' Growing Technology Needs Met by BWP



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**

St. Francis Xavier School is a Catholic school currently serving 302 children in grades Transitional Kindergarten-8. Since 1956, the school has been committed to offering an excellent learning environment. Rita Recker, Director of Parish Administration, and Teresa Smith, Vice Principal and 5th Grade Teacher, share the school's experience with BWP's ONEBurbank fiber service:

With evolving educational standards and to prepare our students for the workplace of the future, we were challenged to find ways to integrate technology with learning beyond the limited time they spend in the school's computer lab. We installed interactive whiteboards, called SmartBoards, in all K-8 classrooms. St. Francis Xavier School also provides an iPad for each middle school student, a Chromebook for all fifth-graders, and a set of iPads for our third-graders to share.

Of course, the success of any technology program depends on its access to

reliable connectivity. As our demand for bandwidth increased, the speed and dependability of our Internet fell off drastically. When our computer teacher turned on a classroom full of computers the entire system would freeze. Rebooting the system at the beginning of each week became routine. If too many students were using their iPads at once it was a struggle to keep the whole class working. SmartBoards often froze in the middle of a lesson.

ONEBurbank was an extraordinary partner in supporting our growing technology needs. The ONEBurbank team quickly designed and implemented a plan that overcame our challenges. When school recessed for summer, BWP swung into action, installed the ONEBurbank fiber service, and in the blink of an eye, our system was up and running.

We've had 100% connectivity and our students now experience no delays or interruptions. We have plenty of capacity not only for our present needs,

but for future demands as well. We're grateful for ONEBurbank's assistance in our mission to educate the whole child and our invitation to "Come Grow With Us" reaches farther than ever. Thank you ONEBurbank!

We welcome St. Francis Xavier School as another satisfied ONEBurbank customer! Visit their website at sfxschoolburbank.org for more information.



Above and right: Students enjoy computer learning at St. Francis Xavier Catholic School



Abuzz Over Burbank's Electric Police Motorcycles

In late 2014, BWP funded the purchase of two electric motorcycles for the Burbank Police Department as an electric demonstration project for public safety and law enforcement. For over a year, BPD's Traffic Unit has deployed these quiet and agile bikes daily, with rave reviews from the officers as well as the public. Lt. Jay Hawver, who heads

up BPD's Traffic Unit, has been a fan from Day One. "Across a number of important features, these electric motorcycles really excel. They are responsive, light weight, and allow us to perform high-visibility patrols in and on the foothill trails above the City. And, maintenance has been minimal...and I mean minimal! On top of all that, they are a huge attention-getter. People stop me and the other officers all the time and only have positive comments about the bikes."

Recently, these police motorcycles were used for surveillance operations above the Nature Center, following two reported auto burglaries that had occurred the previous week. "Sometimes we don't want potential violators to know we are there. These quiet bikes give us that flexibility," says Lt. Hawver.

While not yet a fully adequate replacement for BPD's gas-fired motorcycles, Lt. Hawver says that day is coming. "The technology is improving quickly, pricing is coming down while the options are increasing, and the environmental benefits are significant. These electric motorcycles have really kicked open the door to the potential of the future!"

Above: Lt. Jay Hawver (center) with Burbank Police Officers Ryan Murphy and Chris Roberts **Photo credit:** Tracie Neiswonger, BWP

BWP's Home Improvement Program is Fantastic! But, Don't Take Our Word –

Listen to Burbank Residents Debbie Codella and Fred Massabki

Debbie Codella made an appointment with BWP's Home Improvement Program and reported she was very impressed with the professionalism and friendliness of everyone who worked in her home. Debbie's home qualified for all services provided by the program. This included a new toilet, air sealing services, attic insulation, a tune-up of her air conditioning system, duct sealing, installation of LED light bulbs, water efficient showerheads, and faucet aerators. Oh, and did we mention all of this was **done at no cost to Debbie?!**



"Since I completed the program, the comfort level of my home has improved. I'm 100% satisfied with the work that was done, and I'm already referring friends and neighbors."



We think Burbank resident **Fred Massabki** is brilliant for taking five minutes to call and set up his Home Improvement Program. Fred's pretty happy he made the call as well! He received attic insulation, got his AC system tuned up, had LED light bulbs, faucet aerators and showerheads installed, and duct and air sealing services to ensure his conditioned air isn't just blowing away.

"The contractors that did the work were very professional and efficient. There used to be areas where I would feel drafts – not anymore! I've also noticed that my furnace is cycling less."

We congratulate Fred and Debbie for participating in the Home Improvement Program, BWP's premier residential energy and water efficiency service. Our goal is to make your home more comfortable and resource efficient. You pay nothing to participate in the program and may be eligible for some or all of these services:



HOME IMPROVEMENT PROGRAM

- Attic Insulation
- Central Air Conditioning Tune-Up
- Duct Sealing
- High Efficiency Toilet(s)
- Blower Door Test
- Sealing of Air Leaks
- Combustion Safety Test
- Energy-Saving Light Bulbs
- Sprinkler System Check (for leaks, overspray)
- Sprinkler Controller Programming
- Water Efficient Showerheads and Faucet Aerators
- Water Pipe Insulation

**Over 6,500 Burbank Households Have Gone Through
BWP's Home Improvement Program.**

Call to Schedule Your FREE Appointment Today!

866-365-7358



Home Water Reports Win Big!

Every year, the California Municipal Utilities Association (CMUA) invites the hundreds of community-owned utilities in the state to nominate innovative programs and services for recognition. Your community-owned utility just snagged an award for excellence for our Home Water Reports program!

Last year, BWP rolled out bi-monthly Home Water Reports to 15,000 single-family homes in Burbank. These one-page reports show the household's water use, compare that usage to similarly sized Burbank homes, and provide tips to reduce water use and save money. A few other utilities offer this program, but BWP took some extra steps to make this program even better for Burbank. Partnering with The Gas Company helped reduce our costs, making the program very affordable. The Center for Water-Energy Efficiency at University of California, Davis is analyzing the water, electric and natural gas savings data, and will be reporting back to BWP on their findings. BWP will share our findings with other agencies to help the entire state realize water savings.

One key benefit of the program is that Burbank homeowners can sign up to receive leak alerts by text. Not all leaks are easily visible. Protect your property and save water by signing up for free alerts. Log on to BurbankWaterAndPower.com/waterreports and we'll text you when we spot any irregular water use that looks like a leak.

You Have More Important



Ever forget to pay a bill while on summer vacation or because life just got too busy? Strike that worry off your list by enrolling in BWP's "Flash Pay" service. Flash Pay is BWP's direct debit payment program. By signing up, you can forget about ever forgetting to pay your bill! You'll never need to worry about finding a stamp or paying late fees. On the due date, funds will be automatically debited from your account. If you need to stop a payment, just call us within 48 hours of the due date.

To enroll, go to BurbankWaterAndPower.com, search "Flash Pay Enrollment," and fill out the very short application. Send that back to BWP with a voided check and never worry again about forgetting to pay your bill!

Wood Pole Inspections

As part of offering every Burbank resident and business the highest electric reliability possible, BWP is fierce about proactively maintaining our equipment, including the wood poles that support electrical transformers and wires.

Over the next three years, BWP plans to inspect over 5,000 wood utility poles. Poles will be treated or replaced as necessary to maintain the highest levels of safety and electric reliability.

We've partnered with a company called Osmose, specialists in wood pole inspection and treatment. Pictured is Osmose's Burbank team.



Inspections take 10-15 minutes and will determine the status of each pole and if treatments are needed to improve the wood quality. If a wood pole is located in your back or side yard, Osmose may need to enter your yard. If so, the Osmose team will knock on your door. If they can't gain access and you're not home, they will leave a door hanger with a number to call to schedule the inspection. The team will present their BWP Contractor photo ID badge along with a letter of introduction with BWP contact information. Don't hesitate to call us if you would like to confirm the team or their purpose.



Making sure every part of our electrical system is in tip-top shape is just one way that BWP provides you with exceptional electrical reliability and remains "Always there for you!"

Things to Worry About

**Make
Paying
Your Bill
a Flash!**

----- DETACH HERE,  COMPLETE AND SUBMIT -----

Flash Pay Agreement:

I/we hereby authorize Burbank Water and Power to initiate debit entries to my/our checking account indicated at the depository financial institution named herein for payment of my/our municipal service bills. I/we acknowledge that the origination of ACH transactions to my/our account must comply with the provisions of U.S. law. I/we understand that both BWP and my/our financial institution reserve the right to terminate this authorization and participation therein and if I/we choose to terminate, I/we will immediately notify BWP.

If the checking account is a joint account, please include the name and signature of both parties.

Burbank Water and Power Account(s)

Name (as listed on Burbank bill) _____
Service Address _____
Daytime/Home Phone _____
Account Number _____
Account Number _____

Financial Institution (Attach Voided Blank Check)

Institution Name _____
Checking Account No. _____
Account Name _____
Signature _____
Account Name _____
Signature _____



Interested in Solar Energy? Make Sure You Ask the Right Questions!

About 400 Burbank residents have already installed solar energy systems on their roofs and we know many others are interested in going solar. We think electricity generated from the sun is a great source of renewable energy. In fact, 9% of the electricity that BWP provides today to everyone in Burbank comes from large-scale solar energy projects. And that number will just continue to grow over time.

Unfortunately, too often we hear from residents who are dissatisfied with their solar results. Sadly, some solar contractors spread myths. Asking the right questions up front and doing a little research can save you a lot of heartache and money. Here are two solar myths debunked.

MYTH #1: You won't have an electric bill. Not true. Solar produces energy when the sun is out. No solar energy is produced at night, when it's raining, or if your system is shaded. When it's dark, you'll receive energy from BWP. On a sunny day, your home will use as much of the system's production as it can. Anything extra produced by your solar system will flow to BWP's electrical grid. The meter tracks all incoming and outgoing activity and you will only be charged for the net use. If you install a solar system, the amount of energy you receive from BWP will certainly go down and your electricity charges will also go down. Most

solar systems don't supply 100% of a home's energy needs, so some energy charges will continue. And, because you are grid-connected, you will continue to pay the monthly service charge.

(Pssst...one more thing to remember. Lots of people call BWP's bill "the electric bill" but other services, like water, sewer, and solid waste collection, are included. When doing solar payback calculations, make sure you only look at the variable, non-fixed electric charges for comparisons. You'd be surprised how many people make this mistake!)

MYTH #2: Energy costs rise annually at 5% or higher. Yes, energy costs go up. But, over the last 13 years, BWP has kept our average rate increases below 2%, less than the Consumer Price Index. In fact, BWP's current residential electric rate adjusted for inflation is the same as what was paid in Burbank in 2004! Solar contracts often include an annual price escalator. If you are looking into solar for your home or business, make sure you ask about the escalator and factor that into your analysis of long-term costs.

This is no myth! About a third of the energy you receive today from BWP comes from a renewable source. That amount will grow to at least 50% by 2030.

Outdoor Watering is Back to 2 Days / Week!

Outdoor watering is currently allowed on Tuesdays and Saturdays, before 9am or after 6pm, for no more than 15 minutes per irrigation station. Hand watering is allowed on any day, just not between the hours of 9am and 6pm when water can be lost unnecessarily to evaporation.



APRIL to OCTOBER 2 DAYS PER WEEK TUESDAY & SATURDAY

Sticking to Burbank's Outdoor Watering Schedule is Key. Well over half of the water used by single-family homes goes to watering lawns. The best way to be water wise is to adhere to Burbank's irrigation limits. Running your irrigation system on days other than Tuesdays and Saturdays or during disallowed hours could lead to fines starting at \$100. Thank you for doing your part to conserve water during the drought!

Calling All Weekend Landscape Warriors!

BWP offers free landscape workshops to interested Burbank residents. Two 2016 dates remain open:



Saturday, May 21 Watershed Wise Gardener

This workshop includes the watershed approach, evaluating your site, rainwater harvesting, choosing the right plants for the right place, and managing your irrigation system.



Saturday, October 22 Water Saving & Turf Replacement

Learn about landscape water saving tips, turf removal, water efficient plants, ways to increase landscape permeability, and basic landscape maintenance.

Classes run 9am to noon. RSVPs are required. To register, call 818-238-3730.

Aliso Canyon Leak Could Result in Power Outages

You have likely seen or read news accounts of the recent natural gas leak at the Aliso Canyon Natural Gas Storage Facility located near Porter Ranch. As a result of that leak, the facility has been shut down. A major risk of this shut down is electricity power outages. These outages could occur during heat waves and major cold spells when natural gas is in highest demand. BWP is working with many state and local agencies to respond to this evolving and complicated situation. Here's what we know as of early April.

What happened? The Southern California Gas Company owns and operates Aliso Canyon, the nation's second largest gas storage facility with 115 wells holding up to 86 billion cubic feet of natural gas for distribution to millions of residents, thousands of businesses and multiple electric utilities in the Los Angeles basin. In late October 2015, a gas leak was detected at one of the wells. On February 18, 2016, the leak was finally permanently plugged. Several pieces of legislation have been proposed, including at least one that would essentially keep all 115 Aliso Canyon wells inactive until the entire field had been inspected and cleared for usage, which might be months or years into the future.

How does this impact electric reliability? Natural gas is not just used for cooking and home heating; it is also a fuel source for power plants that generate electricity. Aliso Canyon is a vital part of the system required to provide fuel to 17 power plants in the Los Angeles basin, including BWP's Magnolia Power Plant. About 20% of Burbank's annual power is generated from natural gas. The closure of Aliso Canyon will impede The Gas Company's ability to provide reliable fuel to local power agencies, like BWP. Without the Aliso Canyon storage, The Gas Company has proposed to curtail power plants serving Southern California. These curtailments could lead to rolling blackouts across the Southland, including in Burbank.

What is happening in response to this potential crisis? The "Aliso Canyon Action Plan" has been drafted by the California Energy Commission, California Public Utilities Commission, California's Independent System Operator (the entity that controls 75% of the state's electricity), and the Los Angeles Department of Water and Power. These agencies and every community-owned utility in the region are working to mitigate the likelihood of power outages. If emergency power outages are called, they would likely be controlled 'rolling blackouts,' where outages would occur in one area, then "roll" to another area, so that no one area bears the brunt of an extended outage.

Will my power go out over the summer? At this point, we simply don't know. As this situation evolves, BWP will keep you posted. The next page has tips on how your household can help conserve electricity.



The Aliso Canyon Gas Leak Could Lead to Power Outages

BWP's Fred Fletcher explains how in an interview with KPCC.

[Read/Listen to the Story >](#)

Fred Fletcher, BWP Assistant General Manager for Power Supply, was recently interviewed by KPCC about how the Aliso Canyon gas leak could lead to power outages. To read or listen to this informative story, go to BurbankWaterAndPower.com and click on this banner.

Can Conservation Really Make a Difference?

Yes! Especially when thousands of homes and hundreds of businesses are working together to use energy wisely, we can stretch the resources we have. And, even if that's not enough to prevent an outage, it can make the outage shorter and less painful for everyone. Here's what you can do.

- **Adjust Your Thermostat:** During peak hours or when you're not home, remember to set your thermostat at 78° or higher.
- **Close Windows and Doors:** Keep windows and doors closed during the heat of the day to prevent the loss of cooled air.
- **Adjust Window Coverings:** Tilt blinds up and close drapes and shades on windows that receive direct sunlight.
- **Clean or Replace Your A/C Filter:** A dirty filter forces your air conditioner to work harder, wasting money and energy.
- **Keep Cool With Ceiling Fans:** Running a ceiling fan while your A/C is on (when you're at home) will allow you to raise your thermostat about 4°F while experiencing the same level of comfort.
- **Be Smart About Lighting:** Turn off unnecessary lighting and use task or desktop lamps instead of overhead lights.
- **Power Down Your Computer:** Enable "power management" on all computers and make sure to turn them off when not in use.
- **Cool Off Your Home at Night:** On cool nights, open windows to let cooler air in. In the morning before the day starts to heat up, close windows and blinds to keep warm air out.
- **Delay Heat-Producing Activities:** To avoid heating up your home on hot days, postpone using heat-producing appliances like the oven, dishwasher, clothes washer and clothes dryer until cooler times of the day.
- **Unplug Electronics:** Unplug battery chargers, power strips (those without a switch) and other equipment when not in use. Taken together, these small items can use as much power as your refrigerator.
- **Head Somewhere Cool:** On hot afternoons, consider leaving home, adjusting your thermostat accordingly, and going someplace cool like the pool or the library. Better yet, let nature be your A/C and take a trip to the park, forest or beach.



Always There for You!

**Please
use
water
and
energy
wisely.**

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ECRWSS



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How to Contact Us.

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Water Services: (818) 238-3500

Electric Services: (818) 238-3575

Conservation Services: (818) 238-3730

Street Light Outages: (818) 238-3575

After-hours Emergency: (818) 238-3778

ONEBurbank: (818) 238-3113

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Visit us online at:
BurbankWaterAndPower.com

Always There For You!

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