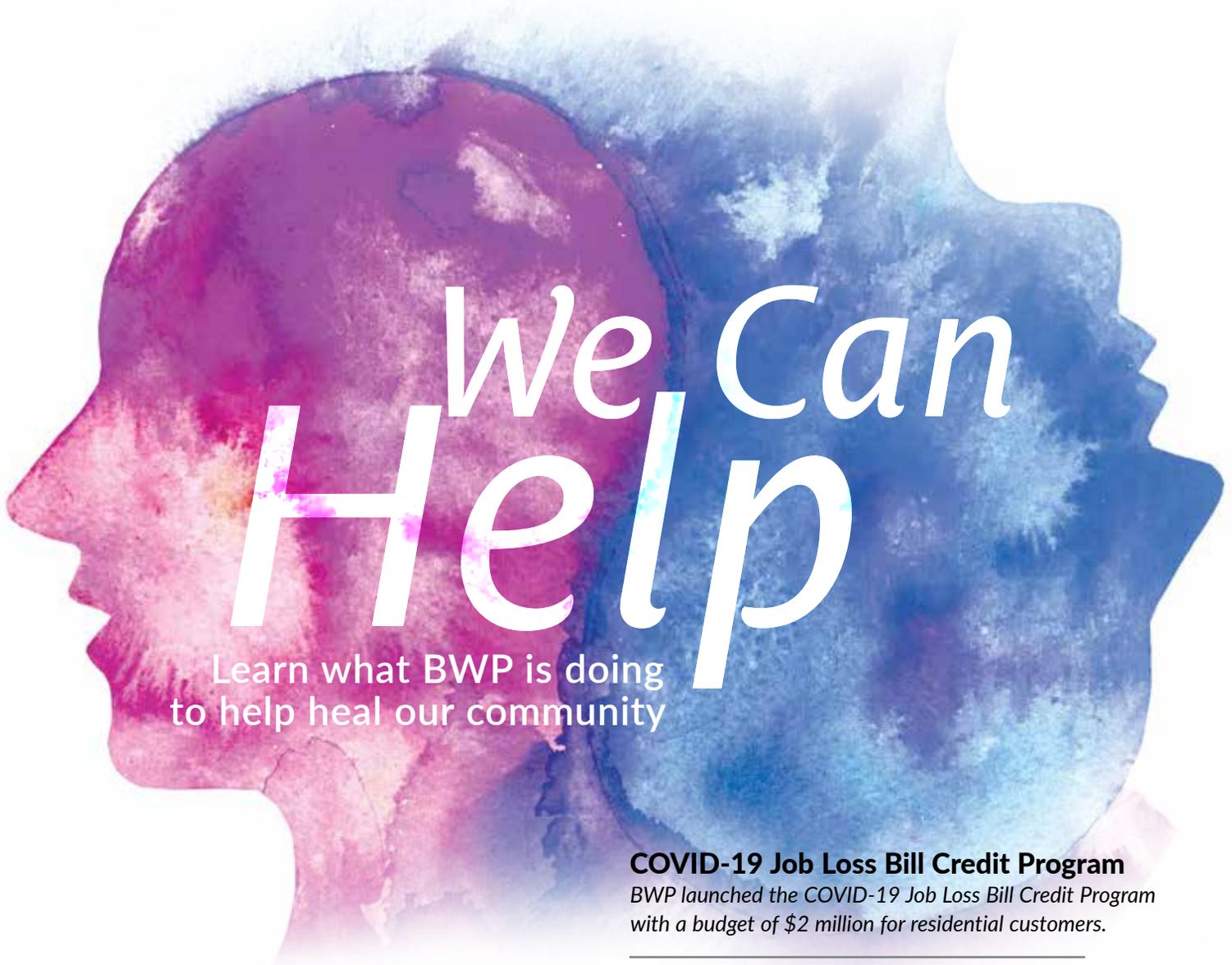


Currents



We Can Help

Learn what BWP is doing to help heal our community

COVID-19 Job Loss Bill Credit Program

BWP launched the COVID-19 Job Loss Bill Credit Program with a budget of \$2 million for residential customers.

Financial Assistance Programs

BWP can help you through this crisis with three programs. Learn what local and federal programs are available to you.

Conservation and Efficiency Programs

Explore how BWP can help you manage your bill and stay comfortable in your home with helpful tips and programs.

EDITOR'S NOTE

Together We Move Forward

COVID-19 turned our lives and our community upside down and inside out in 2020. We found ourselves in unfamiliar situations. Job loss, school age children at home, or even worse, the illness of a loved one. But we did witness some incredible kindness. Care and concern for our neighbors. The reaching out of a helping hand to honest and decent people, who through no fault of their own, had trouble meeting some basic obligations.

There are signs of hope for 2021. Improved medical treatments, good hygiene practices, and the understanding that a hug needs to be done in spirit, but not in body, for just a while longer.

Just like your family, the BWP family has found a way to persevere. To work safely together to ensure your essential electric and water services are there for you. Even through the hottest days of summer.

In this issue of *Currents* you will find no- and low-cost ways to manage your bill. The new Job Loss Bill Credit program has already helped over 3,000 households pay their electric bill. There is a healthy portion of the \$2 million available in case it's needed.

You'll also find resources to help you make your home more energy efficient, to keep you comfortable, and to help you save. These include our new AC Replace Before It Breaks Program and information about available financing from the state of California. If you want to contribute towards renewable energy, the Green Choice program allows you to offset your carbon footprint for a few dollars more per month.

Finally, because we are a community of optimists, we introduced a new online electric vehicle (EV) Buyer's Guide for customers looking to electrify their transportation and help clean our air. Because some day this pandemic will end, and life will return to normal.

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COVID-19 Job Loss Bill Credit Program

Over 3,000 Unemployed Customers Received Assistance

BWP's COVID-19 Job Loss Bill Credit Program launched in November 2020 to provide immediate assistance to Burbank residents who have lost their job due to the pandemic. To date, over 3,000 Burbank residential customers have received bill credits of up to \$300 to help them pay their electric costs. The program is designed for speed, featuring a streamlined process and fast approvals of a week.

Since the pandemic began, unemployment peaked at over 16% in Los Angeles County, almost quadruple the average rate in 2019. Despite progress towards vaccination, the Burbank community is still struggling. Unemployment doubled in November 2020 compared to 2019, at 10.3%. The COVID-19 Job Loss Bill Credit Program is budgeted to run through the end of June.

Apply Online for Fastest Processing

If you're unemployed and need assistance, don't delay. We continue to receive a large number of applications every day. For fastest processing, visit [BWP-Currents.com/covid19billcredit](https://www.burbankwaterandpower.com/covid19billcredit). The online application takes just a few minutes to complete.

Customers can also download the application, fill it out, and mail or drop off the application in the payment drop box outside of the BWP lobby at 164 W. Magnolia Blvd.

Eligibility

Applicants must meet the following conditions to qualify for the program:

1. You are the account holder or the co-applicant on the BWP account.
2. You qualified for unemployment insurance beyond November 1, 2020.

Proof of unemployment status will be required for us to process your application.

Get \$200 or \$300 in Assistance

Multi-Family	Single-Family
\$200 Total Assistance	\$300 Total Assistance
\$50 Per Month x4 Months	\$75 Per Month x4 Months



For more information on the COVID-19 Job Loss Bill Credit Program, visit [BWP-Currents.com/covid19credit](https://www.burbankwaterandpower.com/covid19credit)

Assistance to eligible residential customers will be provided through a bill credit on the electric service portion of their Municipal Utility Service bill over the next four months.

Customers in apartments and other multi-family homes are eligible for \$200 in assistance, while customers in single-family homes are eligible for \$300. The bill credit will be applied based on a customer's account status in BWP's billing system.



BWP customers received assistance quickly through the COVID-19 Job Loss Bill Credit Program.

Financial Assistance Programs

Income-qualified programs for residential customers can be confusing. Even knowing where to start can be unclear. **The BWP family wants to help your family recover from this crisis.** We've summarized the key financial assistance programs offered by BWP and state and federal agencies. There is also a suggested sequence to apply for each program.



HELP YOUR NEIGHBORS

Generous customers and donors provide Project Share funds. There are three ways to contribute: one-time donation, monthly donation, or by participating in our Bill Round-Up Program.



[Learn More](#)
[BWP-Currents.com/neighbors](https://www.bwp-currents.com/neighbors)

APPLY RIGHT AWAY

Every program has different requirements, particularly for supporting documentation. We suggest you start with these programs in the following order to maximize your benefits and make the most use of your time.



COVID-19 JOB LOSS BILL CREDIT

Our COVID-19 Job Loss Bill Credit quickly provides up to \$300 in assistance to unemployed residential customers. Qualifying is as easy as providing your account information and supporting documentation from the Employment Development Department (EDD).

For fastest processing, apply online, and a credit of \$200 (multi-family customers) or \$300 (single-family customers) will be applied on your next bill cycle, after your application is approved.



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP is a federally funded program that helps eligible low-income households by providing them with a one-time financial credit toward their utility bill annually. The program also provides these households with free energy-efficiency upgrades.

Two service providers, the Pacific Asian Consortium in Employment (PACE) and the Maravilla Foundation administer the program. Interested customers may apply to PACE or Maravilla directly, according to their ZIP codes.



PACE

(ZIP codes 91505-91506)

1055 Wilshire Blvd., Suite 1475
Los Angeles, CA 90017

(213) 353-3982

[pacela.org](https://www.pacela.org)

Maravilla Foundation

(ZIP codes 91501-91504)

5729 Union Pacific Avenue
Commerce, CA 90022

(323) 869-4500

[maravilla.org](https://www.maravilla.org)

OTHER KEY PROGRAMS

Federal and state agencies are also providing support for those in need through the following programs.



PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)

PUA is one of the federal CARES Act provisions that helps unemployed Californians who are not usually eligible for regular unemployment insurance benefits. This includes business owners, self-employed workers, independent contractors, and those with a limited work history who are out of business or have significantly reduced their services as a direct result of the pandemic.



BWP PROJECT SHARE

Project Share program provides payment assistance of up to \$100 in the form of a bill credit to income-qualified customers. LIHEAP and Project Share use the same eligibility guidelines, so you can use your LIHEAP application supporting documentation to expedite the processing of your Project Share application. The Burbank Temporary Aid Center (BTAC) administers Project Share.



BWP LIFELINE PROGRAM

BWP's Lifeline Program offers income-qualified customers a reduced rate as well as exemptions from the monthly customer service charge and the Utility User's Tax (about a 40% discount).

In addition to income qualifications, applicants must meet one of the following requirements:

- Someone in the household is at least 62 years old.
- Someone in the household is permanently disabled.



BWP is your community-owned utility and works to always be there for you. If you are having difficulty paying your bill for any reason, please reach out to us. We are here to help.

Take Control of Your Power

with Weekly Energy Updates and High Bill Alerts

With so much going on in your home right now – from working from home to virtual schooling – we know you have a lot to keep track of. We've

launched these two new straightforward tools to empower you to understand and manage your usage while keeping everyone comfortable.

WEEKLY ENERGY UPDATE*

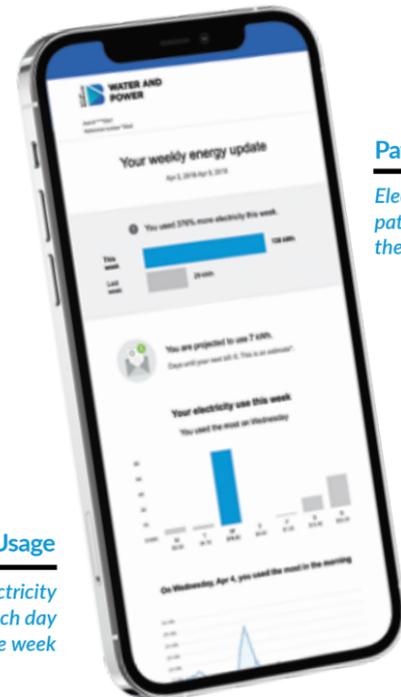
This tool makes it easier than ever to understand where your energy is going and provides insights to help you manage your bill. Your Weekly Energy Updates features detailed energy usage information.

Get straightforward charts that:

- Show you how much energy is being used by each appliance
- Detail your energy usage compared to the previous week
- Help you understand your daily trends

Your electricity usage is presented in three different ways to help you think about what you may have done differently weekly, daily, and hourly so that you can take control of your usage and your bill by making adjustments.

Create a BWP Home Energy Usage Portal Account at BWP-Currents.com/opower to learn more about your electric usage and get personalized tips to help you manage your bill.



Patterns
Electricity usage patterns compared to the previous week

Usage

Weekly electricity usage by each day of the week

Hourly

See hourly usage during peak usage

High Bill Alerts notifies you anytime you're on track to receive a higher bill due to dramatically higher usage. You'll get a heads-up early enough to make adjustments and avoid being surprised with a higher bill.



*Customers with multiple utility accounts linked to the same email will not receive Weekly Energy Updates. These customers can log on to the BWP Energy Usage Portal at BWP-Currents.com/opower to view their energy usage.

RECYCLE THIS...



Receive **\$5 per thermostat** by dropping off a rebate form & your mercury thermostats at a local collection site.

Learn more at TRCRebate.com/CA

FOR THIS.



Purchase and install a smart thermostat and get up to a **\$75 rebate** from BWP and a **\$50 rebate** from SoCalGas.

Learn more at BurbankWaterAndPower.com and SoCalGas.com

HIGH BILL ALERTS

If you're like many people, you don't think about your electricity bill until it arrives. If something you did created a spike in your usage, you'd probably want to know about it before the next bill comes.

High Bill Alerts notify you anytime you're on track to receive a higher bill due to dramatically higher usage. You'll get a heads up via email early enough to make a difference and avoid getting surprised with a higher bill.

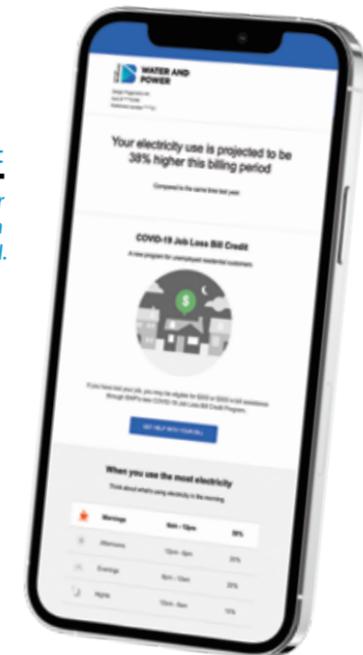
Get easy-to-understand information on:

- How much higher your next projected bill might be if you choose not to take action
- What time of day you used the most energy
- Tips on how to reduce usage

Gain access to even more features to help you manage your bill by creating a BWP Home Energy Usage Portal account at BWP-Currents.com/opower.

High Bill Alert

Avoid the sticker shock of a high electrical bill.



Save Money

Learn when you use the most electricity.



Weekly Energy Updates and High Bill Alerts help you to take more control of your bill. Register for a BWP Home Energy Usage Portal account at BWP-Currents.com/opower to see personalized tips and more energy-saving features!



Learn More



Burbank Water and Power Can Help You Save Money All Over Your Home!

Your home is full of opportunities to save money and conserve resources. BWP can help with a wide variety of rebates and programs that you can take advantage of right now.

Bin confused about what goes in what bin? Check out Burbank Recycle Center's "Where it Goes" guide that will answer most of your questions ... at your disposal, 24/7!
BWP-Currents.com/whereitgoes

BWP-Currents.com/opower



Save Money by Cutting Wasted Energy Use

- 1 Sign up for BWP's free Home Energy Usage Portal at BWP-Currents.com/opower to learn where your energy dollars are going.
- 2 Turn off unused appliances.
- 3 Open your curtains to let in free energy.
- 4 Don't heat (or cool) unused spaces. Set your thermostat to 68° in the winter and 78° in the summer.
- 5 Set your hot water heater to 120°.
- 6 Only run full loads in your dishwasher and clothes washer.
- 7 Shorten your showers. The average four-person household spends about \$450 per year heating water for showers.
- 8 Keep more of your energy dollars indoors by recaulking windows and weatherstripping doors.
- 9 Replace incandescent light bulbs with LEDs.
- 10 Participate in one of the water-savings programs listed down below.



PROGRAMS from Burbank Water and Power

AC REPLACE BEFORE IT BREAKS PROGRAM

We're offering a rebate up to \$1,500 to help you replace your old, costly central AC unit before it breaks down.

RESIDENTIAL REBATES

BWP offers rebates for energy-efficient home improvements and Energy Star® certified appliances.

FREE SHADE TREES

Burbank Residents can select up to three free trees and Burbank businesses can select up to 20.

USED EV REBATE

Get up to a \$1,000 rebate from BWP for purchasing a pre-owned EV. Join the number of Burbank EV drivers who are helping reduce emissions in Burbank's air.

GREEN CHOICE PROGRAM

A voluntary program for customers to pay an additional 1.8 cents over their regular residential rate to support Renewable Energy in California.

10 WATER-SAVING PROGRAMS Administered by Other Agencies

FREE MULCH

Free mulch is available at 11 locations throughout Los Angeles County. Call the Lopez Canyon Environmental Center at (818) 485-0703 for more information.

WATER CONSERVATION REBATES AVAILABLE AT SOCALWATERSMART.COM

Turf Replacement \$2 per Square Foot
 Rotating Sprinkler Nozzles \$2/nozzle, Minimum Quantity of 30 Nozzles.

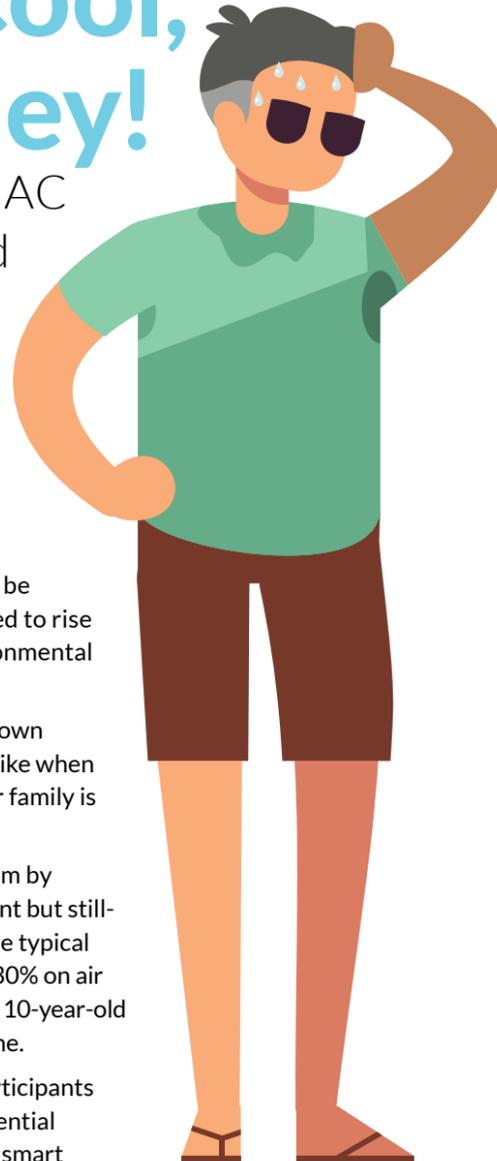
Weather-Based Irrigation Controllers Rebates Start at \$80/Controller & \$35/Station.

Rain Barrel & Cisterns Rebates Start at \$35 per Barrel or \$250 per Cistern

Burbank residents can pre-order a rain barrel and get it delivered to their home between March 22-26. Sign up at BWP-Currents.com/rainbarrels

Stay Cool, Save Money!

Replace Your Older AC
Before It Breaks and
Get Up to \$1,500



PLAN AHEAD, AVOID STRESS, AND SAVE TIME AND MONEY!

Before you know it, summer will be here. If you have an older air-conditioning (AC) system, you may be hit with surprise repair bills and, worse, [you may] suffer through scorching heat while you wait for maintenance or last-minute replacement. That's not only costly but uncomfortable for you and your family. Unexpected stress and discomfort is the last thing we need in these trying times.

In addition, most older AC systems use a refrigerant called R-22, which worsens global climate change. R-22 has been banned since January 1, 2020. Starting in 2021, only recycled or reclaimed R-22 will be available, and its cost is expected to rise sharply, according to the Environmental Protection Agency (EPA).

Central AC systems can break down when it is most inconvenient — like when it's 95 degrees outside, and your family is inside all day.

You can get ahead of the problem by replacing your older, less-efficient but still-operating central AC system. The typical homeowner could save 20% to 30% on air conditioning costs by replacing a 10-year-old central AC system with a new one.

AC Replace Before It Breaks participants can also qualify for BWP's residential rebates for air conditioners and smart thermostats. BWP will process the rebate on your behalf and no additional paperwork is needed. To see what other rebates are available for your home, visit the Residential Rebates page at [BWP-Currents.com/residentialrebates](https://www.burbankwaterandpower.com/residentialrebates).

The AC Replace Before It Breaks Program offers up to **\$1,500** in incentives. Combine with BWP's Residential Rebates for even more savings.

BWP would like to help. We've launched a new program that offers up to \$1,500 in rebates when you replace your AC system before it breaks. You can get more details at [BWP-Currents.com/ac-rebate](https://www.burbankwaterandpower.com/ac-rebate).

According to the U.S. Department of Energy, most central AC systems are designed to last 15 to 20 years. But, as with many mechanical systems, these units become less efficient as they age. Reduced efficiency increases your electric usage and drives up your electric bill. It also could lead to expensive repairs.



For more details, go to
[BWP-Currents.com/
ac-rebate](https://www.burbankwaterandpower.com/ac-rebate)



*Central AC systems can
break down when it is
most inconvenient — like
when it's 95 degrees*

Wanna GoGreen?

**You can finance up
to \$50,000 towards
residential energy
efficiency upgrades
using a program from
the California State
Treasurer's Office.**

You want to protect the environment, but maybe you don't have a lot of money to spare right now. Maybe you just graduated from college, and you're paying off student loans. Or perhaps you've lost your job or been furloughed due to the COVID-19 pandemic.

If you want to make your home or apartment more energy efficient, you can finance up to \$50,000 in residential upgrades through a program in the California State Treasurer's Office. Both homeowners and renters may apply for a Residential Energy Efficiency Loan (REEL) through the GoGreen Financing platform. Renters can apply if they have the property owner's permission.

The great news is you can still get rebates from BWP for the financed upgrades. For example, you can install a new AC system, collect a rebate from BWP's AC Replace Before It Breaks Program, earn more savings from the Residential Rebate Program, and finance it all through GoGreen Financing.

Or you can choose to upgrade other electric appliances, like a new refrigerator, dishwasher, clothes washer, or pool pump. New windows and cool roofs are also eligible.

Because the program is funded by the state's investor-owned utilities, like SoCalGas, 70% of the financed amount in Burbank must go to new, energy efficient gas appliances. Big-ticket items like attic insulation, windows, and HVAC qualify under this category. The remaining 30% of your loan amount can be used to upgrade electric appliances like whole-house fans, pool pumps, and even non-energy improvements, like landscaping or remodeling.

Do you own a business? The Small Business Financing Program offers flexible financing and attractive terms for energy efficient upgrades. An unexpected upgrade doesn't have to be stressful— you can access competitive rates and manage your costs.

If you need financing to be more comfortable and become more energy efficient, visit GoGreen Financing's website and see if the program can work for you. Start your search at [GoGreenFinancing.com/burbank](https://www.gogreenfinancing.com/burbank).

ONEBurbank Supports Focus on Creative Solutions at The M Factor



THE [M] FACTOR

818.736.5209 | themfactorcreative.com



Optical Network Enterprise: Business networking at the speed of light.

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

The M Factor, an award-winning creative agency based in Burbank, specializes in eye-catching creative work to build awareness and increase brand engagement for its clients across multiple disciplines.

The agency's experience and expertise includes audiovisual, out-of-home advertising, digital marketing, motion graphics, content creation, entertainment marketing, and social campaigns designed to elevate a message, realize a vision, and expand reach. Founded in 2010, The M Factor boasts a client list ranging from such entertainment leaders as Disney, Marvel, NBC, Warner Brothers, and Focus Features, to emerging markets and businesses with growth potential.

With a passionate team of artists, writers, producers, and editors, The M Factor has received numerous awards, enjoying industry recognition from the Clios, the Internet Advertising Competition (IAC), the A-List, and the Golden Trailers.

Mark Esparza, Partner and Chief of Operations pictured above, shares his experience with BWP's ONEBurbank fiber service.

When we relocated our offices, we were seeking more square footage but we were also on the hunt for a more robust, faster, and more dependable internet provider. Having maxed out our current cable-based service, we found ONEBurbank's fiber offerings through BWP's website and set up a consultation and on-site evaluation.

With ONEBurbank already servicing our studio clients in town as well as other entertainment advertising vendors and agencies, ONEBurbank's proven experience in fiber-optic service far surpassed any other enterprise-level offerings we considered. We were also glad to see that our dollars would go to the community and support the city in which we operate.

We are more than happy with both the bandwidth and the customer service. Our business model pushes huge amounts of data, both as uploads and downloads, often against a deadline. Time and again, ONEBurbank allows us to meet client goals while remaining competitive in the entertainment advertising space. Service has been stable, dependable, and, with a quick phone call to BWP, scalable. Being a ONEBurbank customer allows our team to focus on creative solutions rather than upload times. And we have a renewed confidence in servicing our clients while delivering more time-sensitive and data-heavy projects.

We welcome another satisfied ONEBurbank customer! For more information on The M Factor, check out themfactorcreative.com.

Make a Green Choice Today, for a Greener Planet Tomorrow

As we turn toward a hopeful 2021, it's the perfect time to refocus on making Burbank cleaner and greener.

BWP is driving to a greenhouse gas-free power supply by 2040. This transition to greenhouse gas-free energy will take time, effort, and a lot of planning if we are to continue providing services that are reliable, affordable, and sustainable.

Today, a Burbank resident can choose to offset 100% of their non-renewable electricity through the Green Choice Program.

A longtime BWP customer living in Chandler Park, Karman M. wished to support the environment through the use of alternate power resources. She recently put her values into action by enrolling in the Green Choice Program.

By enrolling in Green Choice, Karman is offsetting about 4.7 metric tons of carbon dioxide. That's the equivalent of greenhouse gas emissions from 11,562 miles driven by an average vehicle, or carbon absorbed by 77 trees grown for 10 years!

Residential customers who enroll in the Green Choice Program before March 31, 2021, will pay an additional 1.8 cents per kilowatt hour (kWh) for electricity, above the standard rate, for the remainder of 2021. For most customers, that's an average of \$5-\$10 more per month.

BWP uses the Green Choice Program funds to purchase renewable energy credits (RECs) on program participants' behalf. RECs encourage renewable energy generation, such as solar and wind sources, and ensures that renewable energy is generated and delivered to the California power grid.

The 66 residential customers who are already enrolled in BWP's Green Choice Program* are making a difference by offsetting an estimated total of 295 metric tons of carbon dioxide through 2021. Imagine if we were to get 1,000 participants or more!

*As of January 2021.

"I live in a condo, which makes it difficult to invest in solar," she told us. "The Green Choice Program gives me the alternative I need to personally support the use of renewable energy and lower my carbon footprint."

Karman M.



Learn more at BWP-Currents.com/greenchoice



Drive the Future

with BWP's New Online EV Buyer's Guide
ev.BurbankWaterAndPower.com



Burbank is one of the meccas of SoCal car cruising culture. When things are hoppin', the Bob's Big Boy parking lot is full of hot rods from every era. Some day in the not-so-distant future, the Bob's lot may have some hot rods with no actual rods – only brushless motors delivering instant torque. BWP's new Online EV Buyer's Guide takes the guesswork out of choosing the right vehicle to electrify your drive.

On top of up-front incentives and fuel savings, most EV owners can expect to save an average of \$4,600 in repair and maintenance costs over the life of their EV ownership as compared to a gas-powered car, according to Consumer Reports.

"I can recharge my two EVs for about \$30 per month vs. \$200 a month for my gas cars."

Samantha Wick, Burbank resident

Brandon Ross, a longtime EV owner, told us, "I love to zip around town in my blue electric Fiat! And there are virtually no maintenance costs compared to my old gas-powered car. What's not to like?"

Transportation-related emissions account for over half of Burbank's greenhouse gas emissions. EVs are a critical part of the plan to reduce pollution in

Burbank, and BWP is working to make it easier to switch from gas to electric. "EVs are better for the environment," Brandon said. "There's plenty of charging stations in Burbank, and BWP will help you with rebates. Driving electric is way better than gas."

BWP's Online EV Buyer's Guide makes it easy to get personalized recommendations on electric vehicles, charging stations, and EV vehicle purchase incentives and rebates.

PERSONALIZED VEHICLE RECOMMENDATIONS

Enter information on your roundtrip commute, budget, and desired passenger capacity, and the website provides a list of recommended vehicles for you to consider. Compare up to three new vehicles or two used vehicles side-by-side.

The site provides detailed information on vehicles, including range, time-to-charge, battery size, and environmental metrics like CO2 emissions saved per year and equivalent trees planted.

Not sure what kind of home charger to install? No problem, the site generates a list of chargers that will work with your desired vehicle.

LET GO OF RANGE ANXIETY

Even though EVs have more range than ever, customers understandably continue to worry about whether they will run out of charge. The BWP Online EV Buyer's Guide features a regularly updated map of charging stations throughout the nation.

STACKING SAVINGS

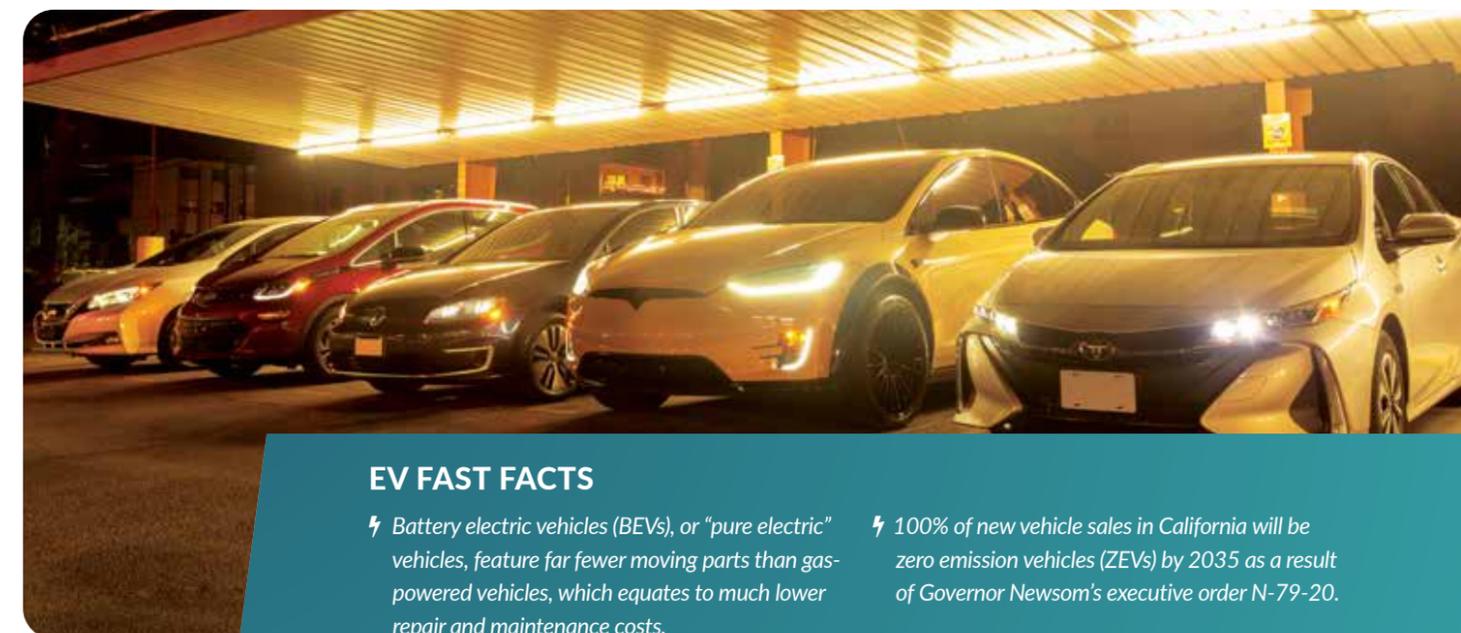
The buyers guide will personalize all of the rebates and incentives from BWP, state, and federal programs that you may be eligible for in one place. **BWP offers a rebate up to \$1,000 for a used EV and up to a \$500 rebate for EV charging stations.** The utilities sponsored statewide Clean Fuel Reward provides a rebate of up to \$1,500 at the time of purchase.

LET'S MAKE A DEAL

Once you've picked out the perfect EV for your needs, the site can confidentially direct you to local dealerships that carry the make and model of your choice. Since dealership inventory is always changing and EVs are in high demand, we suggest that you call ahead or visit dealer websites to ensure that they have your desired vehicle in stock.



To explore the future of transportation, log-on to BWP-Currents.com/ev



EV FAST FACTS

- ⚡ Battery electric vehicles (BEVs), or "pure electric" vehicles, feature far fewer moving parts than gas-powered vehicles, which equates to much lower repair and maintenance costs.
- ⚡ 100% of new vehicle sales in California will be zero emission vehicles (ZEVs) by 2035 as a result of Governor Newsom's executive order N-79-20.
- ⚡ Traffic is the top contributor to low air quality in the Los Angeles Basin, including the City of Burbank.
- ⚡ BWP plans to install approximately 500 public charging stations throughout the City to help residents and visitors charge their EVs.



WATER AND POWER

Please use water and energy wisely.

PRSRSTD
U.S. Postage
PAID
Van Nuys, CA
Permit No. 72

ECRWSS

Postal Customer



Your Voice Matters

Please let us know how we are doing and how we can improve *Currents*. Take our survey at **BWP-Currents.com/survey**



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[Facebook.com/BurbankH2OPower](https://facebook.com/BurbankH2OPower)

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Water Services:
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ONEBurbank:
(818) 238-3113

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• BurbankWaterAndPower.com
• Always There for You!



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