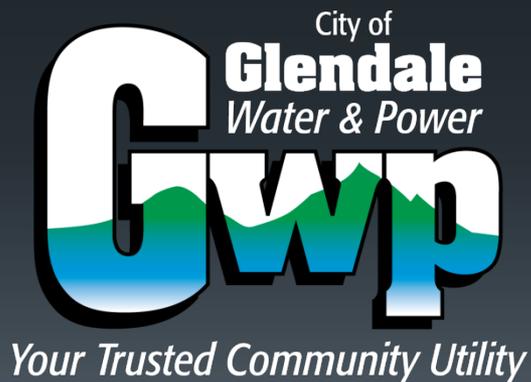




Glendale Water & Power Smart Energy and Water Forum



Tonight we will only talk about Glendale



- Municipal utility NE of Los Angeles
- 83,833 electric and 32,453 water customers
- Home to the Americana, Disney, Nestle and DreamWorks

We are one of many

663 Utilities in the United States
have deployed smart meters to
date

Twenty Million Smart Meters are
now in use

Glendale Water & Power



- 1 of 33 Publicly Owned Utilities selected by DOE for a Smart Grid Grant – GWP Received \$20 million
- 1st in Nation to Sign DOE Agreement
- Awarded \$1 million Smart Grid Grant from CEC
- Winner of the GridWeek Leadership Award for AMI/ Smart Grid Deployment
- Top 11 “Movers and Shakers” of the Utility Industry by Intelligent Utility Magazine

Smart Grid Vision

- Enable active participation by consumers
- Accommodate all generation and storage options
- Enable new products, services, and markets
- Provide power quality for the digital economy
- Optimize asset utilization and operate efficiently
- Anticipate and respond to system disturbances
- Operate resiliently against attack and natural disaster

Why This is Essential

- New demands on the system from Solar Power and Electric Vehicles.
- The need for distributed generation and storage
- The increased cost to the utility of both water and power
- Increasingly stringent environmental regulation
- Heavy dependence of customers on reliable source of high quality electricity

**We are moving into an era of high technology.
This project builds a foundation for the future**

Smart Meters



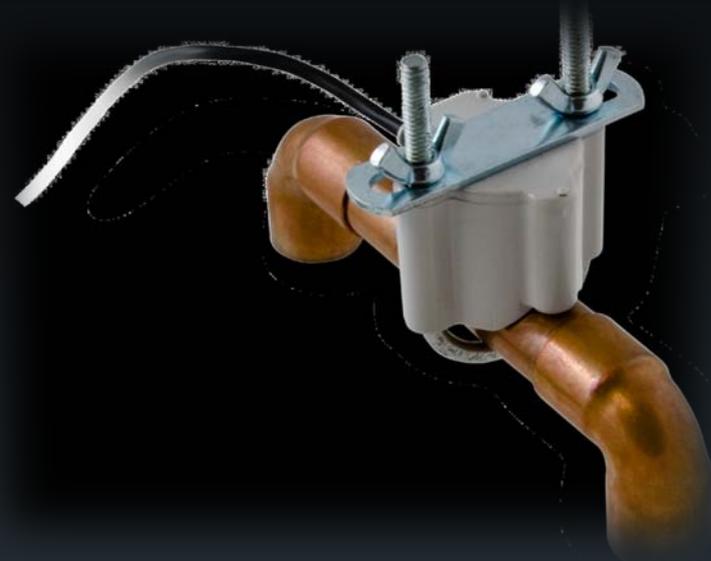
Deferred Installation

- We are waiting for the outcome of the discussion between the CPUC and the large utilities in the state regarding opt-out programs before designing our own.
- Opt-outs are costly, they interfere with the proper operation of the system and someone will have to absorb the costs.

This project is about much
more than meters

Leak Detection

- Acoustic leak sensors detect leaks on the GWP side of the meter
- Interval data detects leaks on the customer side of the meter

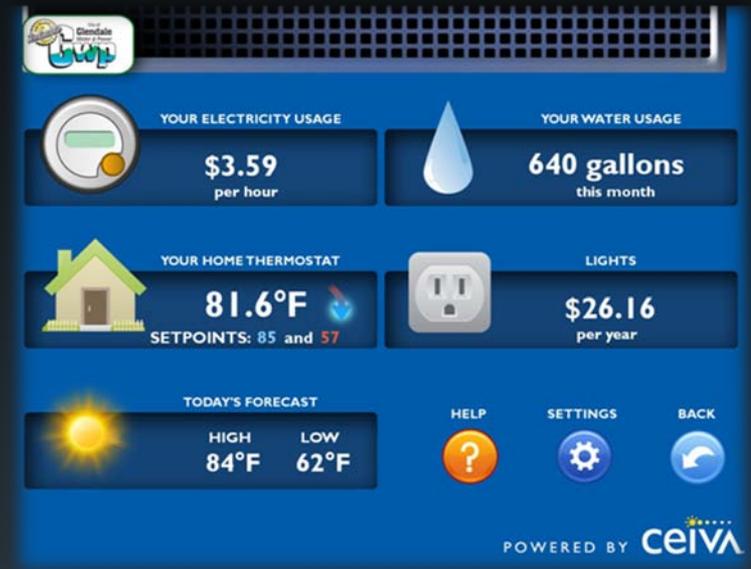


Leak Detection Benefits

- Water Sustainability
- Prevention of high bills due to leaks
- Reduced leak damage to property
- Reduced operating costs

In-Home displays

- Vendor selection and contracting completed
- Pilot underway
- Full deployment planned for January 2012



Status

Design

Plan

Execute

CBS/KCAL News Coverage

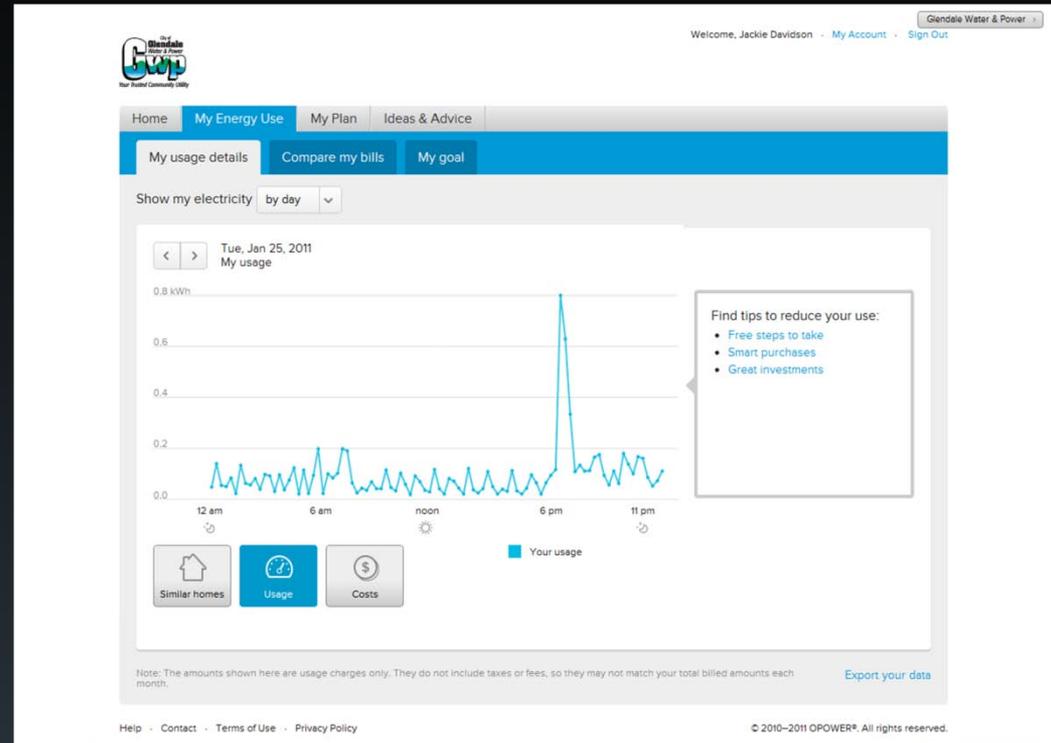


Your Trusted Community Utility



OPOWER Web Portal

- Contract completed
- Implementation and project planning underway
- Full deployment of AMI enabled paper and web reports in Fall 2011



Status

Design

Plan

Execute

ICE Thermal Energy Storage

- 162 Units Commissioned



Electric Vehicles

- Electric Vehicle Penetration Study Completed by a consultant
- GWP expects between 1,185 EVs by 2015 and 6,846 EVs by 2020
- GWP has program to provide charging station incentives to 100 customers



Status

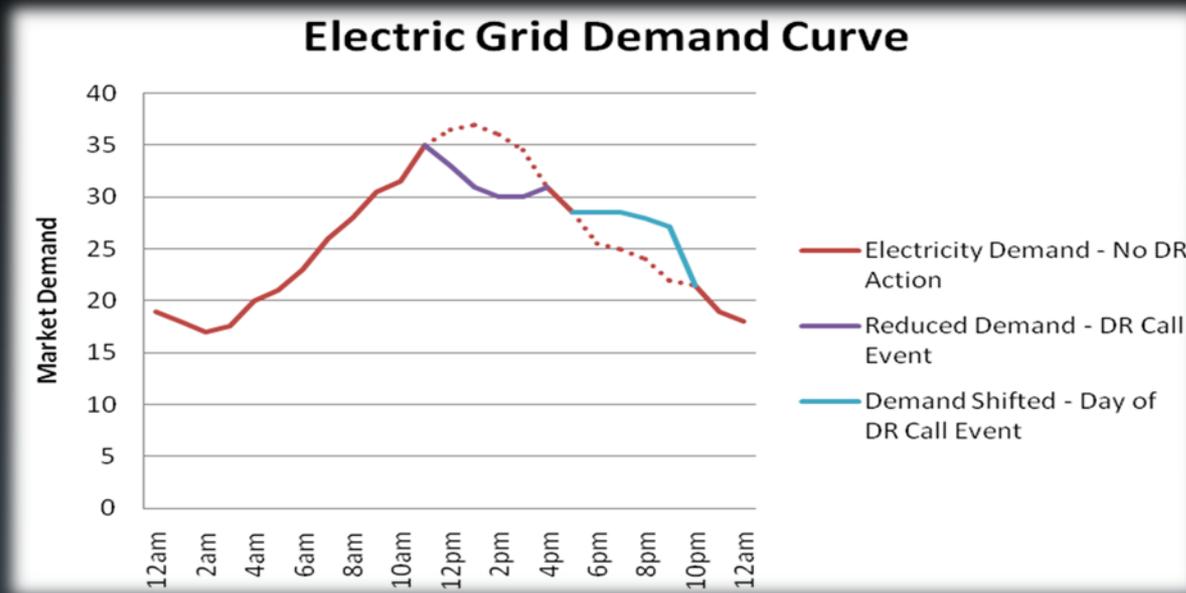
Design

Plan

Execute

Demand Response

- Program planning complete
- Customer sign ups underway



Status

Design

Plan

Execute

Distribution Automation

- Feeder Automation and Substation Automation Pilot Project locations selected, initial testing and systems selection is underway



Status

Design

Plan

Execute

Enterprise Computer Systems

- Smart Grid Architecture Plan complete
- Implementation underway



Program Objectives

Program Objectives

- Cost containment for our customers and the utility



Program Objectives

- Water Sustainability



Program Objectives

- Support for anticipated innovations by our customers and the industry



Program Objectives

- Environmental Considerations



Program Objectives

- Enhanced Customer Service



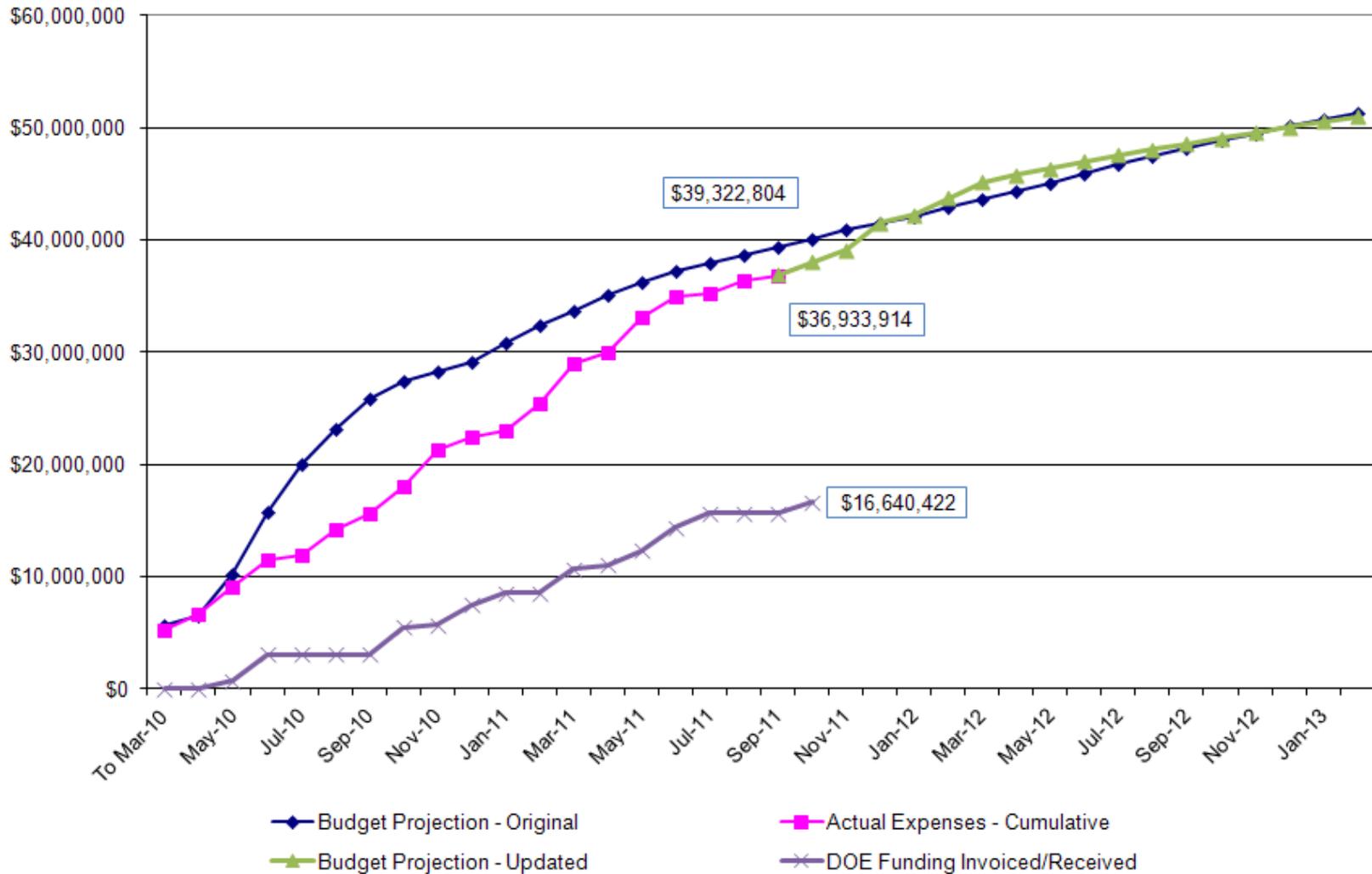
Program Objectives

- Improved Reliability

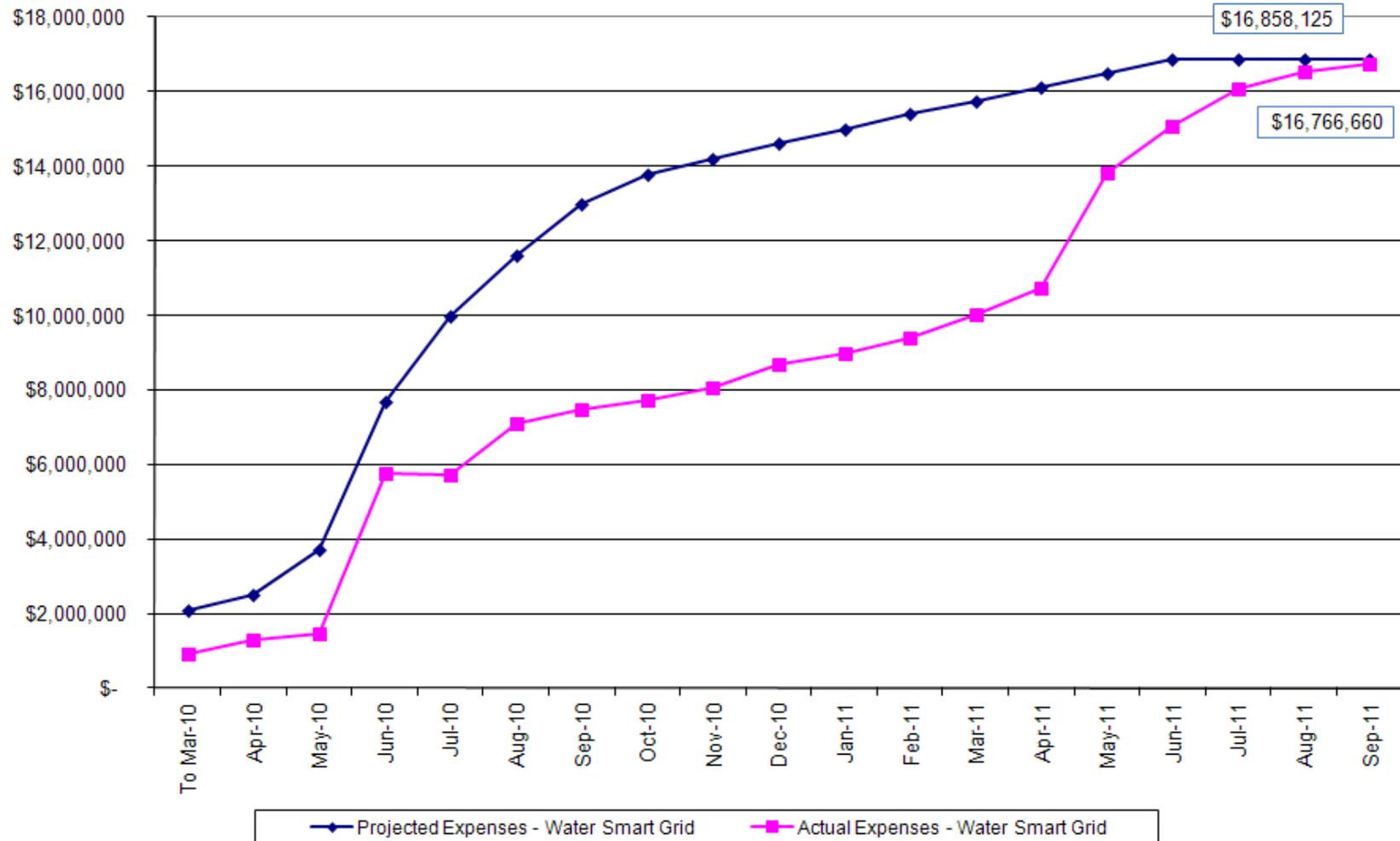


Project Budget and Actual Costs

Electric Budget and Expenses



Water Budget and Expenses



Customer Outreach and Public Meetings

Outreach began April 2009

April 2009

Press Coverage:

- *Smart Grid Today* April 29, 2009: California utility readies to swap out power/water meters

July 2009

Press Release:

- Smart Meters are Coming to Glendale

Press Coverage:

- *TCN North Now* July 20, 2009: Glendale prepares for 'smart meters'
- *The 818 NOW* July 20, 2009: Glendale prepares for 'smart meters'
- *Glendale News Press* July 21, 2009: Smart grid goes to council
- *Glendale News Press* July 22, 2009: Smart grid gets council approval
- *Glendale News Press* July 31, 2009: Smart grid not a smart buy for city (Mailbag)

Outreach in English

August 2009

Press Release:

California Energy Commission Shows Support for Glendale's AMI Smart Grid Grant Application

October 2009

Outreach/Direct Mail:

From the Source Newsletter: GWP Moving into the Future with Smart Meters

Press Release:

Glendale Notified of Smart Grid Grant by U.S. Department of Energy

Press Coverage:

The 818 NOW October 27, 2009: Glendale, Burbank receive \$20 million energy grant

Glendale News Press October 28, 2009: Smart-grid wish granted

Outreach in Spanish

November 2009

Press Coverage:

Glendale News Press November 4, 2009: Utility funds will be used

December 2009

Outreach/Direct Mail:

From the Source Newsletter: GWP Selected for a 20 Million Dollar Smart Grid Metering Grant

City Views – GWP Moves into the Future with Smart Meters

Press Coverage:

Glendale News Press December 7, 2009: Glendale City Council Meeting Preview

Outreach in Korean

February 2010

Outreach/Direct Mail:

City Views – Smart Meters Are Coming to Your Neighborhood (Spring Edition)

Smart Meter Town Hall Meeting notification mailed to 1,500 customers

Press Release:

GWP Awards Contract For Smart Meter Installation

Presentations:

Smart Grid Presentation at Executive Staff Meeting 2/17

Smart Grid Presentation to Managers meeting at Central Library 2/25

Community Foundation of the Verdugos

National Low-Income Consortium

Outreach in Armenian

Website:

Developed Smart Grid tab on GWP website – Directs customers to all items and information related to smart grid. This page also includes links to FAQ'S, Radio Frequency Reports, Press Releases, recent media coverage, informational video and translated materials.
Launch Smart Grid informational video

Press Coverage:

Glendale News Press February 8, 2010: Smart meters are an Invasion of privacy (Mailbag)

Glendale News Press February 16, 2010: Need to be smarter with our resources (Mailbag)

Glendale News Press February 18, 2010: 'Smart meters' OKd

Direct Mail

March 2010

Outreach/Direct Mail:

From the Source Newsletter: Smart Meters and You
City Views – Smart Meters and You – Frequently Asked Questions

Second Smart Meter Town Hall meeting notification letter mailed to 1,500 customers

Installation notification letter and FAQ's mailed to 1,500 customers

Installation notification reminder postcards mailed to 1,500 customers

Press Releases:

Glendale Becomes First in Nation to Sign Contract For Federal Smart Grid Grant

GWP to Hold Initial Smart Meter Community Meetings

Postcards

Community Events/ Meetings:

March 16, 2010 – Sparr Heights Community Center

March 17, 2010 – Perkins Community Room at GWP
offices

Cesar Chavez Community Event

Presentations:

Armenian American Chamber of Commerce

Verdugo Job Center

Website:

Uploaded Smart Meter FAQ's (translated into Armenian,
Korean and Spanish)

Newsletters

Community Events/ Meetings:

March 16, 2010 – Sparr Heights Community Center

March 17, 2010 – Perkins Community Room at GWP
offices

Cesar Chavez Community Event

Presentations:

Armenian American Chamber of Commerce

Verdugo Job Center

Website:

Uploaded Smart Meter FAQ's (translated into Armenian,
Korean and Spanish)

Town Hall Meetings

Press Coverage:

The 818 NOW March 10, 2010: Glendale utility announces Smart Grid community meetings

Glendale News Press March 15, 2010: Water & Power Contracts

Glendale News Press March 16, 2010: Utility to talk smart meters at meetings

Glendale News Press March 18, 2010: Glendale Water & Power Contracts

April 2010

Advertising:

Distributed 1,500 Smart Meter installation door hangers

Press Release:

Proof of Concept Smart Meter installation and Media Advisory

Open House

Press Coverage:

The 818 NOW March 10, 2010: Glendale utility announces Smart Grid community meetings

Glendale News Press March 15, 2010: Water & Power Contracts

Glendale News Press March 16, 2010: Utility to talk smart meters at meetings

Glendale News Press March 18, 2010: Glendale Water & Power Contracts

April 2010

Advertising:

Distributed 1,500 Smart Meter installation door hangers

Press Release:

Proof of Concept Smart Meter installation and Media Advisory

Coffee in the Park

Community Events/ Meetings:

Disney Earth Day Event – GWP Smart Grid booth

Presentations:

Sparr Heights Homeowner's Association Presentation

Downtown Merchants Association Presentation

Press Coverage:

Daily News April 4, 2010: A 'Smart' Switch

Glendale News Press April 9, 2010: Meters get smart

Daily News April 9, 2010: A 'Smart' Switch

Glendale News Press April 13, 2010: Smart meters merit more explanation (Mailbag)

May 2010

Outreach/Direct Mail:

From the Source Newsletter: Smart Meter FAQs

Booths at Public Events

Presentations:

Presentation to the Glendale Home Owners Coordinating Council

First GWP Smart Meter Community Advisory Team Meeting

June 2010

Outreach/Direct Mail:

From the Source Newsletter: Smart Meters and You: Current Status

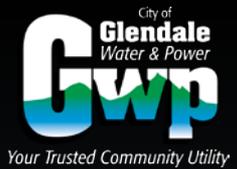
Community Events/ Meetings:

Congressman Adam Schiff Event at Brand Library – Event honoring Adam Schiff’s support for our DOE grant application and Smart Grid project

Summer Series “Movies, Music, and More” Community events at various Glendale Parks – GWP Smart Grid information was distributed to participants, table with sample Smart Meter and information on other conservation programs were available

City of Glendale Planning Department Greener Glendale Community Meeting

Advertising in Newspapers



Presentations:

Presentation to Glendale Association of Realtors
National Low Income Energy Consortium
GWP Smart Meter Community Advisory Team Meeting

July 2010

Advertising:

Smart Meter Installation advertised on 24 City of Glendale trash trucks

Community Events/ Meetings:

Summer Series “Movies, Music and More” Events at various Glendale Parks
Cruise Night – GWP table with Smart Grid information being distributed
City of Glendale Planning Department Greener Glendale Community Meeting

Interviews on Armenian Radio

Presentations:

GWP Smart Meter Community Advisory Team Meeting
Presentation to G.U.S.D. Facilities administrator
Consulted with Planning Department regarding project outreach
and stakeholder management

Website:

Updated Smart Meter Frequently Asked Questions

Press Coverage:

Transmission & Distribution World August 2010: Leading the
Way for Smart Grid Deployment

August 2010

Outreach/Direct Mail:

From the Source Newsletter: Smart Meter Community Meetings

From the Source Newsletter: GWP's Move into the Smart Grid
Era

Smart Meter FAQ Bill Stuffer completed for September/October
utility bills

Interviews on Armenian TV

Advertising:

Smart Grid Informational Display Poster (Bus Shelters and COG Public Counters)

Press Release:

Public Information Meeting – Smart Meters

Community Events/ Meetings:

Summer Series “Movies, Music and More” events at five Glendale parks

Presentations:

In Home Display Focus Group with Smart Grid Advisory Committee

Smart Meter Community Advisory Team Meeting

September 2010

Outreach/Direct Mail:

Smart Meter installation notification sent to 500 customers

Town Hall Meeting notification sent to 500 customers

Press Briefings

Advertising:

Smart Meter Customer Education Poster and FAQ's displayed at 25 COG public counters and 10 bus shelters

Smart Meter Town Hall Meeting notification translated to Armenian and published in Asbarez and Massis Weekly

Press Releases:

Community Events/ Meetings:

September 1, 2010 – Pacific Community Center

September 29, 2010 – St. Mary's Armenian Apostolic Church

September 30, 2010 – Glendale Adult Recreation Center (moved to National Guard Building)

GWP Water Conservation Classes

Montecito Park Neighborhood Block Party

Presentations:

GWP Key/ Large Customer Accounts at Glendale Hilton

GWP Smart Grid Community Advisory Committee fieldtrip to So. California Edison's "Smart Energy Experience" exhibit in Irwindale, CA

Press Releases

Website:

Smart Meter Town Hall Meeting schedule posted on Twitter
Smart Meter Video format updated to work on Apple ipad
Smart Meter FAQ's translated to Armenian, Korean and Spanish
uploaded

Press Coverage:

Sunroom Desk September 7, 2010: Smart Meters on the Horizon
in Glendale

Glendale News Press September 10, 2010: Smart meters were a
dumb move (mailbag)

Glendale News Press September 27, 2010: (Short description
about Smart Meter installation)

October 2010

Advertising:

Smart Meter installation door hangers distributed

Customer Service Hot Line

Press Release:

General Manager of GWP Glenn Steiger Receiving Leadership Award for Smart Grid Project

Community Events/ Meetings:

Adam Square Movie Night event,

City of Glendale Unity Fest

Glendale Chamber of Commerce event

Kenneth Village Merchant Association Festival

Presentation at GWP Water Conservation Classes

Presentations:

Smart Meter Community Advisory Team Meeting

Press Coverage:

Glendale News Press October 2010: GWP chief to be honored

Advertising on City Vehicles

November 2010

Outreach/Direct Mail:

Smart Meter FAQ Bill Stuffer sent November/December utility bills

From the Source Newsletter: What's GWP Doing Now?

Installing a Smart Meter

From the Source Newsletter: Your Electric & Water Meters Are About to Get Smarter

Community Events/ Meetings:

Glendale Health Festival at Pacific Park

Presentations:

Presentation/Meeting with Verdugo Workforce Investment Board

Presentation to Glendale Religious Leaders

GWP Smart Grid Community Advisory Committee

Press Coverage:

Glendale News Press November 8, 2010: Making sense of water works

Advertising on Bus Shelters

December 2010

Outreach/Direct Mail:

Smart Meter installation notification letter and FAQ's mailed to customers scheduled for December and January installations

From the Source Newsletter: GWP Accomplishments

Advertising:

Smart Meter door hanger distributed with each meter installation

Press Release:

Full Deployment of Smart Meter Installations Starting

Presentations:

Smart Meter Community Advisory Team Meeting

Meeting with Glendale Police Department – provided vendor specific information and map of deployment

Presentation/Meeting with City of Glendale Kiwanis Club

Video

Website:

Designed and implemented daily Smart Meter installation update widget on GWP homepage

Announced Smart Meter full deployment on Twitter

Press Coverage:

Glendale News Press December 9, 2010: Smart meter installation underway

Glendale News Press December 10, 2010: Smart meters on their way in

Transmission & Distribution World December 2010: Meter Installations One Step at a Time

January 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)

FAQs in all Public buildings

Advertising:

Distributed GWP Smart Grid information to Verdugo Power Academy at Glendale Community College
Smart Meter door hanger distributed with each meter installation (electric and water)

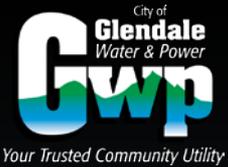
Presentations:

Presentation/Meeting to GWP Commission
GWP Smart Grid Community Advisory Committee

Website:

Smart Grid Project update via Twitter and Facebook
Radio Frequency FAQ's and links to independent third party studies uploaded
Daily Smart Meter update of installation progress

Presentations to Homeowners Assns



Press Coverage:

Glendale News Press January 17, 2011: GCC gets smart-meter money

Montrose Patch January 19, 2011: Are 'Smart' Meters a Good Deal for Electric Ratepayers

Electric Light & Power January 20, 2011: Glendale Water & Power Transforms the Consumer-to-Grid Connection

Glendale Water & Power (@COGWaterPower) will begin installing 120,000 electric and water smart meters tomorrow. Retweeted by KCET Rethink TV 2,209 followers.

February 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)

From the Source Newsletter: Smart Meter Installations are Underway and Security Note

From the Source Newsletter: Coffee's in the Park Dates

Presentations to Civic Organizations

Advertising:

Smart Meter door hanger distributed with each meter installation
(electric and water)

Press Releases:

Use of New Smart Meter Finds Large Water Leaks on Properties
Come Have Coffee with GWP

Community Events/ Meetings:

Winter Wonderland Community Event

Presentations:

Smart Grid branding presentation and collaboration
Project Update Presentation to GWP Commission
Presentation to City of Glendale Executives

Customer Advisory Panel

Website:

Smart Meter installation project update via Twitter and Facebook

Coffee with GWP dates and locations posted

Daily Smart Meter update of installation progress widget

Press Coverage:

Glendale News Press February 17, 2011: Meters a smart investment

Glendale News Press February 26, 2011: Come Have Coffee With GWP (Ad)

March 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's

Smart Meter installation reminder postcards (electric and water)

GWP Commission Briefings

Advertising:

1.000 copies of From the Source newsletter and FAQ's sent to Glendale Association of Realtors for distribution at weekly caravan meeting

Smart Meter door hanger distributed with each meter installation (electric and water)

Press Releases:

Community Events/ Meetings:

Coffee's in the Park Saturday, March 5 – Maple Park

Coffee's in the Park Sunday, March 20 – Glorietta Park

Cesar Chavez Community Event

Presentations:

Presentation/Meetings with Glendale Association of Realtors

GWP Smart Grid Community Advisory Committee

Project Update Presentation to GWP Commission

All decisions by City Council

Website:

Smart Grid project updates via Twitter and Facebook
Daily Smart Meter update of installation progress

Press Coverage:

Oragark Periodical March 2011: Coffee With GWP (Ad)

Glendale News Press March 2, 2011: Come Have Coffee With GWP (Ad)

Asbarez Armenian Daily Newspaper March 4, 2011: Coffee With GWP (Ad)

Crescenta Valley Weekly March 17, 2011: Come Have Coffee With GWP (Ad)

Asbarez Armenian Daily Newspaper March 19, 2011: Coffee With GWP (Ad)

Pac World Magazine March 2011: Protection and Control In The Smart Grid

Notification Letters

April 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)

Press Releases:

Glendale Water and Power Hosts Thailand Utility

Community Events/ Meetings:

Coffee's in the Park Saturday, April 9 – Pelanconi Park

Coffee's In Park Sunday, April 17 – Palmer Park

Glendale Healthy Kids Community Event

Earth Day Event, Hometown Country Fair Event

Presentations:

Project Update Presentation to GWP Commission

Follow Up Postcards

Website:

- Smart Grid project updates via Twitter and Facebook
- Daily Smart Meter update of installation progress

Press Coverage:

- *Energy Commission Awards* April 20, 2011: (GWP Receives \$1 million grant for Advanced Metering Infrastructure)
- *Public Power Weekly* April 25, 2011: Magazine Names Glendale's Steiger as a 'mover & shaker' in electric industry (Smart Grid Mentioned)
- *Renew Grid* April 28, 2011: Glendale W&P Shares Smart Grid Experience With Thai Utility
- *Penn Energy* April 28, 2011: Glendale Water and Power hosts Thai utility
- *ElectricEnergyOnline.com* April 28, 2011: Glendale Water & Power Hosts Thai Utility

Door Hangers Water and Electric

May 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)

Press Releases:

Glendale Water and Power Sets a Smart Meter Installation
Milestone

Community Events/ Meetings:

Coffee's in the Park Saturday, May 7 – Verdugo Park
Coffee's In the Park Sunday, May 15 – Fremont Park
Earthquake Preparedness Fair at Nestle USA
Homenetmen Glendale "Ararat" Chapter Event

Website

Presentations:

Project Update Presentation to GWP Commission

Website:

Smart Grid project updates via Twitter and Facebook

Daily Smart Meter update of installation progress

Press Coverage:

Crescenta Valley Weekly May 5, 2011: Come Have Coffee With GWP (Ad)

Glendale News Press May 6, 2011: Come Have Coffee With GWP (Ad)

Glendale News Press May 7, 2011: Get rid of sidewalk tripping hazard

The Burbank Leader May 13, 2011: Concerned over health risks and costs, residents fight smart meters

L.A. NOW May 15, 2011: Some homeowners refusing 'smart meters' over health concerns

Glendale News Press May 16, 2011: Concerned over health risks and costs, residents fight smart meters

Twitter

- *TMCnet.com* May 17, 2011: Some Glendale and Burbank residents resist new smart-grid system
- *Glendale News Press* May 17, 2011: Are you comfortable with a smart meter being used at your home(poll)
- *Los Angeles Times* May 17, 2011: Some Glendale and Burbank residents resist new smart-grid system
- *Glendale News Press* May 18 2011: Are you comfortable with a smart meter being used at your home(poll)
- *Renew Grid* May 19, 2011: Residents Protesting Smart Meters
- *The 818 Now* May 23, 2011: Are you comfortable with a smart meter being used at your home? (poll)

Facebook

June 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)
From the Source Newsletter: Come have Coffee with GWP
From the Source Newsletter: The Benefits of Smart Meters
From the Source Newsletter: Meter Tampering is a Crime

Community Events/ Meetings:

Coffee's in the Park Saturday, June 4 – Nibley Park
Coffee's in the Park Sunday, June 12 – Carr Park

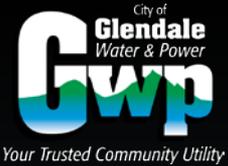
Presentations:

Project Update Presentation to GWP Commission

Website:

Smart Grid project updates via Twitter and Facebook
Daily Smart Meter update of installation progress

External Expert Support for Outreach



Press Coverage:

Crescenta Valley Weekly June 2, 2011: Come Have Coffee with GWP (Ad)

Asbarez Armenian Newspaper June 4, 2011: Coffee With GWP (Ad)

Water Online Magazine: Smart Meters Teach Consumers About Water Usage

Green Technology Magazine: Smart Grid Funding Awarded

July 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's

Smart Meter installation reminder postcards (electric and water)

Press Releases:

Smart Meters Benefit the Customers and the Community

GWP's Smart Grid Project Among Best in Nation

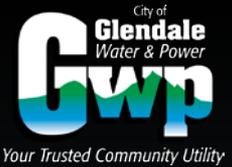
Community Events/ Meetings:

Coffee's in the Park Saturday, July 16 – Dunsmore Park

Coffee's in the Park Saturday, July 30 – New York Park

Cruise Night Event

Customer Surveys



Presentations:

Project Update Presentation to GWP Commission

Website:

Smart Grid project updates via Twitter and Facebook

Daily Smart Meter update of installation progress

Press Coverage:

Op-ed P *Glendale News Press* July 5, 2011: Utility weighs meter option

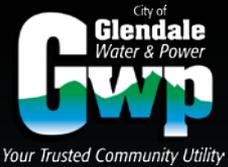
Glendale News Press July 5, 2011: More residents rallying against smart meters

Crescenta Valley Weekly July 7, 2011: GWP Contract Approved with Badger Meters

L.A Now July 7, 2011: Some Glendale residents resist smart utility meters

Glendale News Press July 8, 2011: Making the case for smart meters

GTV6



The Burbank Leader July 14, 2011: A clear opposition to smart meters

Glendale News Press July 18, 2011: Covert meter installation really smarts (unclassified)

Glendale News Press July 19, 2011: This meter installation really smarts

Glendale News Press July 21, 2011: Big Brother is watching us (mailbag)

Glendale News Press July 22, 2011: Smart meters are an unnecessary cost (mailbag)

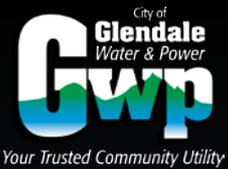
Glendale News Press July 28, 2011: Glendale Water & Power smart meter project gets high rankings

La Cañada Valley Sun July 28, 2011: Glendale Water & Power smart meter project gets high rankings

Penn Energy July 29, 2011: Glendale Water & Power's Smart Grid Project among best in nation

Congoo July 29, 2011: Glendale Water & Power smart meter project gets high rankings

Letters to the Editor



SmartGridNews.com July 29, 2011: GWP's smart grid ranked among the highest in utility survey

Glendale News Press July 30, 2011: THE ALL NEW "SMART MOUTHED METERS" (cartoon)

Smart Grid Blog August 1, 2011: GWP's smart grid ranked among the highest in utility survey

iece by Glenn Steiger - A Clear Opposition to Smart Meters (retitled by Glendale News Press)

August 2011

Outreach/Direct Mail:

Smart Meter installation customer notification letters and FAQ's
Smart Meter installation reminder postcards (electric and water)

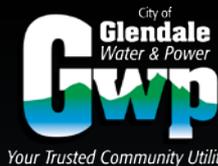
Press Release:

GWP Featured in Western Energy Magazine

Presentations:

Project Update Presentation to GWP Commission

Apartment Owners Association



Website:

Smart Grid project updates via Twitter and Facebook

Daily Smart Meter update of installation progress

Press Coverage:

SmartMeters.com August 2, 2011: Glendale Utility Rates High in Customer Satisfaction

USA Armenia Television, August 16, 2011: News Story on Smart Meters and move to Smart Grid

September 2011

Outreach/Direct Mail:

From the Source Newsletter: Smart Grid Project Among Best in Nation

From the Source Newsletter: Home Energy Reports Now Have Smart Meter Information

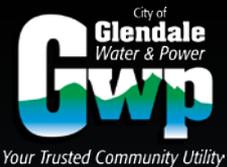
Press Release:

Glendale Water and Power Installs Final Smart Meter

Community Meetings:

Business Showcase Mixer

Commercial Building Managers



Presentations:

Glenoaks Canyon Homeowners Association Annual Meeting
Glendale Homeowners Coordinating Council Meeting
Project Update Presentation to GWP Commission

Website:

Smart Grid project updates via Twitter and Facebook
Daily Smart Meter update of installation progress

Press Coverage:

KCAL 9, KCBS, KNBC reported on Ceiva Digital Frame In-home Device

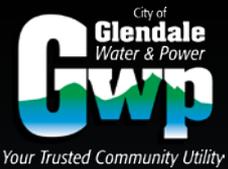
Glendale News Press, September 2, 2011 City's smart meters in frame-up

Greenbang Blog, September 9, 2011: California utility pilot is part smart meter, part Flickr

La Crescenta Valley Sun, September 16, 2011 Smart Meter project is complete

Glendale News Press, September 16, 2011: All City's meters are smart

Realtor's Association



Montrose Patch, September 16, 2011: Power-saving Meters Debut in Montrose, La Crescenta

Pike Research Blog, September 16, 2011: Glendale's Smart Meter Deployment: Q&A

Electric Light & Power, September 19, 2011: Glendale Water and Power Installs Final Smart Meter

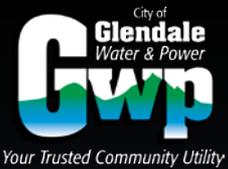
Penn Energy, September 19, 2011: Glendale Water and Power Installs Final Smart Meter

Electric Energy Online.com, September 19, 2011: Glendale Water and Power Installs Final Smart Meter

Glendale News Press, September 26, 2011: Gary Huerta Column: Unclassified Info: A tamper approach to meter complaints

Smart Grid News.com, September 28, 2011: Glendale Water & Power's Smart Grid project: Signed, sealed and delivered

Dedicated Outreach Team



October 2011

Press Releases:

Glendale Water and Power Piloting New Social Media Opportunity

Community Events/ Meetings:

City of Glendale Unity Fest

Presentations:

Project Update Presentation to GWP Commission

Website:

Smart Grid project updates via Twitter and Facebook

Daily Smart Meter update of installation progress

Press Coverage:

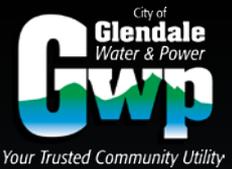
Glendale News Press, October 2, 2011: Smart meters don't count as 'renewable'

Glendale News Press, October 7, 2011: Council OK's smart meter website

Glendale News Press – October 9, 2011: Community Forum - A misguided, wasteful project,

Public Power Magazine, October 2011: Explaining the Smart Grid to Customers

Ongoing, Open Two-Way Communication



November 2011

Outreach/Direct Mail:

From the Source Newsletter: Smart Meter Forum

From the Source Newsletter: DOE Visit

From the Source Newsletter: Two Ways to View your Smart Meter Usage

Press Release:

Glendale Community College Hosts Smart Energy and Water Forum

Community Events/ Meetings:

Glendale Health Festival at Edison Park

Presentations:

Presentation to the Montrose/Verdugo City/Sparr Heights Neighborhood Association

Press Coverage:

Glendale News Press, November 2, 2011: With smart meters naysayers holding court, Glendale brings out the experts

Glendale News Press, November 8, 2011: Glendale Water & Power, Smart meters to stay

Glendale News Press: November 13, 2011: Ron Kaye The Arrogance of Power

Glendale News Press, November 12, 2011: Nearly 170 residents turn to oppose Smart Meters

Glendale News Press, November 13, 2011: Federal Program Helps Job Seekers

The Truth about Smart Grid Myths

Ownership and Responsibility

Customer
Everything from
the meter base
inward

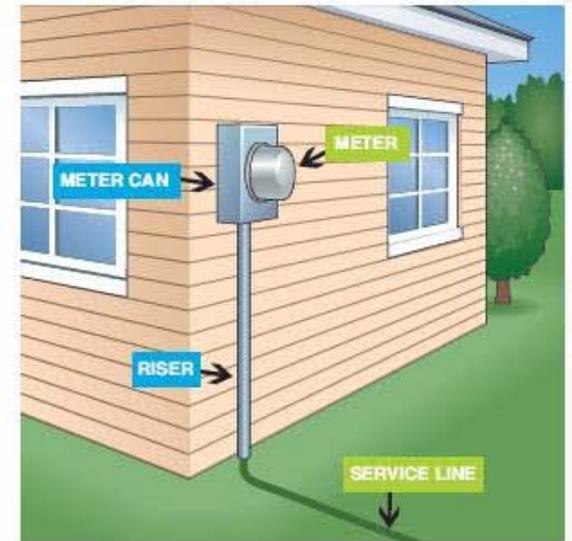
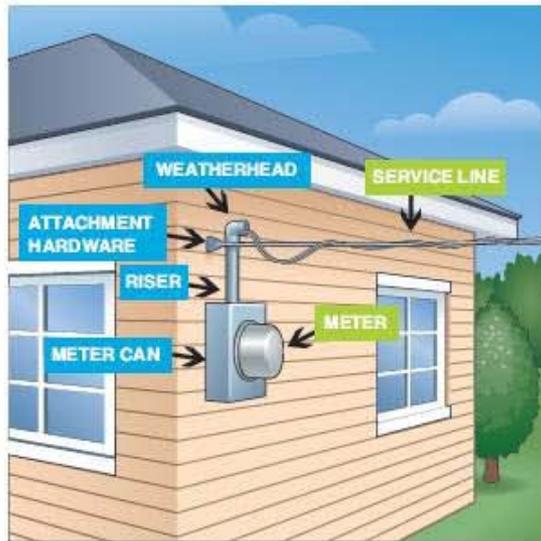
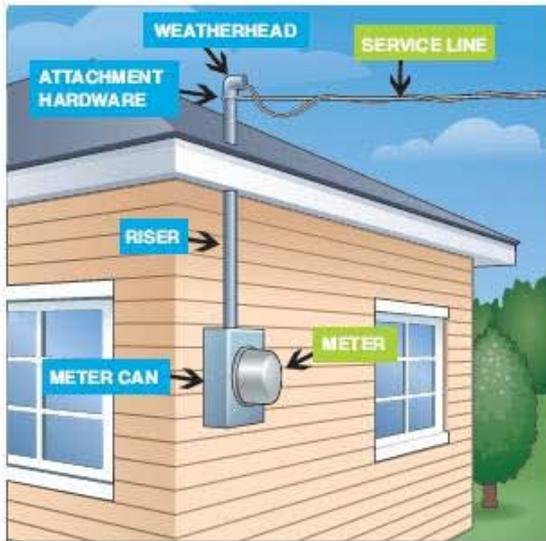


GWP
Everything from
the source of the
power up to and
including the meter

Ownership and Responsibility

WHO IS RESPONSIBLE FOR FIXING WHAT?

If your electrical components are damaged, you may be responsible for repairs. Identify your type of service connection below to learn what your responsibilities are.



CUSTOMER RESPONSIBILITY **GWP RESPONSIBILITY**

Security



Privacy



Solar compatibility



High Bill Complaints



Fire Hazard



For Further Information

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