

Frequently Asked Questions

Regarding Customer Privacy and Data Security

Protecting our customer's information is a priority of Glendale *Water & Power* (GWP). GWP customer information and data are confidential. GWP complies with all legal and regulatory requirements to ensure the security and privacy of customer information, including those established by the Department of Energy for Smart Meter technology. Below is a series of Frequently Asked Questions describing how GWP uses, protects and stores the information it collects.

What information does GWP collect?

Glendale *Water & Power* has collected and maintained customer information necessary to provide electric and water service since it started billing customers. This type of information includes:

- General contact information that allows us to communicate with you: Name, address, telephone numbers & e-mail addresses
- Billing and credit information: payment dates, credit history, Social Security Number, and Driver's License number.
- Electric and or water usage data gathered by our metering systems

What information is considered confidential?

GWP treats information collected as confidential. All customer consumption data, billing data, names, addresses, and phone numbers are strictly maintained and are never shared, sold, or in any way provided to an unaffiliated third party.

How does GWP protect me from identity theft?

As required by federal law, GWP has implemented an Identity Theft Protection Program to prevent unauthorized access to or use of your personal information. The Glendale *Water & Power* Identity Theft Protection Program can be viewed at www.GlendaleWaterAndPower.com.

How is the information used?

GWP uses the utility usage and identifying information that it collects for GWP business purposes only. This includes administering your account, informing you about your usage, as well as for managing and improving our services and business operations.

How does GWP protect customer information from unauthorized access?

Glendale *Water & Power* takes extensive measures to ensure the integrity of our systems and to secure and protect our customers and customer data. We safeguard our customer information on secure systems with restricted access to data and have implemented appropriate security controls to protect the information when it is stored or transmitted by us. All employees and vendors who work with customer data must sign a confidentiality agreement indicating that they understand their obligation and consequences of violating that obligation.

Our security protocols are adapted from the banking and defense sectors. All information transmitted between meters and the utility is encrypted using U.S. government approved and recommended standards.

How is customer data protected on the internet?

Customer data is protected first by using a secure login to access your information and the latest password protection protocols and other security protections that prevent third parties from accessing your personal data in our billing system unless you affirmatively consent.

Does GWP sell my utility usage data to third parties?

No. Glendale *Water & Power* does not sell or provide personal customer information to third parties for their commercial benefit.

What information can I access? Is the usage data from my new electric and water meters treated any differently than other customer data?

All customers with the new electric and water meters have secure access to their electricity and water usage data via GWP's website. In addition to usage information, customers will also have secure access to their pricing information, including an estimate of their month-end bill and rate information. Glendale *Water & Power* protects customer data under the same privacy protections and data exchange rules applicable to all customer specific data under federal and state laws.

Does GWP know how I am using my electricity and water?

Glendale *Water & Power* does not know what appliances you have or how you are using your water and electricity. Our electric and water meters are not surveillance devices and just register the amount of electricity and water being used in your home.

Who may I contact if I have questions or concerns about my privacy or information maintained by GWP?

If you have a question or concern about the privacy of your records at GWP, you may contact Ned Bassin, Assistant General Manager for Customer & Support Services at (818) 548-2748.



Christmas Tree Recycling

The City of Glendale has a special program to collect Christmas trees at the curb on your trash pick-up day. This year, the trees will be collected from the first working day after Christmas, December 26 - January 14, 2012. Single-family residents should put their trees on the curb by 7:00 a.m. on their scheduled trash day. Multi-family residents and businesses should call the Integrated Waste Management Division at 818-548-3916 to find out what their scheduled day will be. When placing trees on the curb, please make sure all ornaments, decorations, nails and stands have been removed. Flocked trees are accepted. Trees more than eight feet tall must be cut in half. Residents with yard-trimming (green) containers may clip the branches, cut their trees and fit them into these containers. Remember not to jam materials into the container, and to be sure the lid closes completely.

Want the latest updates from GWP? Like us on Facebook
www.Facebook.com/GlendaleWaterAndPower
 or follow-us on Twitter
www.Twitter.com/COGwaterpower

ReSource Central

Glendale *Water & Power* Office Hours

Customer Services Hours: Monday – Thursday 8:30 a.m. – 5:00 p.m. Fridays: 8:30 a.m. – 4:30 p.m.
 Drive-Up Bill Payment Hours: Monday – Friday 9:00 a.m. – 4:00 p.m.
 Engineering Counter Hours: Monday – Thursday 7:30 a.m. – 4:45 p.m. Fridays: 8:00 a.m. – 4:15 p.m.

City will be closed on December 26 (Day after Christmas) and January 2 (New Year's)

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



GWP Electric Bill Questions: 818.548.3300	Water Emergencies: 818.548.2011	Glendale Care: 818.548.3300	Smart Home Air Conditioning/Duct Programs: 1.877.422.2432 (toll-free)
GWP Water Bill Questions: 818.548.3300	Street Light Repair: 818.548.2011	Smart Home Surveys: 818.265.5062	Smart Business Energy Saving & Upgrade Program: 1.800.263.9313
GWP Automated Telephone Service: 818.548.3300	Trees in Electric Wires: 818.550.4584 or 818.548.2011	Smart Home Rebates: 1.866.557.1411 (toll-free)	Water Waster Hotline: 818.550.4426
GWP Automated Telephone Service For Hearing Impaired (TTY): 818.409.7062	Tree Power: 818.957.4425	Smart Home Solar Solutions: 818.548.2750	
Electric Emergencies: 818.548.2011	Solar Solutions: 818.548.2750	Peak Hogs Program: 818.548.3300	

City of Glendale Website: www.ci.glendale.ca.us Glendale *Water & Power* Website: www.GlendaleWaterAndPower.com
 Facebook: www.facebook.com/GlendaleWaterAndPower Twitter: www.Twitter.com/COGwaterpower

From The Source

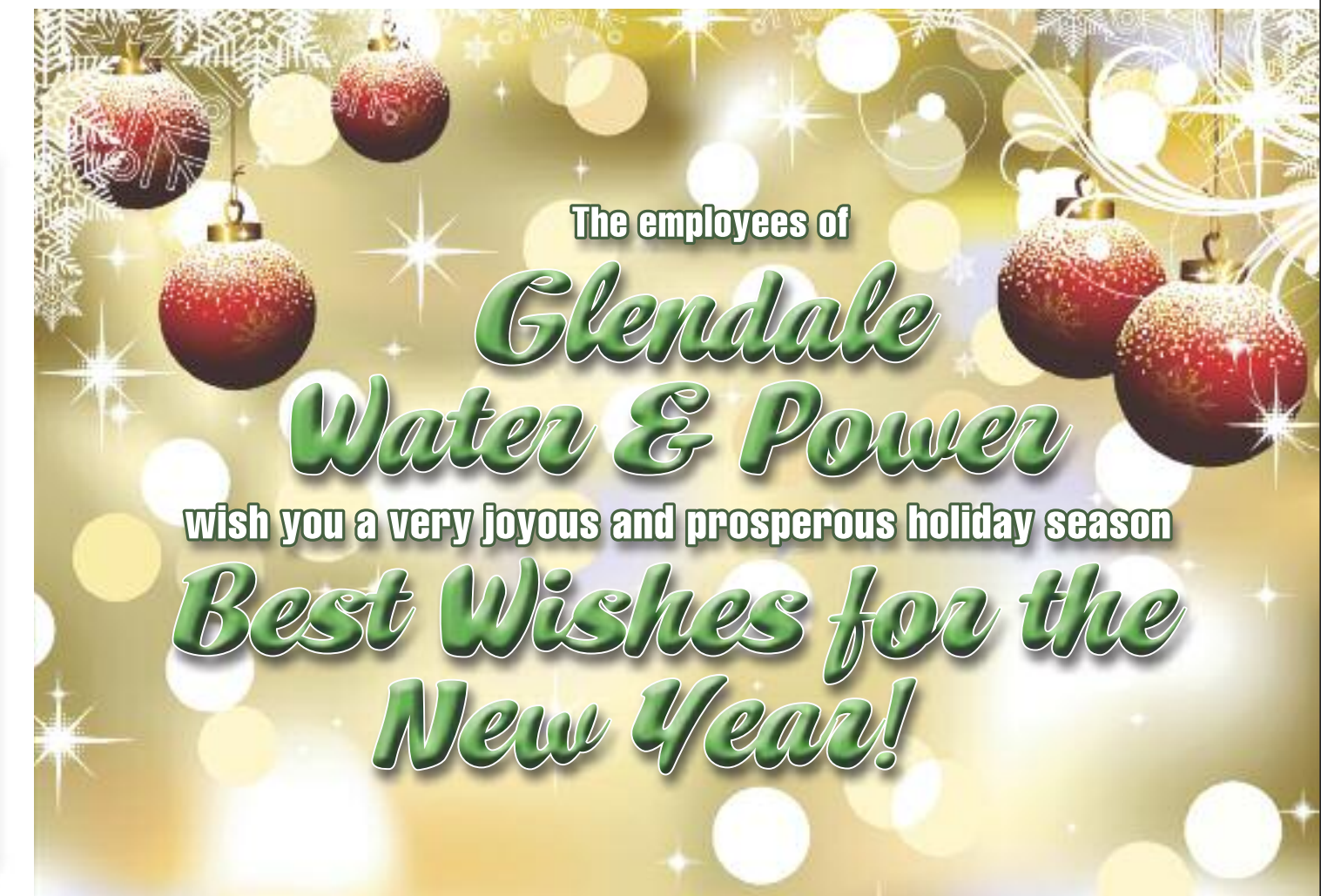
Glendale *Water & Power* News
 141 North Glendale Ave., Level 2, Glendale, CA 91206



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Committed to making a positive impact on our community, we at Glendale *Water & Power* work hard each day to provide reliable electric and water services along with excellent customer care to over 33,000 water and 84,000 electric customers. This year we completed one of our largest projects: installing all smart electric and water meters throughout the City. Proud of this accomplishment, we look forward to the next step as we enter the Smart Grid, sharing with Glendale residents the benefits of this new technology.



Glendale *Water & Power* 2011 Year of Accomplishments

GWP Working With Our Customers

- Answered over 113,385 customer service calls
- Assisted over 13,764 walk-in customers at our front counters
- Replaced 120,000 electric and water meters with new Smart Meters throughout the city
- Distributed over 5,000 recycled totes to customers at various events

GWP in the Community

- Participated in over 40 community sponsored events and educated customers in conservation, Smart Grid and Public Benefit Programs
- Distributed over 3,000 shower timers to help conserve water
- Distributed over 4,000 brochures and information on Public Benefit Programs and Smart Meters
- Distributed over 500 CFL light bulbs to customers at Cruise Night
- Made 100 posts on both Facebook and Twitter. For the latest updates from GWP follow us on www.facebook.com/GlendaleWaterAndPower and/or www.twitter.com/COGwaterpower
- Hosted over 10 “Coffees In The Park”, giving us a chance to engage with over 200 customers and answer questions about our Smart Grid project, water conservation, energy efficiency and Public Benefit Programs
- Sponsored the Verdugo Power Academy along with Glendale Community College and Workforce Investment Board. Graduates complete 400 hours of training, including 200 hours of optional climbing instructions. Glendale *Water & Power* has hired four full-time employees and three students as hourly from the program. Other graduates are now hired by Burbank Water and Power, Los Angeles Department of Water and Power, City of Pittsburgh, Southern California Edison, and other companies.



Energy, Water & Money Saving Programs

- Enrolled over 12,500 customers in our low-income programs
- Over 2,000 customers received a free energy and water saving survey for their homes, helping them learn more efficient ways to conserve and save money
- Provided \$450,000 in rebates to customers who purchased appliances and home improvement products that help reduce energy and water usage
- Provided incentive payments to 30 customers who installed solar panels on their rooftops through our Solar Solutions Program
- Over 200 GWP customers attended our “Creating a Water-Smart Garden” classes in 2011. The 3-hour classes were held on Saturday mornings, from March through October. Classes will resume February 2012

Water Reliability

- Completed Dryden main replacement project and replaced 11,000 linear feet of old water pipes
- Completed renovation of San Luis Rey pump station to improve flow and pressure in that area
- Reopened Foothill Well adding to local water supplies



Projects Completed to Maintain Electric Reliability

- Energized Glorietta Substation and started serving North Glendale.
- Continued with the distribution system upgrades by converting 11 feeders from 4kV to 12kV. This will increase the system reliability and efficiency in the areas served.
- Replaced two vaults to enhance our underground system
- Improved coordination of field devices by upgrading fuses in the field. This minimizes the number of customers that may be affected by an outage by isolating a smaller area where the event originates

Awards / Recognitions

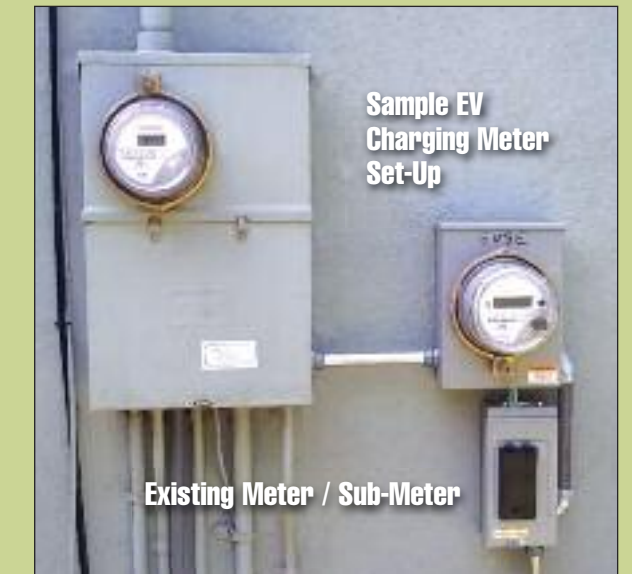
- Glenn Steiger, GWP's General Manager was named one of 11 top “Movers and Shakers of the Electric Utility Industry” by Intelligent Utility Magazine
- Glendale *Water & Power* received \$400,000 from the U.S. Department of Interior's Bureau of Reclamation to evaluate two treatment technologies to remove Chromium 6 from local groundwater sources
- Glendale *Water & Power's* Smart Grid Project received the highest customer score of all smaller utilities and among the highest customer scores for all 93 utilities responding to the Smart Grid Maturity Model Survey facilitated by the California Energy Commission Public Interest Energy Research Division's project
- Smart Grid Project Management Team members have given over 30 presentations and lectures on our successful project all over the U.S. and overseas!

GWP Offers Rebate to Electric Vehicle Owners

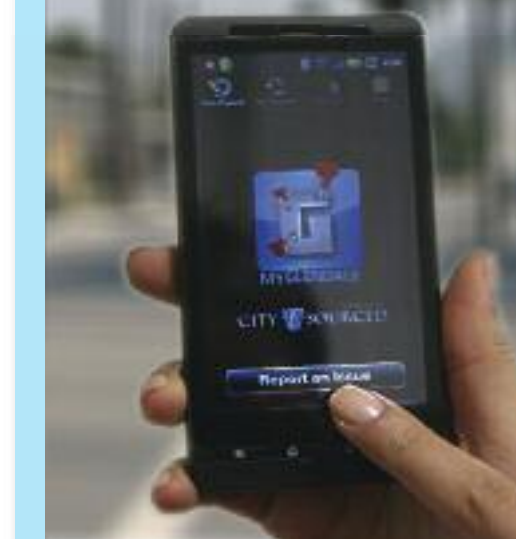
Glendale *Water & Power's* new program helps Electric Vehicle (EV) owners who wish to install a 240-volt charging station with the cost of installing a Safety Socket Meter Panel. The first 100 single-family residential customers to purchase an electric vehicle will get a \$200 rebate towards the installation of a meter socket that supports a 240-volt Charging Station.

The meter socket is required to measure the potential impact of more cars tapping into the Smart Grid. With the continuous interest in plug-in electric vehicles, this special socket enables communication between GWP and the customer, allowing better control over the added demand of energy use.

The charging station is only required if you desire to charge your EV at a faster rate. You can charge your EV using a 120-volt socket that could take 10 to 20 hours. The 240-volt EV charger will take 4 to 8 hours to charge, depending on the car make and model. GWP will provide the sub-meter and special socket required for your 240-volt EV charger. In addition, we offer a \$0.33 per day electric discount to residential and commercial customers who charge their EV vehicles. With the many benefits to owning an electric vehicle, Glendale *Water & Power* is preparing the Smart Grid for the future. For more information or questions on how to start installation of your electric vehicle charging station, please visit www.GlendaleWaterAndPower.com or call 818-548-3300.



Keep Glendale Clean & Beautiful There's An App For That!



Introducing **MyGlendale**, a free mobile application for Smartphone users. It's now easier and faster than ever to report an issue or problem in Glendale. Just download the free **MyGlendale** app on your Smartphone, take a picture of the issue you encounter (*see below for list of issues you can report*), choose the issue from a drop down menu, and click send. The GPS on your phone notifies the City where the picture was taken. City staff will be notified and take it from there. You can also check back and see the progress and when the issue was resolved. It's that simple to keep Glendale beautiful.

Issues you can report:

- Abandoned vehicle
- Abandoned shopping cart
- Animal Services
- Building code violation
- Flooding
- Graffiti Removal
- Homeless Nuisance
- Illegal Dumping/Trash
- Illegal Sign
- Noise complaint
- Parking Illegally
- Parking Meter
- Plants/Brush Overgrown
- Plants/Trees Danger
- Plants/Tress Dying
- Plants/Trees Overgrown
- Plants/Trees Removal
- Pothole
- Sidewalk broken/Cracking
- Sidewalk Cleaning
- Street Light (broken, report problem)
- Street Sign (repair, replace)
- Trash Can/Bin Broken
- Trash Removal
- Water Leak
- Other (Not listed, Please describe)