

Glendale *Water & Power* is required to print the Power Content Label below showing Glendale's current renewable resources that represent a mixture of wind, solar, geothermal, hydro-electric and landfill gas. In 2010, Glendale added another renewable resource, our ownership in Teton Hydropower (small hydro-electric), to the generation mix. The resources mix is required to be shown in kilowatt-hours as a percentage of RETAIL SALES.

POWER CONTENT LABEL ANNUAL 2010

Energy	GWP Power*	GWP ? GCC Sola	GWP Green	California Pow
Eligible Renewable****	21%	100%	100%	14%
-Biomass & waste	4%			2%
-Geothermal	2%			5%
-Small hydroelectric	2%			2%
-Solar	<1%	100%		0%
-Wind	8%		100%	5%
-Large Hydroelectric	5%			11%
Coal	30%			7%
Natural Gas	35%			42%
Nuclear	7%			14%
Other-Unspecified Sources	7%			12%
TOTAL	100%	100%	100%	100%

* 93% of GWP Power is specifically purchased from individual suppliers.
 ** 100% of GCC Solar Project is purchased from individual suppliers
 *** 100% of GWP Green Power charges are specifically used to secure new renewable resources.
 **** City of Glendale includes Large Hydroelectric as an Eligible Renewable Resource for CY 2010.
 ***** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year.
 For specific information about this electricity product, contact Glendale *Water & Power*. For general information about the Power Content Label, contact the California Energy Commission at 1-800-555-7794 or www.energy.ca.gov/consumer.

GWP has the Answer!

Q
A

I just received my GWP bill and I have noticed an increase in my electric usage.

A combination of factors can contribute to an increase in your electric bills. During high temperatures, refrigeration and the use of cooling appliances significantly impact electric usage and costs. Below are some energy conservation tips that you can immediately take advantage of to stay cool, keep your electricity bills low, and reduce the strain on the electrical grid:

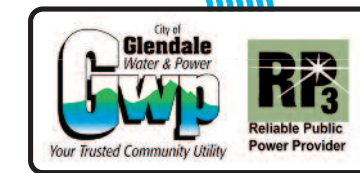
- Keep all windows and doors closed
- Set thermostats higher for air conditions and heaters when you leave the house. 81 degrees for air conditioners and 68 degrees for heaters
- Turn off unnecessary lights and appliances
- Unplug power strips that have phone chargers or appliances with timers plugged in, plugged in chargers still use electricity even when they are not charging your cell phone
- Close vents and doors to rooms not in use
- Apply weather stripping to all windows and doors to reduce drafts

Want the latest updates from GWP? Like us on Facebook
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 or follow us on 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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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



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

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	Electric Emergencies: 818.548.2011	Smart Home Solar Solutions: 818.548.2750	
City of Glendale Website: www.ci.glendale.ca.us	Facebook: www.facebook.com/GlendaleWaterAndPower	Peak Hogs Program: 818.548.3300	Glendale <i>Water & Power</i> Website: Twitter:

What's GWP Doing Now?

To improve our water infrastructure GWP and its contractors are working on the Diedrich Valve Replacement and Campbell Bypass project on Stocker and Campbell streets. This project, scheduled to be completed by December of this year, involves placing a brand new water pipe parallel to a much older 30-inch water pipe installed over 50 years ago. Additionally workers are replacing other vintage water valves in the area with new ones since the valves were installed as early as 1948.



Glendale *Water & Power* **5** Your Trusted Community Utility

Smart Energy Community Forum



RSVPs are encouraged due to space limitations (818) 548-4828
 Parking is available in the GCC parking structure, entrance is off Mountain St.

Please Join Glendale Community College and Glendale *Water & Power* for an informational forum to discuss the Smart Grid Project and the installation of Smart Meters. Experts from outside the utility industry as well as GWP staff will be available to address customer questions.
 Thursday, November 17, 2011
 Glendale Community College

MYCONNECT
 Wise living with Smart Technology



Coming Soon!



Two Ways to View Your Electric & Water Usage Quickly & Easily!

how much energy their appliances are using in real time and how much it is costing them without having to go online.

Customers will also be able to upload their

pictures to their frames or have family and friends send pictures directly to their frames. Customer's private and personal pictures are mixed in with GWP "channels" that show customers exactly how much water and power is being used in their homes. Glendale

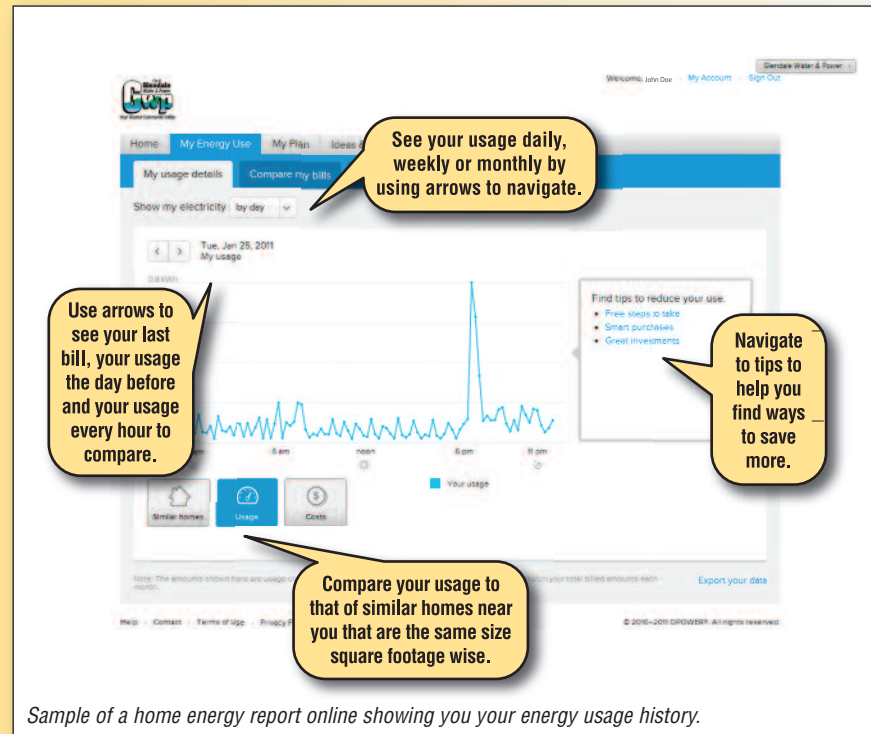
Water & Power is currently piloting and testing these digital frames with 50 GWP residential and small business customers. The frames will be available to all customers starting next spring.

In home displays provide great insight about usage, which can help you prioritize energy efficiency improvements and develop an action plan. This digital frame will make it easier for you to monitor and get your energy and water usage information faster. We look forward to sharing the results of the pilot with you early next year. For more information about the benefits of Smart Meters, visit www.GlendaleWaterAndPower.com.

Glendale *Water & Power* (GWP) recently completed installation of its Smart electric and water Meters throughout the city, and now it's time to take advantage of some of the benefits your new Smart Meter has to offer.

In the coming months customers can check their energy usage information online. A recent study by the American Council for an Energy Efficient Economy found that when customers have near real time access to energy usage information they can achieve 12% or more savings on their electric bill. You will have access to your energy usage online. Answers to questions like, "how much electricity am I using?" How much will my next bill be?" are just a click away. Simply go to www.GlendaleWaterAndPower.com/EnergyReports and click on the Smart Energy Insights section.

In addition to online usage information, GWP has collaborated with CEIVA® in a local community to conduct a pilot program for new in-home displays that show customer's electric and water usage on a digital frame. The frame communicates with your meter and shows your usage in real time. By using the digital frame, customers will know



What's Happening With The Water Rates?

Glendale *Water & Power* is currently working with Willdan Financial to develop a new tiered water rate structure. There are many benefits for a tiered structure. Many utilities have multiple tiers for electric and water which help customers use less energy and water and also give customers a break when they do use less. Our current water rate structure for residential customers only has two tiers. With the new proposed tiered system GWP proposes a total of five tiers. Glendale *Water & Power* is also considering a revenue increase of about 3% each year in order to maintain revenue and be able to fund capital improvement projects that will help improve and maintain our water infrastructure so our customers can rely on the delivery and reliability of clean water.

Glendale *Water & Power* is currently in the planning stages of this structure. Once presented to City Council, the new structure will be voted on and customers will be receiving a Prop. 218 notice in the mail. Glendale *Water & Power* is sharing this process with the community and is interested in obtaining feedback and addressing all customer questions

and concerns. If you would like to submit a question regarding the water rate structure of our water rates, please visit the GWP website www.GlendaleWaterAndPower.com and click on the "Contact Us" button on the bottom of the screen. Once there, scroll down, fill in the form and from the drop down menu select "Water rate questions". All questions submitted including GWP answers will be posted anonymously in a Frequently Asked Questions page on our website under the residential tab titled "Water Rate Frequently Asked questions." The progress of this water rate structure as well as any updates and information on future meetings will be in future issues of this newsletter, posted on our website www.GlendaleWaterAndPower.com, on our FB page www.facebook.com/GlendaleWaterAndPower and via our Twitter feed www.Twitter.com/COGwaterpower. Customers without internet access can call our customer services department (818) 550-4559 to have their questions posted or to obtain a copy of the Frequently Asked Questions that have been posted.

A Visit from the Department Of Energy



project, the DOE was looking forward to seeing how our project has progressed and how the grant funding was used. Key employees from GWP made separate presentations to the three DOE representatives that covered project overview, budget, outreach, security, and next steps. The representatives were also shown the GWP data center, Smart Grid management office, Ice Bear thermal energy storage units, and our control center. Overall they were impressed with our Smart Grid project and went back to Washington D.C to report their findings to the U.S Department of Energy Secretary, Steven Chu.

Glendale *Water & Power* has also hosted the Provincial Electric Authority of Thailand, which serves 13 million customers, and showed them how we have implemented our successful Smart Grid project. Next month Glendale *Water & Power* is expecting members from Japan's Bank of Development to visit with the utility to learn about our Smart Grid implementation for launching a similar project in Japan's larger cities.

On August 29th, Glendale *Water & Power* was honored to host representatives from the Department of Energy (DOE) and share with them the successes of our Smart Grid Project. Since GWP was the first utility in the nation to sign the DOE grant and use the grant towards our

Tips To Help You Save Money

Adjust sprinklers to avoid overspray such as this which leads to higher bills and

• Even though mandatory water conservation is over, we still encourage you to save water which helps you save money!

• Check your sprinklers frequently for over-spray or run-off of water at any time. Adjust them as necessary so you aren't watering the pavement and parked cars.

• Clean driveways, sidewalks, and inside common areas in apartment buildings using a broom instead of a hose. This simple tip will save at least 80 gallons of water each time.

• Air-dry dishes instead of using your dishwasher's drying cycle. This can reduce your dishwasher's energy use by up to 50 percent.

• Check and reapply caulking and weather stripping as necessary around windows and door frames so that conditioned air doesn't escape. This will help save money on your heating and cooling costs.

• Refrigerators are responsible for approximately 14% of your home's energy use, more than any other kitchen or cleaning appliances. Just think about the savings if you recycled your secondary refrigerator.

• You can recycle your secondary refrigerator and get an electric bill discount along with six free CFL light bulbs through GWP's Smart Home Refrigerator Recycling Program. For more information, call 818-548-3300.

3 DAYS WILL STILL KEEP IT GREEN

WATER BEFORE 9:00 AM AND AFTER 6:00 PM

As temperatures get cooler water once a week as necessary. Shut off sprinklers a couple days before rain and keep them off a few days after rain.