

# Glendale Water and Power

## Mission Statement

We are dedicated to providing a full range of competitive energy, water and other services to enhance Glendale's image as the best place to live, work and do business.

	Expenditures Actual 2005-06	Current Year Appropriation 2006-07	Year to Date Expenditures 12/31/06	Estimated 2006-07	Prior Estimate 2007-08	Budget 2007-08
<u>Electric Public Benefit Fund {Fund 290}</u>	3,931,324	6,978,100	1,817,522	6,932,549	5,093,700	5,156,357
<u>Electric Works Revenue Fund {Fund 552}</u>						
Administration {552-911}	14,899,492	20,225,000	8,010,146	20,225,000	23,230,000	23,230,000
Power Management {552-921}	145,367,964	134,411,200	67,613,071	133,897,397	130,784,000	130,784,000
Electric Services {552-931}	19,933,819	18,170,900	9,449,107	18,817,992	17,698,200	17,698,200
Customer Services {552-971}	6,237,021	7,632,000	2,997,326	7,632,000	7,903,200	7,903,200
Revenue Bond Requirements	-	1,485,000	-	1,485,000	1,485,000	1,485,000
Transfer to General Fund	17,683,587	17,782,000	8,891,004	17,782,000	18,254,000	18,375,000
<b>Total Electric Revenue Fund</b>	<b>204,121,883</b>	<b>199,706,100</b>	<b>96,960,654</b>	<b>199,839,389</b>	<b>199,354,400</b>	<b>199,475,400</b>
<u>Electric Depreciation Fund {Fund 553}</u>						
Administration {553-911}	717,613	6,028,300	109,455	6,028,300	6,827,900	6,886,900
Power Management {553-921}	1,084,433	3,757,407	420,346	3,728,000	6,270,300	6,238,300
Electric Services {553-931}	26,482,091	37,097,612	8,452,089	36,238,343	28,801,600	31,010,000
<b>Total Electric Deprec. Fund</b>	<b>28,284,136</b>	<b>46,883,320</b>	<b>8,981,890</b>	<b>45,994,643</b>	<b>41,899,800</b>	<b>44,135,200</b>

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	Expenditures Actual 2005-06	Current Year Appropriation 2006-07	Year to Date Expenditures 12/31/06	Estimated 2006-07	Prior Estimate 2007-08	Budget 2007-08
<b>Water Works Revenue Fund {Fund 572}</b>						
Administration {572-911}	2,201,433	3,350,000	1,401,832	3,350,000	6,850,000	6,850,000
Water Services {572-951}	21,843,626	22,548,100	12,203,905	22,548,100	24,673,200	24,245,200
Customer Service {572-971}	2,067,863	2,839,600	1,046,497	2,839,600	-	2,930,900
Transfer to General Fund	3,873,819	3,950,000	2,178,000	3,950,000	4,070,000	4,125,000
<b>Total Water Revenue Fund</b>	<b>29,986,741</b>	<b>32,687,700</b>	<b>16,830,234</b>	<b>32,687,700</b>	<b>35,593,200</b>	<b>38,151,100</b>
<b>Water Depreciation Fund {Fund 573}</b>						
Administration {573-911}	239,205	2,009,400	36,485	2,009,400	2,275,900	2,295,600
Water Services {573-951}	6,447,106	14,598,642	3,211,692	14,470,479	18,301,000	21,485,900
<b>Total Water Deprec. Fund</b>	<b>6,686,311</b>	<b>16,608,042</b>	<b>3,248,177</b>	<b>16,479,879</b>	<b>20,576,900</b>	<b>23,781,500</b>
<b>GWP Grand Total</b>	<b>273,010,395</b>	<b>302,863,262</b>	<b>127,838,478</b>	<b>301,934,160</b>	<b>302,518,000</b>	<b>310,699,557</b>
	Actual 2005-06	Current Year 2006-07		Estimated 2006-07	Prior Estimate 2007-08	Budget 2007-08
Total Salaried Positions	425.50	425.50		425.50	425.50	426.15

2006-07 Accomplishments: Glendale Water & Power	Citywide Strategic Goals
16.44 circuit miles reconstructed for 12 kV, 567 poles, seven (7) 4 kV feeders	Utilities
2.5 MVA load converted from 4 kV to 12 kV	Utilities
Three (3) deteriorating electric vaults replaced	Utilities
Added new relay protection to all 69 kV transmission lines connected to the new Kellogg GIS 69 kV Substation and the Rossmoyne/Montrose 69 kV transmission lines	Utilities
Refuse # 5 Montrose feeder to improve reliability	Utilities
Completed # 4 Montrose feeder outage investigation; corrected problem	Utilities
Improved system reliability by installing low side circuit breakers on the Kellogg/Glendale Tie Transformer circuits	Utilities
Installed two transformers at Fremont Substation	Utilities
Placed in service two transformers at Western Substation	Utilities
Upgraded >100 xfms to mitigate summer loading concerns	Utilities
Completed major work at Grayson Power Plant	Utilities

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Repaired Unit 8A & 8BC foundations	Utilities
Completed studies for future Grayson power units	Utilities
Replaced CEMS on Boiler Units 3, 4 & 5	Utilities
Began receiving wind-generated energy from Wyoming	Utilities
Reliably operated and maintained Grayson Power Plant	Utilities
Purchased natural gas and electricity to supply local customers	Utilities
Generated wholesale profit of approximately \$2,300,000	Utilities
Completed Five-Year Integrated Resource Plan	Utilities
Continued evaluation and negotiations for additional renewable resources	Utilities
Placed fourth out of 39 California Publicly Owned Utilities in 2005-06 energy efficiency savings	Utilities
Scored well on the 2006 CMUA Survey of Residential Customers	Utilities
2007 CMUA Award for Innovative Energy Efficiency Program (Business Energy Solutions)	Utilities
Completed permitting construction of chromium 6 removal demonstration facilities under Phase III	Utilities
Re-tooled approach to water quality	Utilities
Initiated Asset Management effort	Utilities
Drilled new well in Verdugo Basin	Utilities
Completed the design of Chew Chase 968 replacement reservoir	Utilities
Completed Burchett main replacement	Utilities
Completed Doran large valve replacement	Utilities
Installed Solar Bees in all potable and recycled water storage facilities	Utilities
Connected two new recycled system customers	Utilities
Security improvements at various facilities	Utilities
Cleaned 3 storage facilities	Utilities
Reviewed approach to mechanical maintenance	Utilities
Reliably operated the system 24/7	Utilities
Maintained Call Center Service Level Standard of 80% in 30 Seconds	Utilities
Reduced Credit Card Merchant fees by taking advantage of the Utility Interchange Rate offered by Visa and MasterCard	Utilities
Began Phase I of meter rerouting	Utilities
Completed Phase II of the Mobile Dispatch mCare Project which included parallel testing and going live on the paperless field order system	Utilities
Completed outside assessment of IVR System	Utilities
Successfully hosted Customer Service Week	Utilities
Conducted two customer service satisfaction surveys for walk-in customers, with 85% ranking service better than average	Utilities
Converted New Call Center Employee Training Manual into an interactive website.	Utilities
Maintained work environment free of lost-time accidents	Utilities
Participated in CHP/DMV B. I.T. Program	Utilities
Participated in OSHA/ANSI, AQMD, CARB and BAR emissions testing and received certification	Utilities

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Implemented CCG/Faster Fleet Maintenance software	Utilities
Installed diesel particulate trap	Utilities
Automated fuel facility	Utilities
Implemented inventory reduction	Utilities
Implemented online facilities work order system	Utilities
Commenced UOC Phase 1 Development activities	Utilities
Completed security designs for 7 GWP facilities	Utilities
Completed SPCC plans	Utilities
Completed collaborative competent person training	Utilities
Completed Hazardous Waste Management Program plan and implementing a phase approach to centralizing hazardous waste management to ensure compliance and control costs	Utilities
Completed NPDES compliance evaluation and obtained permits for Water and Electrical Services	Utilities
In collaborating with the Safety Section, Fire and Police Departments, conducted a simulated emergency preparedness drill at the UOC to ensure continued good service to the community	Utilities
<b>Business Services</b>	Utilities
Completed two-phase electric rate designs and increases	Utilities
Revised Cash Reserve Policy	Utilities
Developed an interest rate hedging program	Utilities
<b>Information Services</b>	Utilities
Successfully installed and deployed the Crystal Enterprise system (provides automatic report generation and report distribution over the City's intranet	Utilities
Supported the Customer Service section in the deployment of Mobile Dispatching, Website / IVR eCheck, Teleworks Outbound Calling, and eCARE Website modification for eBill	Utilities
Completed first-time inventory of GWP's 38 servers located throughout the City	Utilities
<b>Human Resources</b>	Utilities
Provided training for 92 participants through Supervisory Certificate Program series	Utilities
Submitted Station/Electrician Operator Apprentice standards to the State for approval	Utilities
Developed a concept for a GWP recruitment video to be utilized at job fairs and outreach activities	Utilities

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2007-08 Goals: Glendale Water & Power	Citywide Strategic Goals
<b>Electric Services Transmission &amp; Distribution</b>	
Reconstruct Glorietta feeders for 12kV and cutovers 4, 5, 6, and 8 G to 12kV	Utilities
Construct Glorietta Substation 12kV feeder getaway substructures	Utilities
Complete extension of 12kV Tropico circuits along Glendale Ave. to Colorado and Brand and along Palmer and Central to Vine	Utilities
Reconstruct Vaults 450, 893, and 894	Utilities
Complete replacement of Vault 1014	Utilities
Complete Montrose-Bel Aire 69kV line upgrade	Utilities
Complete 3 <sup>rd</sup> Kellogg-Rossmoyne 69kV line	Utilities
Construct UOC underground distribution system – Phase 1	Utilities
Install 18 primary services, including 5 Americana service	Utilities
Install 1,000 secondary services	Utilities
<b>Electric Services Transmission &amp; Distribution Stations, Relaying, and Planning</b>	
Upgrade all 34.5 kV transmission line relays	Utilities
Develop standards for all relay protection systems and records	Utilities
Complete restoration of the Montrose-Bel Aire 34.5 kV transmission line	Utilities
Complete substation work for the 3 <sup>rd</sup> Kellogg-Rossmoyne 69 kV transmission line	Utilities
Purchase the new SCADA system and complete the majority of the installation work	Utilities
Complete Fiber Backbone	Utilities
Complete the development of the new easement GIS layer requested in the Metrics Study	Utilities
Complete the verification of the remaining sectional maps	Utilities
<b>Power Management</b>	
Complete Major Work at Grayson Power Plant (GPP)	Utilities, Environment & Conservation
Complete Unit 4 turbine overhaul and generator repair	Utilities, Environment & Conservation
Complete containment and oil tank clean-up (SPCC plan)	Utilities, Environment & Conservation
Rehabilitate GPP drain line	Utilities, Environment & Conservation
Reliably operate and maintain GPP	Utilities, Environment & Conservation
Purchase natural gas and electricity to supply local customers	Utilities, Environment & Conservation
Develop generation according to Five-Year Integrated Resource Plan	Utilities, Environment & Conservation
Generate wholesale profit of over \$2,500,000	Utilities, Environment & Conservation
<b>Marketing/PBC</b>	
Place in top five of 39 California publicly owned utilities in energy efficiency savings for FY 2007-08	Utilities, Environment & Conservation
Score well on the 2007 CMUA business customer survey	Utilities, Environment & Conservation
Complete installation of Glendale Community College PV System	Utilities, Environment & Conservation
<b>Water Services</b>	
Design and drill new well in Verdugo Basin	Utilities
Construct Chevy Chase 968 Reservoir replacement	Utilities

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Hollister and Glendale main replacements	Utilities
Royal main cleaning and lining	Utilities
Campbell large valve replacement	Utilities
Glendale large valve replacement	Utilities
2007-08 Replace Pump, Motor, MCC & Starter	Utilities
Construct Diederich Reservoir main	Utilities
Complete design for Scholl Canyon Recycled Water Tank	Utilities
Connect two new recycled water system customers	Utilities
Security improvements at various facilities	Utilities
Install Isolation Valves on 60 fire hydrants	Utilities
Clean three storage facilities	Utilities
Install SolarBees in five storage facilities	Utilities
Reliably operate the system 24/7/365	Utilities
Perform all scheduled maintenance	Utilities
<b>Customer Services</b>	
Implement Remote Deposit System with Bank of America for point of sale electronic depositing	Utilities
Participate in the SCPPA Benchmarking Survey	Utilities
Purchase and implement Route Smart Software for use in optimizing meter reading routes	Utilities
Create pilot areas for AMR meter saturation	Utilities
Support the Water Department with the Small Meter Exchange by timely and accurately installing meters in Harris	Utilities
Reformat utility bill to include rate calculations for electric, water and sewer	Utilities
Merge Phone Center and Credit Calls	Utilities
Automate distribution of web contacts to CSRs	Utilities
<b>Operation Support Services</b>	
Continue to provide facilities support to all GWP sections	Utilities
Establish preventive maintenance plan	Utilities
Complete design/installation of emergency generator at Howard Sub	Utilities
Complete Phase 1 design/bid/build for installing electronic and physical security equipment at 4 electric and 3 water facilities	Utilities
Establish policies and procedures for managing electronic security equipment	Utilities
Update inventory and documentation of all GWP managed, leased and rented properties	Utilities
Complete designs for new Training Center, stores facilities, walls/fences, and site-common improvements	Utilities
Bid/construct new Training Center, walls, and infrastructure in support of new planned facilities	Utilities