

**G L E N D A L E   W A T E R   &   P O W E R**

**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.

**Operating Budget**

	Electric	Water
Capital Additions & Replacements	\$ 34,035,900	\$ 3,426,700
Operation & Maintenance Expense	\$ 113,708,500	\$ 21,863,800
Non-operating Expense	\$ 2,201,300	\$ 10,000
Transfer to the City General Fund	\$ 10,845,000	\$ 2,523,500
<b>TOTAL</b>	<b>\$ 160,790,700</b>	<b>\$ 27,824,000</b>

**Description of Services**

ELECTRIC UTILITY

**Power Management** (Production of Electricity) - 72% of the Electric Operating Budget

Produces and purchases electric power to supply the electricity needs of Glendale. This Section sells wholesale electricity to other electric utilities, which increases utility revenues and helps to reduce electric rates for Glendale Water & Power customers.

**Electric Services** (Delivery of Electricity) - 28% of the Electric Operating Budget

Delivers the electricity supplied by Production Management to Glendale. This Section maintains the integrity of the electrical system so reliable electricity is provided to customers; they also respond in all emergencies.

WATER UTILITY

**Water Services** (Supply, Treatment and Delivery of Water) - 100% of the Water Operating Budget

Supplies, treats and delivers water to City residents, businesses and industry, parks, schools and government organizations (including fire fighting water supplies). Maintains both the potable and the recycled water systems to ensure high quality and reliability of delivery; they also respond in all emergencies.

**Customer Services** (for both the Electric and Water Utilities) - 3% of the combined Operating Budgets

Provides billing and collection services for both the Electric and Water utilities and for other City departments such as the Department of Public Works for sewer usage. Handles all public counter and telephone inquiries from customers and customer calls during emergencies. This section performs all meter reading and customer education programs. The Customer Services Section also administers the Public Benefit Charge programs.