



FROM THE SOURCE

Glendale Water & Power News

May 2020
Volume 18, Issue 3

[Pay Your Bill / Access Your Account](#)

[View Your Electric Usage](#)

[View Your Water Usage](#)

Call Us

855-550-4497

Email Us

GWPCustomerService@Glendaleca.gov

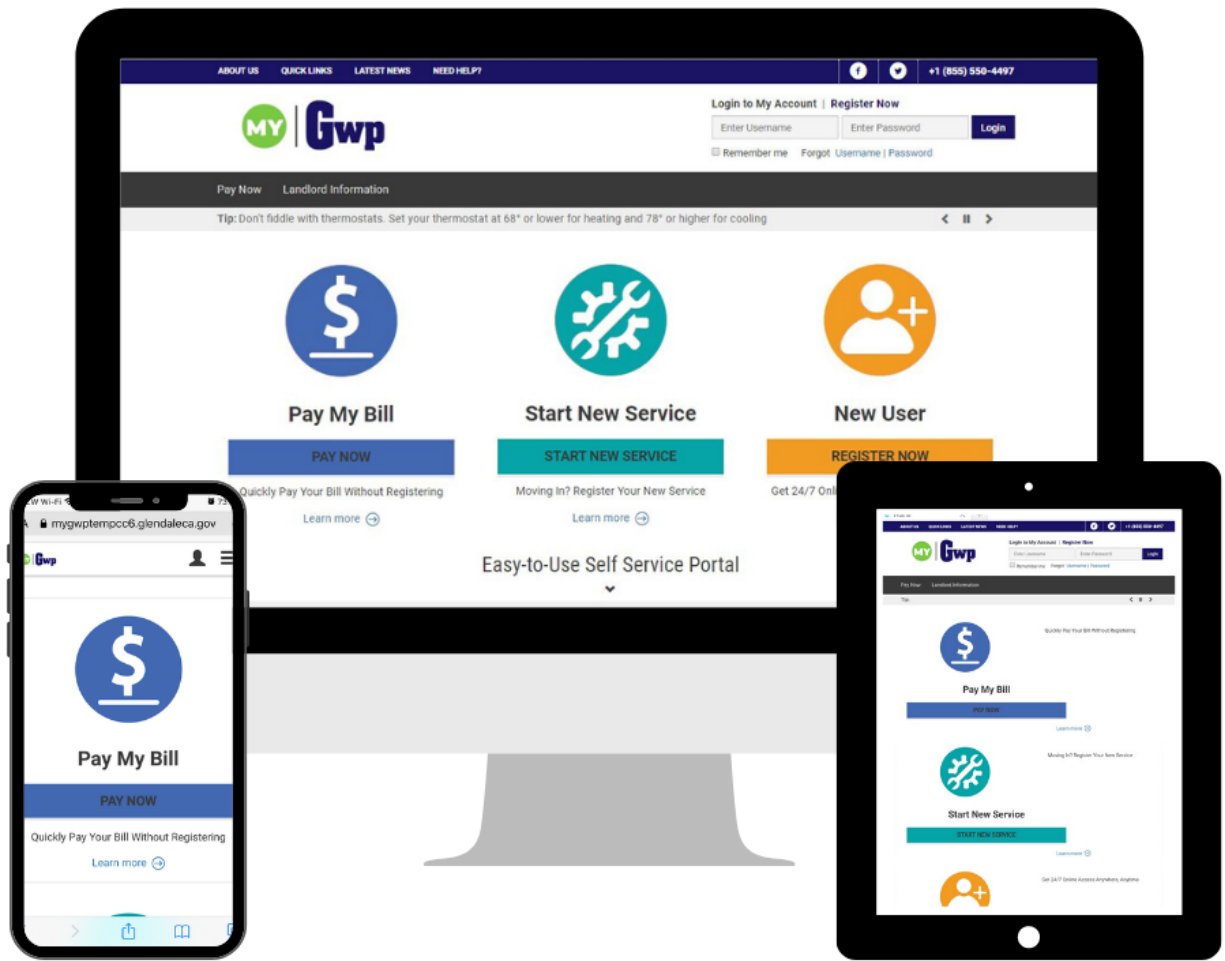
UPDATE

COVID-19

Coronavirus Disease 2019

The City of Glendale is enforcing the “Safer at Home” emergency order, meaning you should stay home except if you are leaving to get food, caring for a relative or friend, getting necessary health care, or going to a job which is defined as ‘essential’ during this time. It is okay to take walks in your neighborhood, but please do avoid large groups and remember to stay at least 6 feet apart. Please keep in mind that any time you are leaving your home, you must wear a mouth cover, which means on walks, at the grocery store, and all other public areas. This is to help stop the spread of COVID-19 and protect everyone in our city. Also note that our crews are on standby and will be there to respond

to any and all electric or water emergencies that may arise. If you have an electric or water emergency, please call us at (818) 548-2011.



GWP's New & Improved Customer Service Portal Is Now Available!

Glendale Water & Power is excited to announce the launch of MYGWP, our new and improved billing and payment portal. This new portal is more user-friendly and has upgraded and improved customer service tools, along with payment and billing services. Some of the features are:

- View, print, or download your bills
- Go green and enroll in paperless billing
- View payment history
- Make a quick payment
- Set up a payment plan
- Start, Transfer, or Stop Service
- Sign up for AutoPay

Current Customers Using GWP's Online Billing and Payment System

Current customers will need to re-register and establish a new username and password for MYGWP. Please have your account number, and your mailing address zip code, and use the link below. Your current registered email address will remain the same. If you receive both eBill and paper bills, you will no longer receive paper bills. If you prefer receiving paper bills, you may make the change once you log-in to your account.

Customers New to GWP's Online Payment & Billing System

If you are registering for MYGWP for the first time you will need your GWP account number, mailing address zip code, and email address.

The preferred web browser for MYGWP portal is Chrome, Firefox, and Safari. Please do not use Internet Explorer.

[Click here to access our new portal, MYGWP](#)

[Click here for Frequently Asked Questions about MYGWP](#)

The same email address cannot be used to register multiple MYGWP usernames. Please contact us to discuss the possibility of joining your accounts for ease in viewing under one username. The MYGWP portal can be accessed from any device including phones and tablets. Please make sure to bookmark the MYGWP link for easier access.

If you have any questions regarding your account, please contact Customer Services at GWPCustomerService@glendaleca.gov or 1-855-550-4497.

Upcoming Outages

Providing safe and reliable power to all of our customers is our top priority. In order to continue to do so, we must perform necessary upgrades on our electrical infrastructure, even during this unprecedented situation. These critical upgrades will require short, scheduled power outages to some of our customers so our crews can safely replace and upgrade overhead and underground transformers and ensure that customer loads are balanced on our distribution system. We understand that these are difficult times and we sincerely apologize for any inconvenience that these scheduled outages may cause.

Customers affected by these outages will be notified in advance and outage updates will be posted on our social media channels on [Facebook](#), [Twitter](#), and [Instagram](#).

[Click here for FAQs and to learn more.](#)



EV Survey

GWP has been expanding Glendale's electric vehicle (EV) infrastructure over the past few years by adding public charging stations throughout the city. As we continue to expand our EV infrastructure, we are asking for your feedback on EVs and EV charging stations. Help us by taking our 2020 EV Survey [here](#).

Whether you drive an EV currently or are interested in a future purchase, your opinion is important for us to accommodate the needs of all our customers. Feedback from this survey will help us plan future installations of new public EV chargers.

How To Pay Your GWP Bill

We offer several methods to pay your GWP bill that do not involve coming into our office. Take a look below to see which payment method is most convenient for you.

Pay Your Bill Online - Pay your bill online through our new MYGWP portal. Register for an account or make a one time payment without registering. [Click here to access MYGWP.](#)

Direct Payment Option - Automatically pay your bill by deducting it from your bank account. Email GWPCustomerService@GlendaleCA.gov to set up your account

Pay Near Me - Pay your bill at any 7-Eleven store for a small convenience fee of \$1.49. Look for the barcode on the back of your bill.

Pay By Phone - Pay your bill with a credit or debit card by calling 855-550-4497. Make sure you have your account number. Hearing impaired TTY 818-409-7062

Pay By Mail - Mail your payment in the envelope enclosed with each GWP bill. Or send your payment to City of Glendale, PO BOX 29099, Glendale, CA 91209.

Drop Box - Drop off your payment at the main entrance and at the end of the driveway at 141 N. Glendale Ave. Glendale, CA 91206.



Programs for Low-Income Customers

We understand our customers can experience difficult times, especially right now. That's why we offer our Glendale Care and Helping Hand programs for low-income customers who need it the most. If you meet the income guidelines below, you may be eligible for these programs:

- 1-2 household members: \$33,820
- 3 household members: \$42,660
- 4 household members: \$51,500
- 5 household members: \$60,340
- For each additional person: add \$8,840

You may also qualify if you receive benefits from any of these programs:

- CalFresh (Food Stamps)
- California Work Opportunity and Responsibility to Kids (CalWORKs)
- CARE Program (Gas Company)
- Glendale Section 8/HUD
- Low Income Home Energy Assistance Program (LIHEAP)
- Medi-Cal/Medicaid
- Medi-Cal for Families
- National School Lunch Program (NSLP)
- California Lifeline (Phone Company)

- Supplemental Security Income (SSI)
- Women, Infants & Children (WIC)

See below for more information on Glendale Care and Helping Hand

Glendale Care

Provides a \$15 monthly discount on your bill. This equals to \$30 off your bimonthly bill. [Click here](#) for more information on Glendale Care and to download an application.

Helping Hand

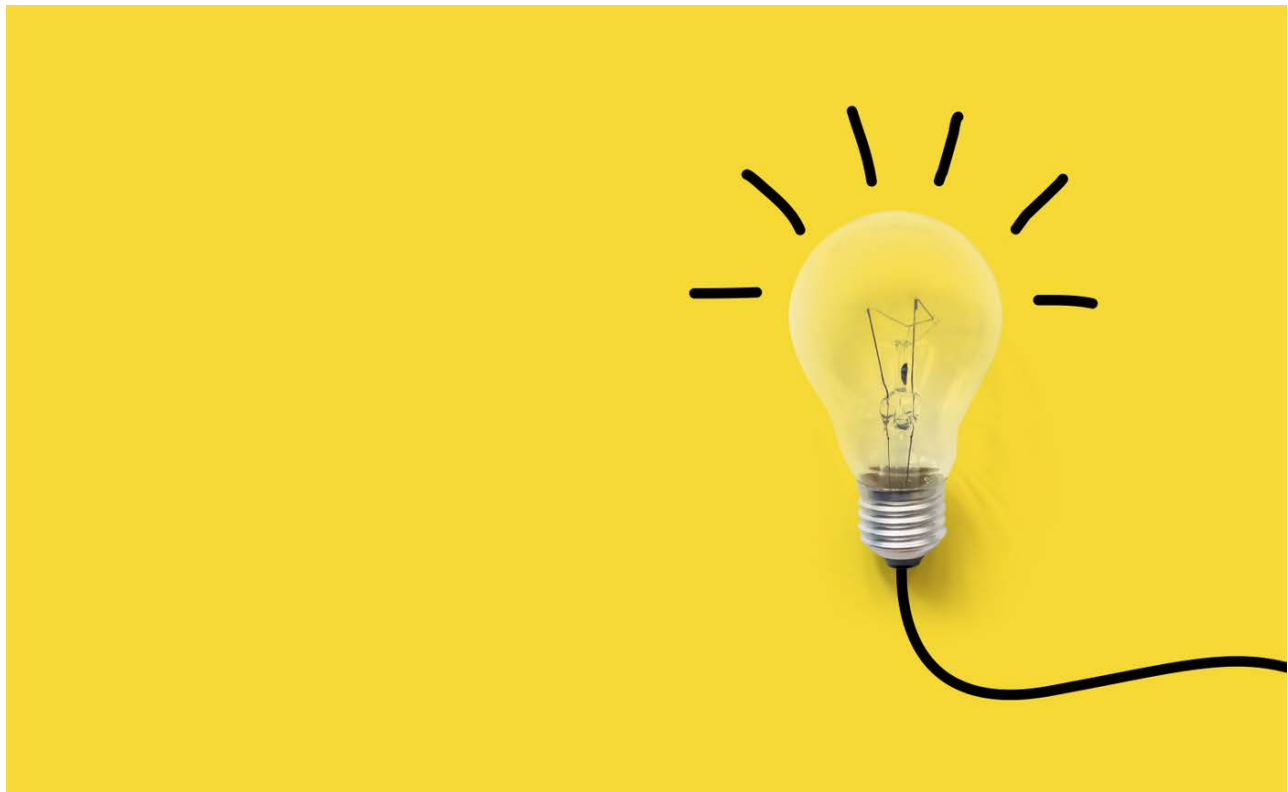
Provides a one time bill or deposit assistance of up to \$150 for low-income customers who are experiencing a temporary financial emergency. Applications can

In addition to the income or program guidelines above, you must also meet ALL of the following requirements:

- You must have a balance on your account.
- You must have received a notice of delinquent payment.
- Your GWP account must have been opened on April 1, 2020 or earlier.
- You must have one of the following temporary financial emergencies: Unexpected medical bills, a death in the family, or unemployment.

[Click here](#) for more information on Helping Hand and to submit an application online through our program portal. The link to the application is at the bottom of the page. You must register first, then select the low-income Helping Hand program.

Please note that we have received a high volume of Helping Hand applications and it could take longer than usual to process your application. If you have already applied for the program, please be patient and do not apply again. Our staff will let you know the status of your application as soon as possible.



Energy Conservation Tips

With temperatures increasing over the past few days, we would like to remind you of the importance of energy conservation. Below are some energy saving tips that will help you save energy and money:

- If you must use the AC, set the thermostat to 78 degrees for cooling.
- Create a shady spot covering your AC unit, which will allow it to use less energy when it is in use.
- Consider using a fan instead of your AC if possible.
- Close shades to keep sun out and keep rooms cool.
- Use full loads in your dishwasher and clothes washer
- Air dry your clothes and dishes.
- Unplug chargers that are not in use.
- Turn off lights in rooms that are not in use.

[Click here](#) for more energy saving tips.



Glendale Water Wise Gardening

Replacing your turf grass with California friendly and native plants is one of the most effective ways to save water. There are hundreds of different plants that are CA friendly or native that can transform your garden. The best way to get an idea of what your garden can look like is by using our [Water Wise Gardening website](#) to view examples of gardens that use CA friendly and native plants. The site offers plant lists with photos, garden tours, gardening resources, and more!

[Click here to visit GWP's Water Wise Gardening site.](#)

Share This Newsletter

Encourage friends, family and neighbors to sign-up for GWP's From the Source newsletter. To sign up click [here](#).

This is an official publication of the City of Glendale, Water & Power Department distributed by the Conservation & Utility/Business Modernization Division. For inquiries please contact Atineh Haroutunian, From the Source Newsletter Editor, aharoutunian@glendaleca.gov.

Contributing writers: Varsenik Avetisian, Andres Azarian, Annette Baban