



FROM THE SOURCE

Glendale Water & Power News

October 2020
Volume 18, Issue 6

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

[View Your Electric Usage](#)

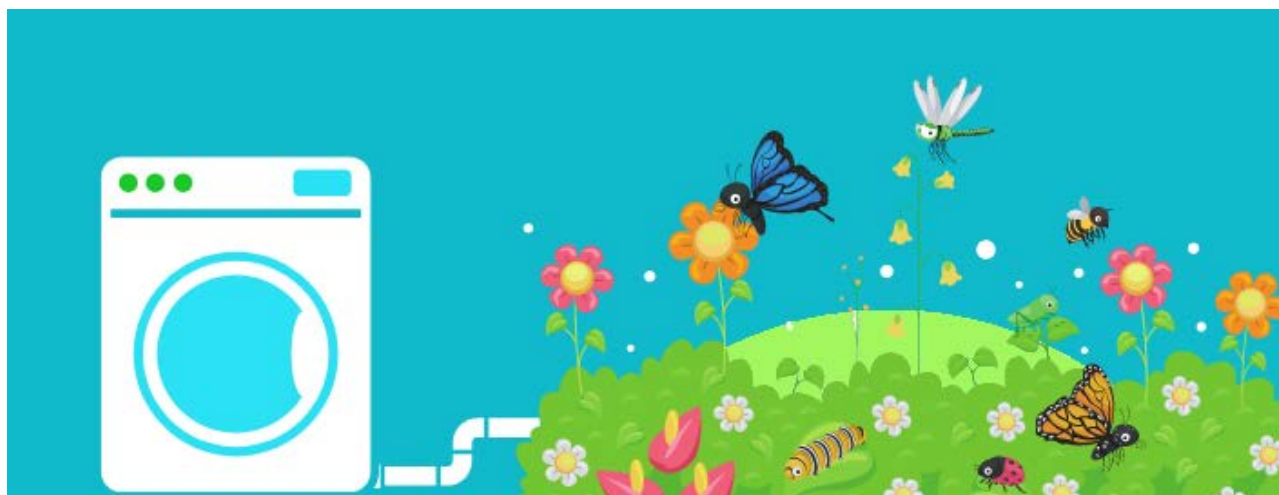
[View Your Water Usage](#)

Call Us

855-550-4497

Email Us

GWPCustomerService@Glendaleca.gov



Introducing our NEW Laundry To Landscape Greywater System Rebate Program!

We have launched our Laundry to Landscape (L2L) Greywater System Program which offers a rebate of up to \$500 (not to exceed the total cost of installation) to residential

customers for properly connecting their washing machine to a greywater irrigation system. These systems are designed to reuse the water from a washing machine to irrigate plants.

To qualify for the program, the rebate application must be submitted no more than twelve months from the date of the greywater system installation. GWP customers must also provide a copy of the receipt or invoice for the system, photograph of the installed greywater system, and a copy of labor receipt with the rebate application. Under the California greywater code, CPC Title 24, Part 5, Chapter 16, installing a L2L greywater system does not require a City permit as long as the installer follows the minimum requirements of the code outlined on the application.

Learn more about the program and download an application [here](#).



Public Power Week 2020

Public Power Week is an annual national observance coordinated by the American Public Power Association (APPA). The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. The Association represents public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. It advocates and advises on electricity policy, technology, trends, training, and operations. Its members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.

[Click here](#) to learn more about Public Power Week and to download Public Power Week themed coloring sheets.



DON'T BE A VICTIM OF UTILITY PHONE SCAMS!

If you receive a call to pay your bill immediately or get disconnected, **DO NOT PAY** and **HANG UP!**

[Click here to learn more about our procedures.](#)

Beware of Utility Scams

We continue to receive reports that customers are still receiving scam and fraud calls. Please remember that GWP will NEVER call you to demand a payment or threaten disconnection. This is only done by mail, and we are not shutting off customers through December 31, 2020 in response to COVID-19. Even if the number calling you is a GWP number, do not give the caller any payment or account information. Scammers use software that can show their called ID or phone number as Glendale Water & Power.

Please be aware that Glendale Water & Power will NEVER call you to demand a payment or threaten disconnection. We will also never ask you to purchase pre-paid cards to pay your bill. There has been an increase in utility scams and fraud in recent days and it's important that you know our procedures so that you don't become a victim.

If you receive a call demanding a payment or threatening disconnection, hang up immediately! You can always check the status of your account by calling us at 855-550-4497 or online on our [MyGWP portal](#). Please know that you do not need to call us to let us know about receiving a scam call as we are aware that our customers are receiving these calls at this time.

[Click here](#) to learn more about utility scams, fraud, and our procedures.

Residents and Businesses - Receive Up to a \$150 Bill Credit Through Our GWP Cares Bill Relief Program

Our GWP Cares Bill Relief program is a new temporary program that provides a one-time bill credit to eligible residential and commercial electric customers who have been impacted by COVID-19. Residential customers who meet income guidelines and have been fired, laid off, furloughed, had their work hours reduced, or lost income may be eligible. Additionally, commercial customers who have been shut down for a period of 4 weeks or more (in the case of dining establishments, closed for consumption on premises), and are not considered to be essential businesses, would be eligible.

One-time bill credits are the following amounts:

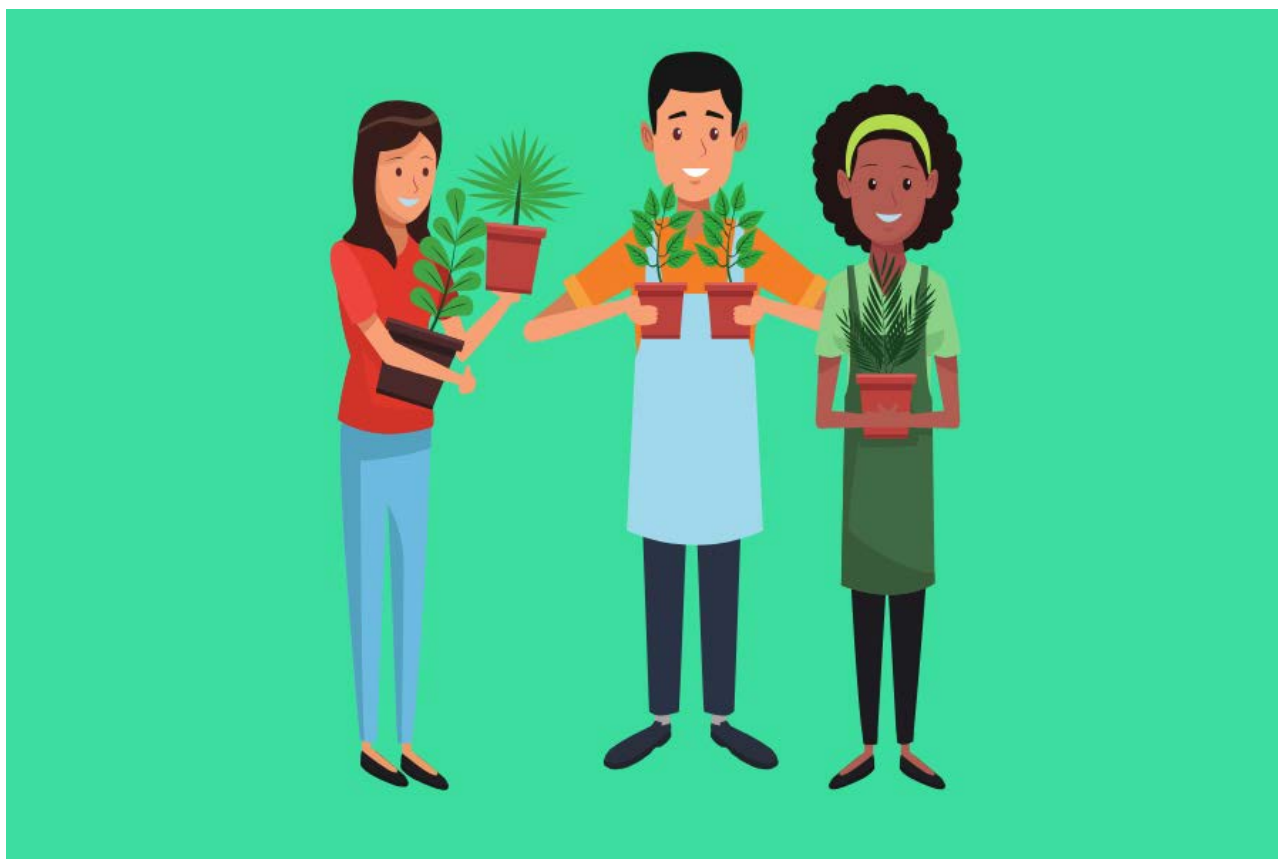
- \$150 for commercial GWP electric customers
- \$150 for single-family residential GWP electric customers
- \$80 for multi-family residential GWP electric customers
- \$60 for residential low-income GWP electric customers who are enrolled in GWP's

Glendale Care or Senior Care Program. These customers have been automatically enrolled in the program. **If you are currently enrolled in the Glendale Care or Senior Care program, please do not submit an application.**

See below for income guidelines:

- 1 household member: \$75,000 max annual income
- 2 household members: \$100,000 max annual income
- 3 household members: \$125,000 max annual income
- 4 or more household members: \$150,000 max annual income

[Click here for more information and to apply online](#)



MWD Offers Free Online CA Friendly Landscape Webinars

Learn how to transform your water guzzling landscape into a CA Friendly, water efficient landscape by taking FREE online Zoom webinars! The Metropolitan Water District of Southern California (MWD) is offering online “CA Friendly and Native Plant Landscape Training” and “Turf Removal and Garden Transformation” webinars to Glendale residents. Each class will teach residents about landscape design, how to install, and maintain a smart irrigation system, and how to choose the right plants for different areas of landscaping.

[Upcoming CA Friendly Native Plant Landscape Webinar](#)

October 6, 2020 from 5pm - 6pm
October 10, 2020 from 11am - 12pm
October 20, 2020 from 5pm - 6pm

Upcoming Turf Removal & Garden Transformation Webinar

October 15, 2020 from 5pm -6pm
October 17, 2020 from 11am - 12pm
October 27, 2020 from 12pm - 1pm

Prior registration is required for online classes. [Click here](#) to view the full list of classes, for more information, and to register today!

TRANSPORTATION ELECTRIFICATION PARTNERSHIP



GWP is Proud to Join LACI's Transportation Electrification Partnership as Part of their Advisory Group

We are proud to join Los Angeles Cleantech Incubator’s (LACI) Transportation Electrification Partnership (TEP) as part of their Advisory Group.

The Partnership includes over 30 members who have committed to working individually and collectively to achieve an additional 25 percent reduction in greenhouse gas emissions and air pollution by the time Los Angeles welcomes the 2028 Olympic Games.

“Glendale is looking forward to being involved with LACI’s Transportation Electrification Partnership’s advisory group,” said GWP General Manager Stephen M. Zurn. “Our involvement will offer an opportunity for our City to demonstrate government leadership toward advancing EV infrastructure and increased EV integration in our surrounding communities. Glendale recognizes that the electrification of transportation is a crucial strategy towards achieving improved air quality and climate goals, both locally and statewide. Glendale is eager to collaborate with the advisory team in achieving its air quality and climate goals.”

To learn more [click here](#).

**BE PREPARED FOR A
POWER
OUTAGE**

City of
Glendale
Water & Power
Gwp
Your Trusted Community Utility

- Always have flash lights and extra batteries ready for each household member.
- Check for blown fuses or tripped circuits that may be the cause of the loss of power.
- Keep refrigerator and freezer doors closed.
- Check for information on the outage on GWP's Twitter, Facebook, or Instagram account.
- Call (818) 548-2011 to report the outage.
- If you are using a life-support device, plan ahead for backup power. Call 911 if your health is in jeopardy.

www.GlendaleCA.gov/PowerOutages

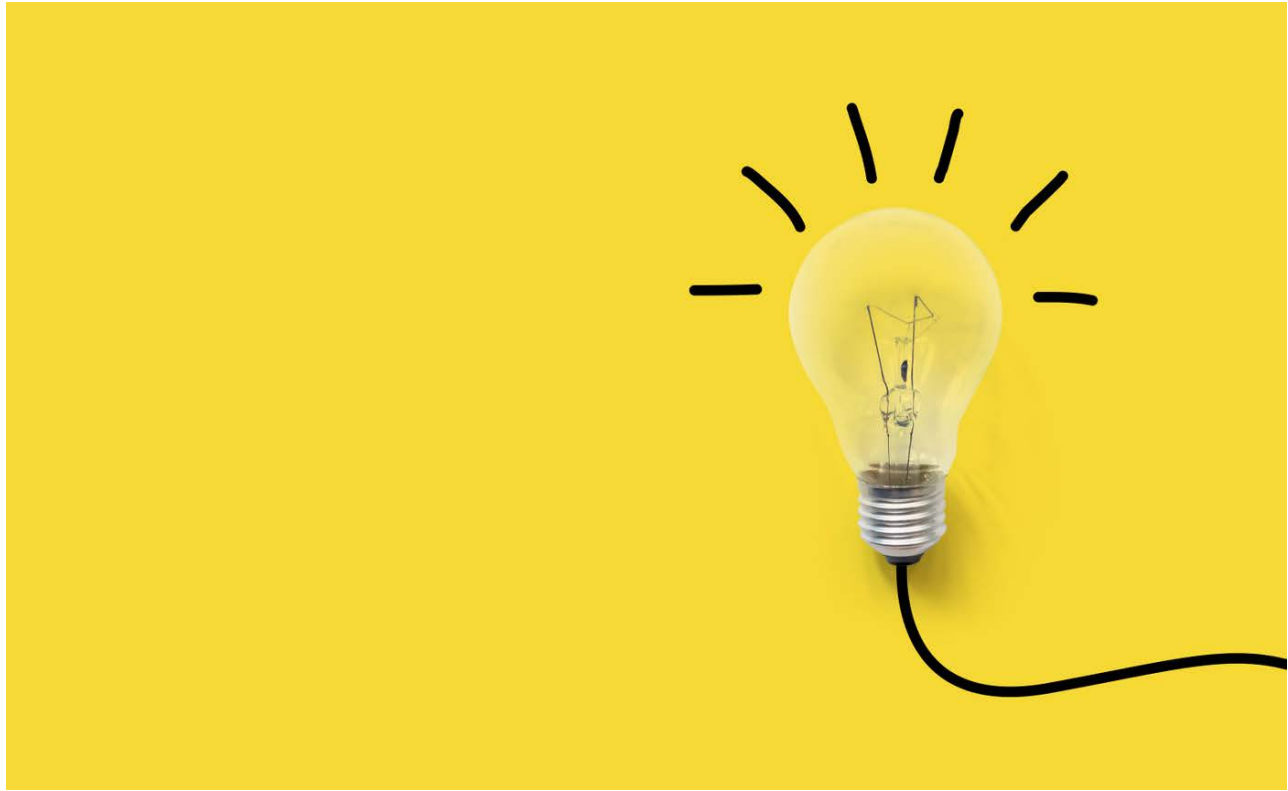
Be Prepared For A Power Outage

Power outages can happen for many different reasons, including Mylar balloons, squirrels or other rodents and birds coming in contact with power equipment, traffic accidents, and weather related events such as windstorms.

Learning about outages can help you stay safe and prepared for when they happen. With some preparation, you can keep your family safe and comfortable during an outage. Always have flash lights and extra batteries ready. We recommend not using candles during an outage due to fire safety issues. Below are some safety reminders:

- First, check for blown fuses or tripped circuits that may be the cause of the loss of power. Also, see if your neighbors have power. This will help determine whether there's a larger electric outage.
- Keep refrigerator and freezer doors closed. It helps keep the food cool. Before eating food items, check them for spoilage.
- Check for information on the outage on GWP's Twitter, Facebook, or Instagram account.
- Call (818) 548-2011 to report the outage.
- If you are using a life support device, plan ahead for backup power. Call 911 if your health is in jeopardy.

Our goal is to restore power as quickly and as safely as possible. [Click here](#) for more information.



Conservation Tips for Every Room in Your Home

In the Kitchen

- Avoid creating unnecessary heat in the house. Plan on cooking before noon or after 6:00 p.m. You can even make a salad for dinner to avoid using the oven or stove on warm days.
- Peel and clean fruits and vegetables in a large bowl of water instead of under running water.

In the Bathroom

- Be mindful of how long your showers are. Taking shorter showers can save a lot of water. Every minute less of shower time means up to 150 gallons less of water wasted per month.
- Purchase a shower head with a quick shut off valve, so that you can turn off the water while lathering up and washing hair.

In the Living Room

- Always be sure to turn off lights, fans, and electronics when you leave the room.
- Seal the windows to make your air conditioner more effective.
- Close blinds to keep sunlight out and keep your home cool.

In the Laundry Room

- Air dry your clothes when possible.

- Clean the lint filters in the dryer after each use. A clogged filter prevents your dryer from doing its job efficiently.

In the Bedroom

- Draw your bedroom window curtains during the day to keep the room cool.
- When the air conditioner is on, keep the closet doors closed so you don't waste energy cooling an area that doesn't need it

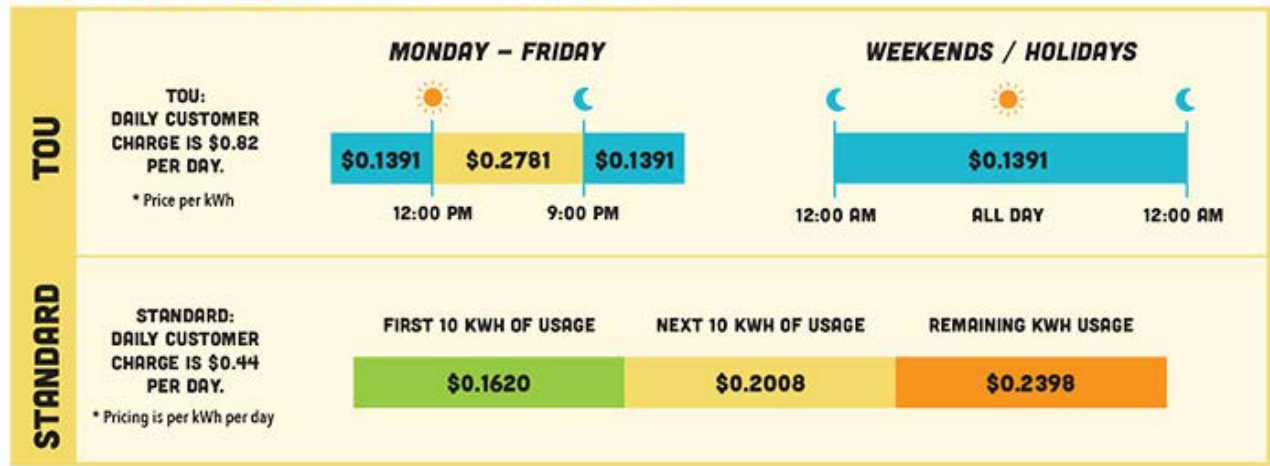
Time-Of-Use Rates

Ready to take control of your electric bill? Switch over to Time-Of-Use (TOU) rates today! TOU rates allow you to reduce your expenses by shifting your energy usage to off-peak hours. Rates during off-peak hours are lower than rates during peak hours, allowing you to save money. TOU rates may benefit you if:

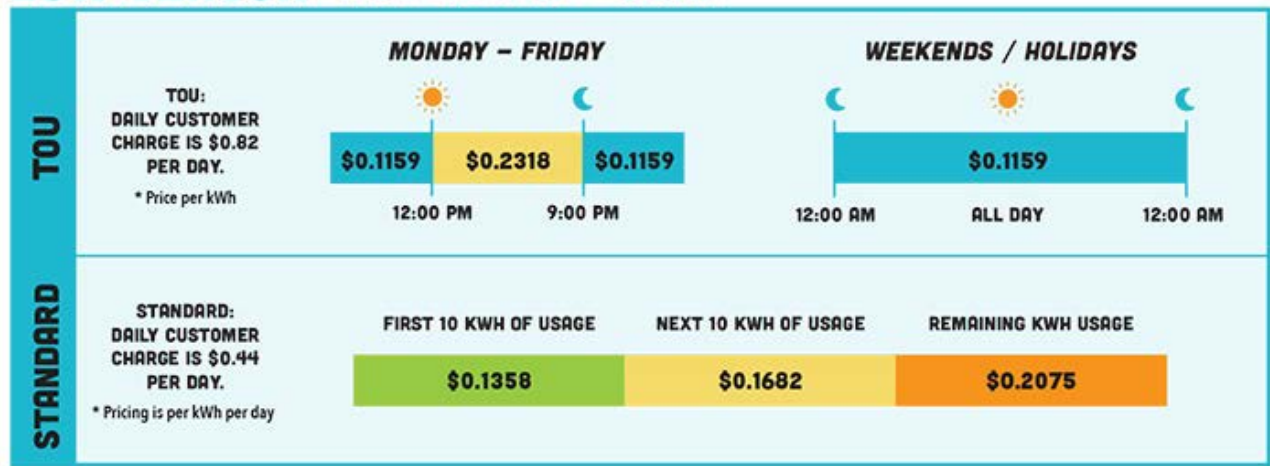
- You can throw in a load of laundry or run your dishwasher before 2:00pm or after 9:00pm
- If you can charge your electric vehicle overnight after 9:00 pm.

Below is a chart explaining the difference between the standard rate, and the TOU rate. If you think TOU rates can benefit you, call our Customer Service department at (855) 550-4497 or by email at GWPCustomerService@GlendaleCA.gov and ask for a rate comparison.

HIGH SEASON JULY – OCTOBER



LOW SEASON NOVEMBER – JUNE



Follow us on Social Media



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 at aharoutunian@glendaleca.gov.

Contributing writers: Varsenik Avetisian, Andres Azarian, Annette Baban