



CITY OF GLENDALE, CALIFORNIA

Glendale Water & Power
Utility Operations Center

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www.GlendaleWaterAndPower.com

February 8, 2023

<<NAME>>
<<ADDRESS>>
<<CITY STATE ZIP>>

Dear Valued Customer,

The Glendale Water & Power Department (GWP) is continuing its utility modernization efforts by improving its electrical distribution system throughout Glendale. This letter is to notify you that these improvements will be coming to your area as part of our South Glendale 4kV/12kV Conversion Project. This project consists of the reconstruction and upgrade of our current overhead electrical system to a higher voltage to provide a more reliable delivery of power to our customers. This higher voltage and new equipment, includes the replacement of over 400 power poles, transformers and other equipment that will increase the capacity and efficiency by allowing more power to flow through the electrical system, thereby increasing our ability to meet future demand due to vehicle and building electrification.

The proposed work will begin on February 27, 2023, and conclude in December 2023. All the work will be performed by our approved contractor Hotline Construction, Inc. and supervised by GWP electrical crews. Hotline crews will be using bucket trucks, cranes, and other machinery to install new power poles, devices, and transfer all equipment to these new poles. The work will primarily be done during normal business hours. However, some weekends may be required to complete the work as expeditiously as possible. **Due to the nature of this work and for crews to work safely and efficiently, scheduled power outages will occur, and you may be affected.**

Customers will be notified about pending scheduled outages through our Outage Management System with automated phone calls, texts and emails and receive door hangers at least two days prior to a scheduled outage. In addition, the work will require us to restrict access on selected streets in the project area and block driveways to get equipment in and out. No Parking signs will be posted two days in advance. Crews will not be entering any homes. If power poles are in backyards or in parking lots, crews will contact homeowners or businesses for access.

On the back of this letter there is more important detailed information about this project. If you would like to ensure that you receive an automated call, text, or email regarding future scheduled outages that will affect you, see the back of this letter for more details on how to update your contact information with GWP. We appreciate your cooperation and understanding.

Sincerely,

John Wanner, Electrical Superintendent
Glendale Water & Power

South Glendale 4kV/12kV Conversion Project Facts & Information

Why: To upgrade GWP's aging 4,000 volt distribution system by replacing power poles, upgrading electrical equipment to provide a more efficient and reliable delivery of power.

When: The project starts February 27, 2023 and will be completed by December 2023. Construction and power outages will be done in phases with advanced notice.

Who: Work will be done by our approved contractors Hotline Construction Inc. They will carry picture ID badges, and vehicle decals that state "approved contractor for GWP."

What affected customers both residential and commercial customers need to know:

- This project is to improve the power delivery in your area. See the project map at: www.glendaleca.gov/SouthGlendaleProject.
- Work is being done in phases; Customers both residential and commercial may experience a scheduled outage when work is being done in your area during your phase.
- Please be aware power outages unrelated to this project can occur at any time, if you experience a power outage during this project time with no notification, it does not mean you are part of this construction phase, it could mean your power outage is occurring for other reasons. For power outage information visit www.GlendaleWaterAndPower.com and click on "Map of Current Outages".
- Door hangers with the date and time of the scheduled power outage will be left for all customers on doors and on common area mailboxes at least two days prior their outage. The door hangers may also include information pertaining to driveways being blocked or a request for gates to be unlocked to access power poles in back yards should the need arise. Commercial customer will be contacted by Hotline.
- Households with family members on prescribed medical equipment that requires electricity should plan ahead and make arrangements as necessary since scheduled outages may last longer than five hours. Be mindful of battery back-up on medical equipment, and in case of emergency please call 911.
- Please prepare and plan accordingly when you receive a scheduled power outage notification with the safety of family, tenants, and pets in mind.
- **TEMPORARY NO PARKING** signs will be posted as necessary two days in advance.
- Temporary inconveniences such as noise and dust due to frequent movement of mechanical equipment may occur. At times there may be restricted access to properties or streets. Streets may be reduced to one lane or closed to through traffic to accommodate larger vehicles needed for pole replacements. Drive ways may be blocked, and if your notification includes driveways being blocked, we ask that you please move your cars prior to the work starting.
- Building managers/landlords – if you receive notification for a scheduled outage leave parking and automatic gates unlocked for easy access and elevators called down and turned off.
- Businesses should post signs as necessary for customers and tenants.
- Trash pick-up and mail delivery will not be affected.
- To update your information in our Outage Management System to ensure you receive an automated call, email, or text, visit the MYGWPportal at <https://mygwp.glendaleca.gov/> and click register/log-in. Once logged in, go to "Manage Account" and enter your phone number in "Customer Contact". There is also an "Account Contact" tab where you can enter your email address. Or call us at 855-550-4497 to update your contact information.