



Glendale Water & Power
141 North Glendale Ave., Level 2
Glendale, CA 91206



**PROVIDING RELIABLE
POWER TO GLENDALE**
July 2024

For more information about rolling outages and power outage information, and for translated copies of this information in Armenian, Spanish and Korean, scan this QR code or visit:

GlendaleCA.gov/RollingOutages



Այս ծանուցումը հայերեն դիտելու համար սկանավորեք այստեղ:

Escanee aquí para ver este aviso en español.

이 알림을 한국어로 보려면 여기를 스캔하세요.

We appreciate your understanding and patience should you be affected by an outage. GWP is a designated Reliable Public Power Provider by the American Public Power Association and is recognized for demonstrating high efficiency in reliability and power restoration. Your safety is important to us, and we strive to maintain reliability and ensure our customers' power is always restored efficiently and safely.



Outage Preparation Information 2024 Summer Season

Dear Valued Glendale Water & Power Customer,

The Grayson Power Plant, which steadfastly served Glendale by providing us local power for over 80 years, was decommissioned to make way for the new Grayson Energy Center being built to serve the fast-growing power needs of Glendale. While this repowering project is necessary for the long-term reliability of our power generation, it may pose temporary challenges that could lead to an energy shortfall in the next two years, specifically during the summer months. To ensure a smooth transition during this critical phase of the project, we ask for your support and cooperation in times of increased demand.

Soaring temperatures and heat waves increase demand for cooling and air conditioning, which puts additional strain on the energy system. Glendale is taking proactive measures to mitigate potential issues and maintain a reliable energy supply. However, if we face days of continuous high temperatures, with no cooling in the evenings, we will call on our customers to conserve energy whenever possible by issuing Peak Alerts. Without energy conservation, we will likely endure rolling outages during this time.

Although we cannot predict extreme heat events with certainty, we are committed to planning and preparing to minimize potential power disruptions. Our priority is to keep the lights on and remain reliable while preparing for these extreme heat events.

WHAT CAN CUSTOMERS DO DURING PEAK ALERTS?

Energy Conservation Tips:

- ⚡ Turn up the thermostat to 78 degrees when you are home, or 80 degrees when not home, keeping the safety of pets and family members in mind.
- ⚡ Turn off unnecessary lights and unplug appliances/devices not in use.
- ⚡ Purchase a Smart Thermostat to control temperatures using your phone or tablet and enroll in our Peak Savings Demand Response Program by visiting GWPPeakSavings.com
- ⚡ Avoid using energy-intensive appliances such as dishwashers, washing machines, dryers, or charging your electric vehicle before 9:00 PM.
- ⚡ Close all shades, blinds and curtains to keep rooms cool.
- ⚡ Use ceiling fans or personal fans as much as possible. Fans cool people not empty rooms.
- ⚡ Avoid using the oven or stove as much as possible to keep your home cool.

GWP has energy efficiency and demand response programs customers can participate in that provide incentives and encourage energy conservation. Visit the links below for program information.

Residential Programs

GlendaleCA.gov/ResidentialPrograms

Business Customer Programs

GlendaleCA.gov/BusinessPrograms



Scan this QR code for information and how to enroll in our Peak Savings Demand Response Program for residential and business customers.



UNDERSTANDING AND PREPARING FOR OUTAGES

It is important to know the difference between a rolling outage and a regular power outage. During **rolling outages**, we as a community need to lessen the strain on the power grid by monitoring energy load vs. demand. Therefore, we will not be able to inform customers ahead of time that their power will go out. If you are part of a rolling outage, your power will likely cycle on and off in 60-minute intervals. Once your power goes out, it will come back on in 60 minutes. Depending on the energy load, it is possible to experience multiple rolling outages in one day.

With high temperatures, there is always the possibility of **power outages** caused by equipment overloading or overheating. Regular power outages can last anywhere from twenty minutes to six hours depending on the type of equipment failure and repairs required.

Be Prepared During Any Type of Outage



Have flashlights & extra batteries



Have external batteries charged for phones & tablets



Keep plenty of water nearby



Conserve your refrigerator's cooling capacity by keeping the door shut



Check online for city cooling center locations

STAY UP TO DATE WITH PEAK ALERT AND OUTAGE INFORMATION FROM GWP

- ⚡ Sign-up for outage text alerts GlendaleCA.gov/OutageTextAlerts
- ⚡ Check out our live outage map on our website at any time GlendaleWaterandPower.com
- ⚡ Follow us on X, Instagram or Facebook.
- ⚡ Sign-up for our From the Source newsletter. We will use your email to send you important information and updates. GlendaleCA.gov/FromTheSource
- ⚡ Update your contact information with our Customer Service Department, by calling (855) 550-4497



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In case of any emergency, call 911.