

Currents



Always There for You!



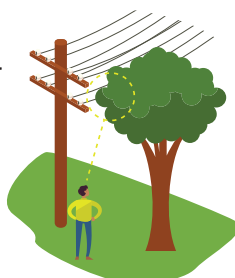
Keeping You Safe

What BWP Is Doing to Help Prevent Wildfires

Some of California's largest electric utilities announced planned power outages to prevent wildfires last October and November, causing us to think hard about what we could do to protect our homes and businesses from fires.

Fortunately, Burbank customers were not as impacted by the recent fire season, and there are no planned outages for Burbank. A key reason for that is the proactive steps we take year-round to reduce the risk of fires in our community. Of course, the community also plays a large role in these efforts.

As part of the wildfire mitigation plan, together we removed fuel for potential fires and BWP comprehensively assessed our equipment in high fire threat areas. Starting on page two inside this issue of *Currents*, you can learn more about our management plan and find out what you can do to help.



Learn what you can do with BWP to mitigate fire danger on pages 2-3. ▶

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Keeping the Lights On and the Wildfires Away

How to Prevent Wildfires in Our Community

If you watched any television news program, read a newspaper, listened to a radio, or scrolled through any social media in October and November of 2019, you may have been concerned that the planned power outages used by other utilities to prevent wildfires in Southern California would impact the Burbank community.



Some of California's largest electric utilities, including Southern California Edison and Pacific Gas & Electric, preemptively turned off power to prevent sparking wildfires when winds were high, humidity was low, and temperatures were elevated.

Some of you called BWP to ask whether your power would stay on. The answer was, "Yes!"

Burbank isn't subject to the same conditions as the utilities that had to plan weather-related outages. BWP's ability to keep the lights on is a classic illustration of how doing a lot of little things can deliver big results.

Watch Out for Impersonators, BWP Does Not Ask for Money to Trim Trees



HOW YOU CAN HELP

Trimming trees is very important, even if you don't live near the hillside.

During wildfire season, high winds can bend or break tree limbs, potentially bringing them into contact with power lines. That could create sparks, snap a power line, or break a power pole, all of which could ignite tinder-dry brush and start a fire.

What You Can Do

Trim your trees: Have a certified arborist inspect the trees on your property to prevent trees from coming within 6 feet of power lines and remove dead trees.

Contact BWP: If you see a tree that is less than 6 feet from a power line, please contact the Electric Service team at (818) 238-3575.

Help BWP help you: BWP linemen and contracted tree trimmers periodically have to access the exterior of your property to trim trees and remove dead trees. Please cooperate and allow them to do so.

"Safety is our top priority. Clearing vegetation from our electrical lines helps protect our community," said Calvin Clark, the BWP Senior Electrical Engineer who manages our wildfire mitigation plan.

"It's like the old saying, 'an ounce of prevention is worth a pound of cure.' Expanded tree-trimming near high fire threat zones denies fuel for potential fires."

BWP trims about 4,000 trees and removes about 60 trees a year



WHAT BWP IS DOING

Fortunately, Burbank customers have not been as impacted by the recent fire season and there are no planned power outages. One of the reasons for that is the proactive steps taken year-round to reduce the risk of wildfires in our community.

Trimming More Trees

To maintain a safe distance between power lines and trees, each year BWP trims about 4,000 trees and removes about 60 trees. We turn those trees into enough mulch to cover the playing field of the Los Angeles Coliseum to a depth of 4 inches.

During 2019, we expanded our clearance distances between trees and power lines in high fire threat areas to align with changes to state safety standards. Our expanded tree-trimming generated enough mulch to cover the Coliseum's playing field to a depth of 8 inches.

Inspecting and Replacing More Wood Utility Poles

BWP also conducted thorough inspections of wooden utility poles in the high fire threat zone. These inspections require an intrusive process in which we analyze the interior and exterior condition of a wood pole at and near ground level — the most common locations for wood poles to decay or sustain damage.

"These comprehensive inspections help us determine when our poles need to be replaced," Calvin said.

"Age is not always the best indicator of pole decay. That's why we perform these assessments — so that we can get an accurate picture of how our poles are doing and take action when it's needed."

BWP also assesses the structural integrity of our poles to ensure that they can withstand any high wind events. Poles that don't meet our design standards are scheduled for replacement or reinforcement.



Worker inspects health of wooden utility pole

Using Cutting-Edge Technology to Prevent Problems

Another element in our wildfire mitigation plan involves the use of advanced technology to monitor the health of our electric system.

The advanced digital meters installed a few years ago provide information that

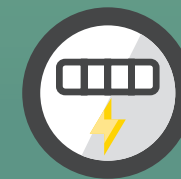
helps BWP to identify transformers and conductors operating above acceptable levels. We use advanced grid analytics software to pinpoint where these problems are located so that we can address them proactively.

For example, if five or six homes in the same neighborhood all turned on their air conditioners at the same time, that could put extra strain on the grid. That strain could overheat equipment

leading to an outage. The information we get from our advanced technology helps us make adjustments to avoid potential problems.

"BWP works proactively throughout the year to maintain a safe and reliable electric system," said Calvin. "Those efforts help keep the lights on for our customers and protect our community from wildfires."

Advanced digital meters help BWP identify potential problems



Introducing the New Green Choice Program

Reserve Your Spot Now. This new program can accommodate about 2,000 residential customers.



Residential households that want to play a larger personal role in supporting the growth of renewable energy in California will be able to partner with BWP through our new Green Choice Program.

The optional Green Choice Program was inspired by the many community members who have said at workshops, community events, and customer group discussions that they want to personally support renewable energy.

“About one-third of BWP’s electricity already comes from renewable sources like solar or wind,” said Drew Kidd, an Electrical Engineering Associate at BWP. “We developed this new program to help customers who want to support renewable energy by offsetting the portion of their power that doesn’t come from a renewable source.”

WANT TO PARTICIPATE?

This new program can accommodate about 2,000 residential customers. For residential customers who enroll between now and June 30, 2020, BWP will act as a purchasing agent to procure renewable energy credits (RECs) on participants’ behalf. RECs are assigned to energy that the state certifies as renewable, and the credits procured for this program will be the same quality and grade that utilities in California are able to purchase to meet state renewable energy requirements. Credits are used as an offset for non-renewable energy, and credits purchased for this program require renewable energy to be generated in or transmitted to California. The Green Choice Program is optional and will add an additional 1.8 cents over the regular residential rate for all electricity that the participant uses.

Visit us online at BurbankWaterAndPower.com/GreenChoice to fill out the application and reserve your spot to personally support renewable energy in California.

The optional Green Choice Program was inspired by community member input



Are You Real Confused About Real ID?

If so, you’re not alone. October 1, 2020, is the day the Real ID law will finally be enforced nationwide. Conceived as part of 2005 legislation in the wake of the 9/11 terrorist attacks, it requires people to show security-enhanced IDs to pass through airport security checkpoints for domestic flights or to enter certain federal facilities, such as military bases. You will have the option of using passports or certain other federal documents as an alternative to a Real ID.

The Department of Motor Vehicles (DMV) is working to educate California residents about what they need to do to obtain a Real ID before the October 1, 2020, federal enforcement date. As part of the application process, California residents will be required to provide two different documents to verify their California residency.

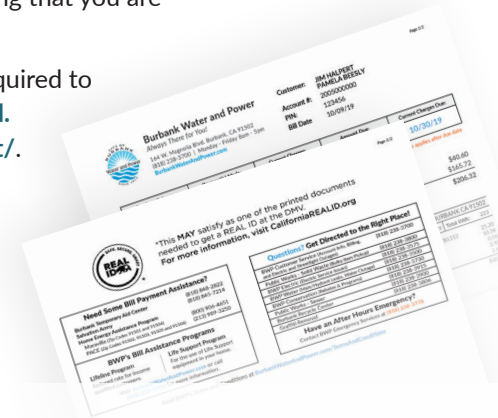
BWP is adding the Real ID logo to your utility bill. You may be able to use your BWP utility bill as one of the two documents needed to obtain a real ID as long as your full name and home address are printed on your bill. But if you use a PO Box as your mailing address or don’t have your full name and home address printed on your utility bill, it won’t qualify as a verified proof of residency for obtaining a Real ID. You can always update your BWP account information online to fix that by visiting BurbankWaterAndPower.com.

Remember, all California residents must visit a DMV field office to get a Real ID, and you will be required to bring these identity documents to complete that application:

- ONE** identity document that shows your date of birth and true full name,
- ONE** document that shows your full Social Security number, and
- TWO** different documents proving that you are a California resident.

For a full list of the documents required to obtain a Real ID, please visit realid.dmv.ca.gov/your-real-id-checklist/.

To learn more about why you may need a Real ID, visit CaliforniaREALID.org.



Your bill may qualify as one of the printed documents needed to get a Real ID.



How to Save Up to \$125 in 3 Simple Steps!

- 1** Buy and install a smart thermostat.
- 2** Get a rebate up to \$75 from BWP.
- 3** Get a rebate up to \$50 from the Southern California Gas Company.

Bonus!

Use your smart thermostat to save on heating and cooling costs year-round. Learn how to get your rebates at BurbankWaterAndPower.com and SoCalGas.com.



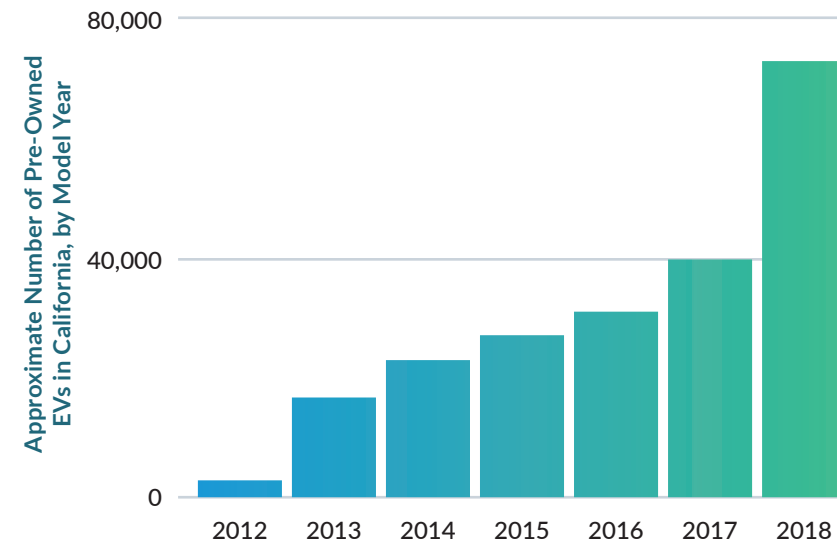
Pre-owned EVs Just Got More Affordable!

Buying a used electric vehicle (EV) is a smart deal that just got smarter, thanks to a new rebate program for BWP customers who purchase a pre-owned EV.

After a new vehicle is sold, its resale value goes down. That's called "depreciation." Most car depreciation takes place in the first few years after a new vehicle is purchased.

In fact, according to Kelley Blue Book, the base 2016 Nissan Leaf starts at about \$30,000 and increases to about \$35,000 for the mid-level SV, and to about \$37,700 for the top-of-the-line SL. A quick sampling of used 2016 Leafs shows a typical price of about \$12,600. In essence, a three-year-old Leaf can be purchased for about 36% of its original selling price.

up to
\$1,000
Rebate



APPROXIMATE NUMBER OF USED EVS IN CALIFORNIA

Most battery-powered electric vehicles are leased rather than bought, meaning there is a large pool of used EVs looking for buyers.

Source: Alliance of Automobile Manufacturers

Up to 80% of battery-powered electric vehicles are leased, rather than bought, meaning that a large number of used EVs become available for resale about three years after they are manufactured.

If you've visited a car lot, you may have found that there are rebates for new vehicles, but not for pre-owned ones. But that's changing this year with the used EV rebate available from BWP.

In California, there are potentially tens of thousands of used EVs looking for new buyers (see chart above).

Buying a pre-owned EV becomes an even smarter decision with BWP's used EV rebate of up to \$1,000. BWP plans to invest nearly one million dollars in used EV rebates over the next five years in order to put over 900 used EVs back on the road.

A pre-owned EV runs just as clean as a new one, and at a far lower cost!

INCOME QUALIFIED BUYER

BWP's \$1,000 rebates can be combined with the "Replace Your Ride" program that's managed by the South Coast Air Quality Management District (South Coast AQMD). That program provides income-qualified buyers with up to \$9,500 in incentives to retire your current vehicle and replace it with a newer, more fuel-efficient model sold by participating dealerships.

Although there are income qualifications for the South Coast AQMD program, there are no income qualifications for the BWP rebate program.

The BWP rebate program requires that the used EV be at least two years older than the year in which you make a purchase. That means any EV models from 2018 or older are eligible for a rebate during 2020.

More information about the BWP pre-owned EV rebate program can be found at BurbankWaterAndPower.com/UsedEVs

Information on the South Coast AQMD "Replace Your Ride" program can be found at www.ReplaceYourRide.com or by calling (844) 797-2223.

BWP plans to invest nearly one million dollars in used EV rebates over the next five years to help Burbank residents get behind the wheel of over 900 used EVs.



FOR MORE INFO

BurbankWaterAndPower.com/UsedEVs
ReplaceYourRide.com

Exchange Commercial Lawn Equipment For a Cleaner, Quieter Burbank

AND GET AN EXTRA BATTERY REBATE FROM BWP



Did you know that emissions from gas-powered lawn and garden equipment is a significant source of air pollution in our region?

In fact, using a gasoline-powered lawn mower for just one hour generates as much smog-forming emissions as driving from Los Angeles to Las Vegas, according to the South Coast AQMD.

That's why the South Coast AQMD is offering the Commercial Electric Lawn and Garden Equipment Program. This program allows commercial customers to exchange their gas-powered landscape equipment with the latest zero-emission, battery-electric equipment at a reduced price.

Electric landscaping equipment requires less maintenance than gasoline-powered equipment and is safer for both the operator and the environment. Plus, electric motors are quieter!

BWP commercial customers can also receive a rebate of up to \$475 from BWP for purchasing an extra battery for the equipment they exchange through the Commercial Electric Lawn and Garden Equipment Program. Visit BurbankWaterAndPower.com for more rebate information.

See where you can exchange your commercial-grade landscape equipment at AQMD.gov/LawnGarden.



BurbankWaterandPower.com
AQMD.gov/LawnGarden

Watering Trees Is Important!

3 Simple Tips for Watering Trees



CHECK

How do you know if your tree needs to be watered? Check! Use a screwdriver or a similar tool and gently push it 6 to 8 inches into the ground at the base of the tree. If the soil is dry and crumbly, it may be time to water again. How often will you need to water? Every tree is different, but generally young trees will need watering 1 to 3 times a week (depending on the temperature) and mature trees will need watering 1 to 2 times a month.



WATER

When watering your tree, think low and slow. Water at ground level to avoid losing water to evaporation. Use a watering tool with a slow, steady release to make sure the water soaks into the ground. The goal is to get the water to the roots, which are typically 12 to 18 inches below the surface. Don't forget to set your sprinklers to run before 9 a.m. or after 6 p.m.!



MULCH

Mulch keeps moisture in the soil and protects your tree's roots from extreme heat. Layer about 4 inches of mulch on the ground around your tree, making sure to leave about 6 inches of empty space between the trunk and where the mulch begins.

For more info, call
(818) 238-5300

Did you know that the City of Burbank has a FREE mulch program? Visit the Parks & Recreation Department online at Burbankca.gov/treecare to find convenient pick-up locations. Need a lot of mulch? You may qualify for home delivery. For more information, call (818) 238-5300.

\$2 Per Square Foot

Turf Replacement Rebate Available Through SoCal Water\$mart

Turf grass is one of the most water-intensive plants in your landscape! Its high water use and need for frequent maintenance make it an expensive and time-consuming landscape option. By transforming your landscape, you could reduce your maintenance costs, save on your water bill, and show that you care about water sustainability.



Visit BurbankWaterAndPower.com/conservation/turf-replacement-rebate to find out more about the turf replacement program.

✂ CLIP THIS OUT AND GIVE IT TO YOUR GARDENER!



ONEBurbank Ensures Peace of Mind for the International School of Los Angeles



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit ONEBurbank at ONEBurbank.com

The International School of Los Angeles is a nonprofit, independent, international school committed to delivering bilingual education and promoting academic excellence in a nurturing environment. With five campuses throughout greater Los Angeles serving approximately 1,100 students in preschool through 12th grade, the school offers a curriculum culminating in the French baccalauréat or the International Baccalaureate® (IB) Diploma Programme. This academic year, the school extended its international track to start in 9th grade, providing students an additional year of preparation for the IB Diploma Programme. Burbank's Rancho Equestrian district is home to the school's secondary campus where 330 middle and high school students learn every day.

Right: Stéphane Tixier, IT Director



Above: Students at work with technology at the International School of Los Angeles

Stéphane Tixier, Information Technology (IT) Director, talks about BWP's ONEBurbank fiber service:

We've looked to broaden our use of technology and learning-management systems, and that requires speedy, consistent internet that works 100% of the time. With about 400 devices connected daily at our Burbank campus, we faced regular challenges with our previous cable line. Bandwidth was often insufficient, leading to disruptions that negatively impacted technology use and our ability to implement additional online resources. Upload bandwidth was also a major concern, since the Burbank campus is also home to our School Administration office, where we host core school-wide applications, like the Student Information System. We needed a dedicated line with a real bandwidth allocation, and we were committed to working with a Burbank-area provider. Following a thorough site visit and an impressive technical proposal by BWP staff, it became apparent that ONEBurbank was the perfect solution.

Fast and reliable, ONEBurbank has been key in cementing the foundation of our school's IT infrastructure. Since our transition a year ago, we haven't had a single outage and the needed bandwidth is always there, giving us ultimate peace

of mind. Trusting our internet connection has allowed us to confidently implement transformative digital resources for our students and teachers, begin a one-to-one Chromebook program in the 7th grade, expand online standardized testing, and further adopt online learning management systems for some classes. We now have the ability to increase bandwidth based on our demand, easily meeting the needs of our campus and the School Administration office at the same time. And ONEBurbank's dependable service has allowed us to improve our school-wide data security by hosting more services on secure cloud platforms.

We are grateful to BWP for making this premium fiber networking service — paired with family-like customer service — available to Burbank businesses. ONEBurbank has transformed the way we implement technology at our middle and high school campus in Burbank.

We welcome the International School of Los Angeles as another satisfied ONEBurbank customer! Visit their website at www.internationalschool.la for more information.



International School Los Angeles Lycée International

BWP'S HOME IMPROVEMENT PROGRAM

"It Doesn't Cost Anything and It Will Save You Money"

That's how longtime BWP customer Dorinda Carey described the benefits of our Home Improvement Program, where trained specialists come to your home, recommend water and energy efficiency improvements, and install no-cost, high-efficiency products for year-round savings and comfort.



Dorinda Carey and Danny

These specialists work by appointment, even on Saturdays.

Dorinda started by scheduling a convenient appointment for the Home Improvement Program. Within a few weeks, Danny, one of our program specialists, visited Dorinda at her home.

"Danny was pleasant, polite, and professional, with a great demeanor," Dorinda said. "He was so kind and knowledgeable, and he spoke about water and energy issues in a way that was very understandable."

Dorinda was having problems making sure her flower bed got evenly watered. Some areas were getting too much water while others didn't get enough. Danny recommended

replacing one large sprinkler head with four smaller micro-sprinklers to make sure her entire 40-foot by 4-foot flower bed was adequately watered.

"My flower bed has much better coverage now," she said. "My flowers are prettier, and I'm using less water to boot. I like to be conscientious about my water and power use."

Dorinda is no stranger to efficiently using water and electricity. In previous years, she had low-flow toilets and showerheads installed. Most of her lightbulbs were CFLs or LEDs. As part of her Home Improvement visit, Danny gave her some additional LED bulbs as well as a customized checklist about her energy and water use.

"I was interested to see a dollars-and-cents breakdown of my water and electric use," continued Dorinda, who has been a BWP customer for over four decades. "I didn't know what it costs to run a ceiling fan or stream a movie on my big-screen TV. It was very interesting."

Other services offered through the Home Improvement Program include air sealing, duct sealing, and attic insulation. Without hesitation, Dorinda recommends other BWP customers take advantage of the no-cost Home Improvement Program.

"I am really impressed with the way the City of Burbank, and BWP, are run," she continued. "I am interested in saving money, and I'm doing that now."

Renters and homeowners can schedule their own appointment for the Home Improvement Program by calling **(866) 365-7358**.



Danny programming a customer's sprinkler system



Always There for You!

Please use water and energy wisely.

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Permit No. 72

ECRWSS

Postal Customer



Your Voice Matters

Please let us know how we are doing and how we can improve *Currents*. Take our survey at:
surveymonkey.com/r/BWPCurrents



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