



## URGENT NOTICE

\*\*\*\*Important Notice Regarding Your Water Service\*\*\*\*

January 20, 2010

Dear Burbank Customer:

Even with the recent heavy rains we experienced, Southern California is still in the midst of a long-term water supply crisis. Every resident and business in Burbank is required to use water wisely. As part of this effort, **the City of Burbank now requires that all multi-family residential, commercial and industrial water service customers certify that certain water efficiency measures have been installed on their property.** The water efficiency measures are listed on the attached "Certificate of Compliance." Compliance must be achieved **by June 30, 2010.** Please do not return the "Certificate of Compliance" form until you have achieved compliance.

A customer who fails to certify compliance by June 30, 2010 will be subject to a surcharge of 25% on their water bill for 12 months commencing on July 1, 2010<sup>1</sup>. At any time during that 12-month period, a customer may install the required measures and request an inspection. Upon successful inspection, the surcharge will be discontinued. If non-compliance continues beyond the 12 month period, the surcharge will increase to 50% per month, until compliance occurs.

The Compliance form may also be downloaded from [BurbankWaterAndPower.com](http://BurbankWaterAndPower.com) along with information on the water supply crisis, conservation tips, incentive programs, and much more. BWP provides 1.0 and 0.5 gallon-per-minute bathroom faucet aerators, as well as water-saving kitchen faucet aerators and showerheads, all free to BWP customers!

Please disregard this letter if you have already responded.  
Thank you for your attention to this important information!

Joanne Fletcher  
Assistant General Manager

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<sup>1</sup> Per the Fiscal Year 2009-10 Citywide Fee Schedule which can be viewed at [BurbankUSA.com](http://BurbankUSA.com).



## CERTIFICATE OF COMPLIANCE

*Please fill in all information both front and back of this page:*

**Customer Name:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**BWP Account Number:** \_\_\_\_\_

(This 6- to 16-digit number is found on the upper right corner of the City's Municipal Services Bill)

**PLEASE NOTE: A separate Certificate of Compliance is required for every BWP Account with a potable water meter.**

I hereby certify (1) that I am the Customer whose name appears above or the Customer's authorized representative, and (2) that the property located at the address indicated above is in full compliance with the City's required water efficiency measures listed on the back of this page.

**X**

\_\_\_\_\_  
*Signature of Customer or Authorized Representative*

\_\_\_\_\_  
*Date*

**Information for Person Certifying on Customer's Behalf:**

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Daytime Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Company Name: \_\_\_\_\_

(if different from Customer)

<b>REQUIRED WATER-EFFICIENCY MEASURES</b>				
Certificate of Compliance is required for every BWP Account with a potable water meter.		<b>PLEASE FILL IN THE INFORMATION REQUESTED IN THESE THREE COLUMNS!</b>		
<b>Device</b>	<b>Requirement</b>	<b>Total Number Of Units</b>	<b>Number Of Units Replaced BEFORE 09/01/09</b>	<b>Number Of Units Replaced AFTER 09/01/09</b>
Showerheads	2.5 gallons per minute or less			
Kitchen Faucet Aerators	2.0 gallons per minute or less			
All other Faucet Aerators	1.0 gallon per minute or less			
Toilets	1.6 gallons per flush or less			
Urinals	Option (A) waterless urinals			
OPTION A OR OPTION B	Option (B) urinals 1.0 gallon per flush or less PLUS all lavatory faucet aerators 0.5 gallons per minute or less			

**If any fixtures are not currently in compliance, do not return the Certificate of Compliance form until you have achieved compliance.** Please submit only one form per account number. Locations with multiple units must submit one compliance form once all the units are in compliance.

Burbank Water and Power reserves the right to inspect all properties for compliance. Once compliance has been achieved, send this completed form to:

Burbank Water and Power  
 Attention: Water-Efficiency Compliance  
 P.O. Box 631  
 Burbank, CA 91503-0631

Multi-family, commercial and industrial properties that fail to certify compliance by June 30, 2010 or are found to be out of compliance after an on-site inspection will be subject to a surcharge of 25% on their water bill for 12 months. At any time during those 12 months, you may install the required measures and request an inspection. Upon successful inspection, the surcharge will be discontinued. If the non-compliance continues beyond the 12 months, the surcharge will increase to 50%.

Should you have any questions about this form or its requirements, please call Burbank Water and Power at 818-238-3700.