

Currents



Always There for You!

The Drought Continues

We started 2015 with a historically dry January, then got some rain relief in early February. But, was it enough?

Not even close.

Rainfall, snowpack, and runoff estimates are way below average for the state and, with the so-called rainy season ending, California will definitely continue in drought-emergency mode throughout 2015.

In fact, conditions are so bad that Governor Brown issued an Executive Order on April 1 that, effective immediately, requires a statewide 25% reduction in potable (drinking) water use.

Burbank residents have done a yeoman's job of conserving water. Compared to this time last year, we are using about 10% less water – and that was during a record-breaking temperature year! We thank you for your efforts but all reasonable efforts to use water wisely need to continue unabated. There just isn't any water to spare.



Preserve our Reserves!

**Did you know?
Southern California is living
off of stored water.**

The only reason why our lawns are still green when we are in the fourth year of a severe drought is because of stored water. Kudos go to the Metropolitan Water District (MWD), for building and filling reservoirs over the past 20 years to store water for use during droughts and other emergencies.

In 2012, MWD had a record high 2.7 million acre-feet in storage. Since then, more than half of that water has been used to fill the gap between southern California's thirst for water and limited supplies from the California Aqueduct and the Colorado River Aqueduct. Just 1.2 million acre-feet remain in storage. We need to make this water last for as long as possible since we don't know how long the drought could continue.

Think about the dwindling water in the tank every time your sprinklers are on or a faucet or showerhead is running. What can **YOU** do to conserve water? We need all 104,709 Burbank residents and every business in town to take this to heart!



What Can I Do to Save Water?

Inside Your Home

- Wash only full loads of laundry and dishes
- Fix leaky faucets or toilets immediately
- Limit showers to five minutes
- Turn off the water while you brush your teeth
- Upgrade your toilets, clothes and dish washers to high-efficiency units

Outdoors

- Follow Burbank's landscape watering requirements! With Governor Brown's 25% reduction mandate, there may be changes to Burbank's irrigation limitations. We'll get the word out on any changes as soon as we know. For now, try limiting water to two days/week.
- Fix leaks, overspray and broken sprinkler heads immediately
- Use a broom instead of a hose to clean driveways and sidewalks
- Don't lose water to evaporation – water plants and grass only when the sun is down; use mulch around plants



Drought: A New Normal for California?

As California slides into its fourth straight year of drought, Stanford scientists reported in March that climate change is increasing drought risk and boosting the odds that our current crisis will become a fixture of the state's future. The Stanford report states that it's the combination of high temperatures and low rainfall that lead to severe drought conditions. Noah Diffenbaugh, a Stanford climate scientist, described what's happening with a coin toss example:

Imagine flipping two coins, one for precipitation and one for temperature. Until recently, precipitation and temperature occurred independently. But climate change means the temperature coin lands more frequently on warm weather, resulting in a more common combination of warm and dry – drought conditions.

Modeling done by Stanford indicates that the warming trend will continue, increasing the odds of that drought coin toss happening more and more frequently in the coming decades.



Where Does Burbank's Power Come From?

BWP generates electricity here in Burbank and procures energy from a variety of technologies and fuels from across the western U.S. A varied portfolio means energy reliability Burbank can count on! In this ongoing series, we look at how Burbank is powered.

HOOVER DAM

Few power generation facilities are as iconic as the Hoover Dam. Constructed in the early 1930s, Hoover Dam's 17 giant turbines use water to produce electricity. In the early stages of construction, Burbank entered into a 50-year contract to receive Hoover Dam energy, a move that experts of the time thought was foolish. In 1937, power from Hoover Dam first flowed across Burbank transmission lines and we've been receiving power from Hoover ever since. Our current contract with Hoover Dam extends to 2067.

Burbank's share in Hoover is 20 megawatts or enough energy to serve several thousand Burbank homes throughout the year. Having a stake in Hoover Dam helps BWP ensure that Burbank's lights will stay on even if there is a problem somewhere else in the electric system.

Photo courtesy of The Bureau of Reclamation

Join the 5,000 Burbank residents who have already taken advantage of BWP's premiere energy and water efficiency program*!



Is your home as comfortable and efficient as it should be? Why not give BWP's **Green Home House Call** program a call to find out? Read what two Burbank residents have to say about their experience with the program:

"I was thoroughly pleased with the entire experience. The fact that it is a FREE service, it was a no brainer to have this done."

"I had the most rewarding experience when Danny did the **Green Home House Call**. I haven't experienced much better customer service in my life. He came in with a warm personality, showed me ways to save money, how my apartment could be more energy efficient, and explained everything in detail." - *Alex Kresovich*



"The program is absolutely wonderful. I'm retired and couldn't afford to do everything you did for me. I really appreciate it. Thank You."

"I'm glad I called because they sealed a big hole under my kitchen sink. Now my legs don't freeze when I do the dishes. I received attic insulation and they checked my home for leaks. Our back door wasn't in the best shape, but they were able to seal it and my front door. They didn't use cheap stuff either, my husband was surprised with the quality. Every single person that came into my home was professional; it was "yes, ma'am", "please" and "thank you". I was really comfortable with them in my home. On a scale of 1-10, I give **Green Home House Call** an 11." - *Karen Hjelmstrom*



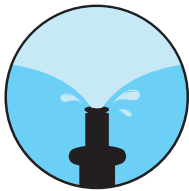
**And, did we mention that it's free?! Call 866-365-7358 today if your home isn't one of the 5,000 Burbank homes that has already received a Green Home House Call!*

*Above right: Burbank resident Alex Kresovich with Green Home House Call's Danny Reveles;
Above left: Danny with resident Karen Hjelmstrom.*

WANT TO KNOW HOW TO USE LESS WATER IN YOUR GARDEN?

START HERE

WANT TO OPTIMIZE YOUR WATERING SCHEDULE?



FOLLOW BURBANK'S WATERING REQUIREMENTS

- Tuesdays, Thursdays, & Saturdays Only During Warmer Weather
- Water for 15 Minutes or Less
- Fix Broken Sprinklers
- No Water Runoff



APPLY FOR A REBATE FOR A SMART CONTROLLER!

SoCalWaterSmart.com

DO YOU WANT TO BEAUTIFY YOUR LANDSCAPE?



\$3 PER SQ FT REBATES FOR TURF REPLACEMENT

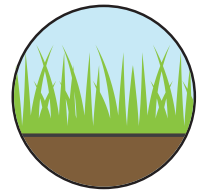
- No Square Foot Limit
- Save Water and Money
- Drought Tolerant Garden
- Beautiful Year-Round!



ATTEND FREE WORKSHOPS!

- Turf Replacement
- Landscape Maintenance
- Watershed Wise Gardener

WANT TO INVEST IN A MAINTENANCE-FREE LANDSCAPE?



\$3 PER SQ FT REBATES FOR SYNTHETIC TURF

- No Square Foot Limit
- Nearly 100% Water Savings
- No Mowing or Fertilizing Needed
- Green Year-Round



VISIT THE COMMUNITY DEMONSTRATION GARDENS!

BurbankWaterAndPower.com/demonstration-garden

For information on all BWP Programs, visit BurbankWaterAndPower.com

Harmonia Mundi

Music to our Ears!



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**



*Thomas Moy,
Information Technology Manager*

Founded in Paris in 1958, Harmonia Mundi is the world's oldest independent classical music label. Harmonia Mundi established its first US office in 1982 and, in 2004, moved its national headquarters to Burbank. Now one of the country's foremost independent music distributors, Harmonia Mundi USA partners with the world's finest record labels to distribute not only classical music, but jazz, world, and popular music as well.

Thomas Moy, Information Technology Manager, shares his experience with BWP's ONEBurbank fiber service:

As IT Manager, my job is to keep Harmonia Mundi on the cutting edge of technology developments

in the music industry, and that requires the best Internet connection possible. One day, while playing beach volleyball with a friend who works for a 3D production company, we were lamenting the state of business broadband. Recalling that my office is located in Burbank, he suggested I take advantage of **ONEBurbank's** fiber service.

We were coming off contract on our Ethernet over copper lines, so we

We sync b2b file shares in the cloud and backup all of our data off-site, out of state. The possibility is open for us to move our datacenter infrastructure into the cloud and perhaps run a failover system off-site as well.

ONEBurbank's fiber service is rock solid and fast. It has never failed to beat the service level we pay for. Now, the only problem is we've become spoiled – many of our

Living with ONEBurbank fiber is like living in the future.

bounced quotes from various San Fernando Valley telecom companies. Not one came close to the rates **ONEBurbank** offered. Worse, we felt like we were just anonymous dollar signs in the eyes of the telecoms. **ONEBurbank's** people radiated a sense of wanting to build a healthy community in Burbank.

Living with **ONEBurbank** fiber is like living in the future. Our full-resolution recording edits travel through the Internet in minutes instead of days. We upload our recordings to digital distributors instead of shipping copies to them.

business partners on the Internet are still living in the past!

We welcome Harmonia Mundi as another satisfied ONEBurbank customer! Visit their website at www.harmoniamundi.com for more information.





Burbank Water and Power

Always There for You!

Pay My Bill Contact Us City of Burbank

HOME MY HOME MY BUSINESS WATER ELECTRIC CONSERVATION ABOUT US ONEBURBANK

Search...

Conservation

MY BUSINESS

WATER

ELECTRIC

CONSERVATION

ABOUT US

Home - Efficiency Incentives - My Daily Usage

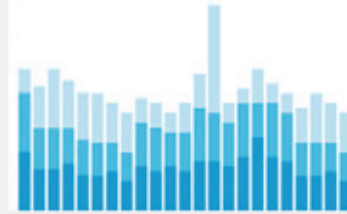
MY DAILY USAGE

Share & Bookmark Print Email RSS Feedback

Get smart insights into your patterns of use.

Sign in to view your energy use online!

Sign In



Get Notified!

Look, Learn, and Save!

Would you like to know if your electric bill is on track to be higher than usual, before it actually arrives? If so, sign up online and we'll send you email or phone alerts when your energy use is 30% or higher than normal. We'll also give you tips on how to get your bill back in shape!

To sign up, go to **BurbankWaterAndPower.com**. Click on Conservation, Save Energy at Home, then My Daily Usage. While you are there, check out your daily energy use. Seeing when you use energy can give you ideas on how to reduce your costs. Look, learn, and save!

City Water WaterSmart Program
123 Main Street
Anytown, CA 99765

YOUR HOME WATER REPORT
THIS IS AN INFORMATIONAL REPORT AND NOT A BILL.
SERVICE ADDRESS: 456 Washington St., Anytown
ACCOUNT NUMBER: 1047124-01
SIGN UP TO GET THIS REPORT VIA EMAIL:
citywater.com

Blair Jones
456 Washington St.
Anytown, CA 99765

Your WaterScore
Also 10-30-2016

Way to go, WaterSaver!
You ranked in the top 20%.

Gallons Per Day (GPD)
9 CDF = 111 GPD

You: 111 GPD
Neighborhood: 250 GPD
Average WaterSaver: 276 GPD

Schedule a free House Call
A City Water-use specialist will:
• Check for leaks.
• Develop an efficient irrigation schedule & rebate info.
• Provide free water-saving devices for your home. Why
It's a free, annual check-up—for your home. Why
won't you call 415.555.555.

Your use compared to last year
You're using 24% less water than during the
same period last year.

Log On
Take the guesswork out of
saving water. See:
• Where you're using the most
• All actions relevant to you
• Step-by-step tips and rebates
citywater.com
Registration Code: XYZY Z
Zip Code: 99765

Water-saving actions just for you
Selected assuming your home has 4 occupants and a 4,000 to 8,000 sq. ft. yard.
Log on to correct us!

Potential savings if you:

- Turn off water when brushing: 7 GALLONS PER DAY, \$24 PER YEAR
- Upgrade to a low-flow toilet: 28 GALLONS PER DAY, \$67 PER YEAR
- Install high-efficiency showerheads: 14 GALLONS PER DAY, \$54 PER YEAR

A free service offered by your water utility and powered by SmartWater Solutions.

Hot off the Press!

Home Water Reports

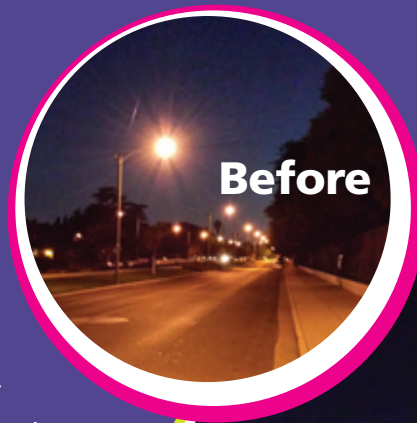
BWP's newest program is Home Water Reports. Every other month, 15,000 single-family homes in Burbank will receive a one-page report. The reports will include information on the home's water use, a comparison to similarly sized homes, and water savings tips and programs. Online information showing the home's weekly, daily and even hourly water use will also be available. If your home is not one of the randomly selected 15,000 to receive this report, don't despair! **We will be providing Home Water Reports to all single-family households in Burbank next year!**

We See the Light!


Over time, Burbank's 9,500 streetlights will be changed to LED lighting. LEDs are very energy efficient, offer better light quality, and last longer than the high-pressure sodium lighting typically used in streetlights. To do this in the most economical way possible, BWP will be upgrading the streetlights as maintenance is required.


In addition to roadway illumination, streetlights enhance personal safety for pedestrians and bike-riders, as well as providing some security against household and business burglaries. Every week night, BWP staff patrols Burbank to identify and promptly replace burned-out streetlights.

Before and after images of the old street lighting and new LED street lights on the same Burbank street.



Service	Meter Number	Service Period
Electric-kWh	2R018725	02/06/15 - 03/06/15
Water	67026	02/06/15 - 03/06/15

Meter 2R018725 History		
 Electric 818-238-3700	This Year	411 kWh
	Daily Avg.	14.679 kWh
	Last Year	501 kWh
	Daily Avg.	17.893 kWh

Meter 67026 History		
 Water 818-238-3700	This Year	2.780 hcf = 2,079.440 gal
	Daily Avg.	0.099 hcf = 74.266 gal
	Last Year	6.980 hcf = 5,221.040 gal
	Daily Avg.	0.249 hcf = 186.466 gal

See how your water and energy use compares to last year's usage!

kilowatt-hours of electricity and gallons of water your home used during the current billed period compared to your use from the same time last year. This is just one way that BWP is working to be "Always there for you!"

How has My Usage Changed?

Just over a year ago, BWP went live with a new customer information system, the backbone for the 53,000 bills we send out monthly. Getting a new billing system in place is a huge undertaking and we determined not to go live with it until it was absolutely bulletproof and we knew that every bill would be correct. In fact, 100% accuracy was our only goal and we are pleased to report that we have hit this mark.

We are also pleased to report that usage comparisons are back! Your monthly bill now shows how many

usage comparisons are back! Your monthly bill now shows how many

Not-for-Profit Agencies Get Needed Improvements

Burbank's not-for-profit agencies face special challenges. Ongoing fundraising to keep programs afloat amid tight budgets is the norm. This often means that facility upgrade investments and even necessary maintenance get deferred. So BWP created a pilot program to help.

Last month, BWP completed work at three local not-for-profit agencies. Following a comprehensive audit of the energy and water-using aspects of each facility, **the Boys & Girls Club of Burbank, Kids Community Dental Clinic, and BCR "a place to grow"** received needed facility improvements, including:

- Replacement or servicing of air conditioning units
- New lighting installed with occupancy sensors, dimming and daylight harvesting controls added
- Replacement of old and inefficient refrigerators with high-efficiency units
- Implemented recommended irrigation schedule

These agencies do tremendous work in our community. BWP is grateful for the opportunity to assist in making the facilities more comfortable and affordable!



BOYS & GIRLS CLUB
OF BURBANK AND GREATER
EAST VALLEY

"I am thrilled with the new upgrades to our lighting and air conditioning systems that BWP made at the Club. I love how the lights in the games room respond to natural light. And, of course, the new refrigerator is just wonderful. The improvements have made a huge difference for the staff and our Club kids. Thanks to BWP our Club is so much more energy efficient. As a result, our bills are lower allowing us to use our resources directly for our kids programs and services."

Susan Sebastian, Marketing Director



"There are no words to match our gratitude toward BWP, just saying thanks could never repay your kindness! We are proud to be in a city that encourages and supports the work we do at BCR "a place to grow!"

*Forever grateful,
Julie Larsen, Executive Director*



"a place to grow"

"The Kids' Community Dental Clinic is grateful to be a part of BWP's program. The new lighting is crisp and clear and several of our volunteer dentists have commented on how they can see their work clearly! The sensors are amazing! When we walk into the building in the morning, the lights go on automatically. Thank you, Burbank Water and Power!"

Dale Gorman, Executive Director



Glenn A. Brown

Glenn Brown, a generous geologist gentleman, passed away on February 22 at 91 years old. Glenn was a pioneer in many respects. After serving in World War II, he graduated from UCLA and holds the distinction of being the third registered geologist in the State of California. Glenn is also credited for being the first to hire female geologists and was a wonderful mentor, giving generously of his time to all. For the last fourteen years, from December 2001 to January 2015, Glenn represented the City of Burbank as a Board Member to the Metropolitan Water District of Southern California.

BWP, and indeed all of Burbank, is deeply indebted to Glenn Brown for his years of service and ardent work to protect southern California's groundwater, while maximizing its use as the essential natural resource. He will be sorely missed.

Calling All Burbank Seniors!

**You are Cordially Invited
to Attend a Meeting on
Burbank's Energy Future!**



We Want Your Input!

For over 100 years, BWP has provided Burbank with the energy you count on, day in and day out. As we plan for the next 20 years, please join us to get informed and add your voice to the decision-making.

**Monday, May 18
1:00 – 2:30pm
Joslyn Center*
1301 West Olive Avenue**

** For those 55+, please. Admission is free.*

**BWP is YOUR community-owned utility.
Let your opinion on Burbank's energy
future be heard!**



Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

PRRTSTD
U.S. Postage
PAID
Van Nuys, CA
Permit No. 72

ECRWSS



Follow BWP at twitter.com/BurbankH2OPower

Scan the barcode with your smartphone to go directly to our Twitter page.

FSC LOGO

This BWP newsletter is printed on recycled paper that is Forest Stewardship Council (FSC) certified. The FSC Logo identifies products which contain wood from well managed forests certified in accordance with the rules of the Forest Stewardship Council.

How to Contact Us.

Customer Service: (818) 238-3700

Water Services: (818) 238-3500

Electric Services: (818) 238-3575

Conservation Services: (818) 238-3730

Street Light Outages: (818) 238-3575

After-hours Emergency: (818) 238-3778

ONEBurbank: (818) 238-3113

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Visit us online at:
BurbankWaterAndPower.com

Always There For You!

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