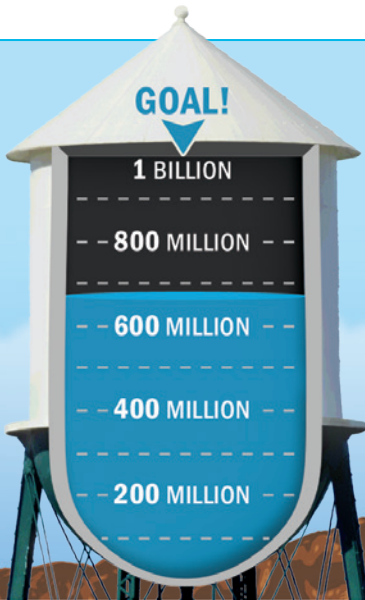


Currents



Always There for You!



677 Million Gallons Saved is Amazing! Way to Go, Burbank!

Burbank is doing a fantastic job with the Billion Gallon Challenge by saving **677 million** gallons of water through September. Burbank is on track to reaching our goal so let's keep the water savings strong!

View Burbank's latest water savings at BurbankWaterAndPower.com

One Day/Week Watering Starts on November 1st. Set Your Irrigation Controllers!



NOVEMBER to MARCH
1 DAY PER WEEK
ON SATURDAY



APRIL to OCTOBER
2 DAYS PER WEEK
ON TUESDAY & SATURDAY

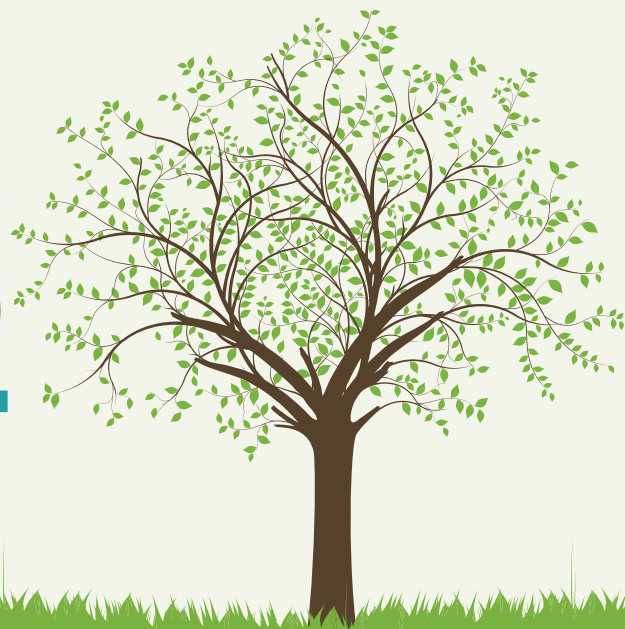
KEEP UP THE GOOD WORK, BURBANK!

Burbank residents and businesses are doing a **fantastic** job of responding to California's epic drought! In April, Governor Brown called a state of emergency and issued an Executive Order requiring a 25% statewide cut in water use. For Burbank, that means ONE BILLION GALLONS. The good news is that we are well on our way to hitting the goal, so **thank you, Burbank, and keep up the good work!**

Turn the page for more drought coverage, and to learn about free WiFi from BWP, new curbside EV charging stations, and how to avoid scammers trying to steal your money!



HOW TO CARE FOR YOUR TREES IN A DROUGHT



We're in a Drought!

While we all hate to see our lawns suffer, the reality is that a lawn could be replaced in a weekend, but a tree takes decades to mature. So, even as you've appropriately cut back on your landscape irrigation, make sure your trees are getting enough to drink!



Check.

How do you know if your tree needs to be watered? Check! Use a screwdriver or other tool and stick it 6-8 inches into the ground. 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 1-3 times a week (depending on the temperature) and mature trees will need watering 1-2 times each 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 water soaks into the ground, not just at the base of the tree but under the entire canopy of the tree. The goal is to get the water to the roots, which are typically 12-18 inches below the ground. Don't forget to limit your watering times to before 9 AM and after 6 PM!



Mulch.

Adding a little mulch around your tree can make a big difference. Mulch can help keep moisture in the soil and protect your tree's roots from extreme heat. Simply layer about 4" of mulch on the ground surrounding your tree, making sure to leave about 6" of empty space between the trunk of the tree and where the mulch begins. Did you know that the City of Burbank has a FREE mulch program? Visit us online to find convenient pick-up locations. Need a lot? You may qualify for home delivery. **For more information, contact: 818-238-5300.**

For more information on how to care for your trees during a drought, visit burbankca.gov/treecare



Burbank Businesses Making Great Strides in Recycled Water Conversions

While 75% of all the potable water consumed in Burbank goes to residents – with most of that used to irrigate residential lawns and landscaping – 25% of Burbank’s water is used by businesses. Burbank prides itself on being a city with foresight so, several years ago, BWP began building a recycled water system to provide treated wastewater to our studios, hospital, school district and other large water users for irrigation and other commercial uses. We are so pleased to report that Burbank businesses have really stepped up, **replacing over 200 million gallons of drinking water with recycled water!** As we go to press, even more conversion projects are underway, with an additional 80 million gallons expected to be converted before year’s end!

Here are some of the organizations we’d like to acknowledge for their contributions*:

DeBell Golf Course

Empire Center

Valhalla

The Castaway

The City of Burbank

Office Depot

Avalon

Providence St. Joseph Medical Center

Courtyard by Marriott

Empire Landing

Ikea

Century Link

Burbank Unified School District

Calltrans
Extended Stay America

Warner Bros.

Bob Hope Airport

Burbank Mall

Crane Aerospace

Costco

Entertainment Partners

Worthe Real Estate

Disney

* The size of each name shows the organization’s relative usage of recycled water through September 2015. For instance, the City of Burbank, largely due to contributions from our parks and recreation facilities, leads the pack with over one-third of all recycled water used by City properties.

Is El Niño Coming?

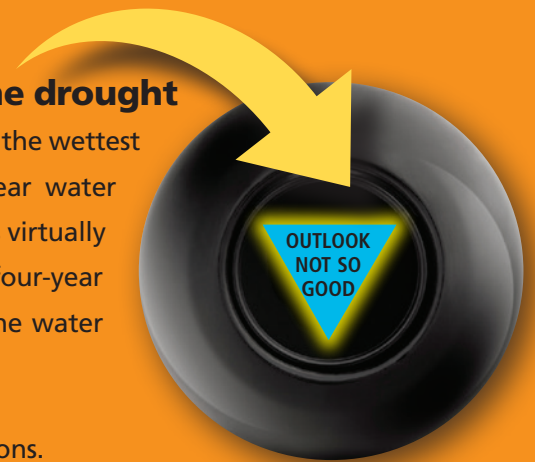
Forecasters have been saying Southern California is facing a major El Niño this winter, one that could be on par with the epic 1997-98 storm season.

Strong El Niños develop when a subtropical jet stream that ferries wet storms over the jungles of southern Mexico and Central America moves northward, putting a chain of storms over Southern California and the southern United States.

If we do have an El Niño winter, does that mean the drought will be over?

Let's ask the Magic 8 Ball: The consensus is that even the wettest winter on record would not be enough to erase California's multi-year water deficits. To quote the *Los Angeles Times* from September 15, "...there is virtually no hope that one rainy winter could reverse the severe effects of a four-year drought. It would take years of above-average rain and snow to end the water shortage and refill empty reservoirs and wells."

So, even with a very wet winter, we may well remain in drought conditions.



Short Shower Songs

What's on your playlist?

How long do you spend in the shower? We're four years into an unrelenting drought and if you haven't ended those long, luxurious showers yet, here's a clever idea from the Metropolitan Water District of Southern California to help you do so: their new Water Lover's Station on Pandora.

Each song is no more than 5 and half minutes long. Many are about rain or water. Bruce Springsteen's "The River," Creedence Clearwater Revival's "Have You Ever Seen The Rain," and "Every Teardrop is a Waterfall" by Coldplay all played when I took the service for a spin.

There are currently about a hundred songs on the list. Missing your favorite? Tweet your own short shower song candidates to the Metropolitan Water District at #TakeATurnCA!

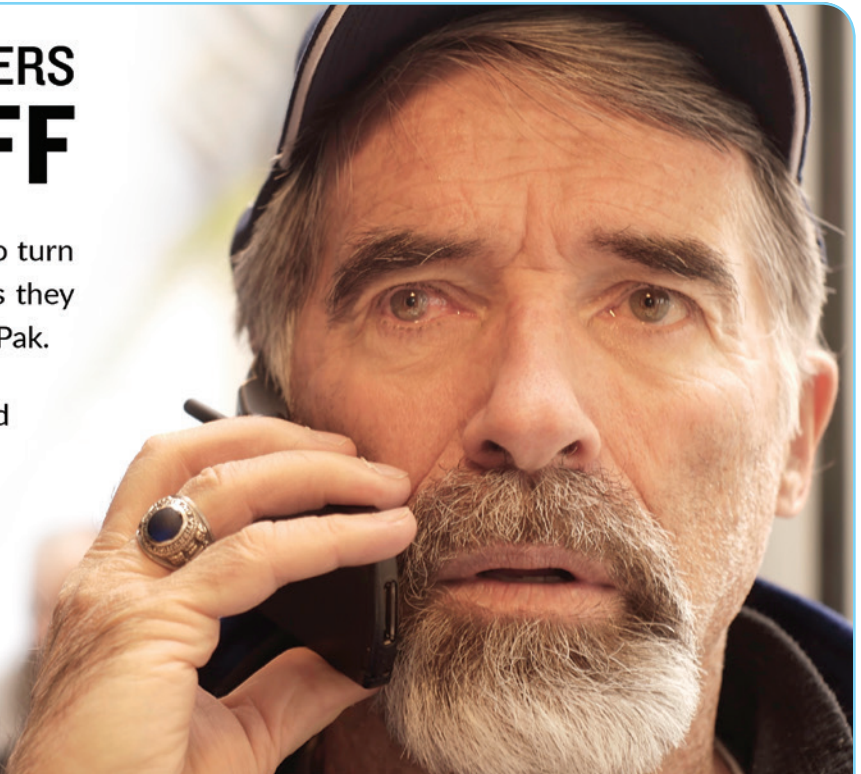
DON'T LET UTILITY SCAMMERS TURN YOU OFF

Scammers posing as BWP are threatening to turn off power to businesses and residents unless they pay by phone using a money card like MoneyPak.

If this happens to you **DO NOT PAY** and
END THE CALL!



Call BWP to get reassurance on the status of your account at (818) 238-3700.



Here are the only ways a customer can make a BWP payment:

- **Pay by Mail:** Burbank Water and Power, P.O. Box 631, Burbank, CA 91503
- **Pay in Person:** Burbank Water & Power, 164 West Magnolia Blvd., M-F 8:00 a.m. to 5:00 p.m.
- **Special Payment Boxes:** Go to BurbankWaterandPower.com for locations
- **Electronic Online Payments:** Go to BurbankWaterandPower.com for details



"Nothing for me, thanks."

While we really love drought tolerant and California Friendly plants, please don't forget to water your trees!



How's Your Energy Usage Looking?

If the answer is "I have no clue," you might be interested in going online to see how your home consumes energy on an hourly, daily, weekly or monthly basis. You can see all of that by logging in to Bwp.opower.com. You'll also see how your home compares to similarly sized Burbank homes and you can request that alerts be sent to you when your monthly electricity use is approaching significantly higher usage than the same period last year – so you can make changes before a high bill arrives!



Make sure you turn off your sprinklers when rain is in the forecast and keep them off for at least two days following rain!



Make-Up Designory Praises ONEBurbank



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**



***Make-Up Designory* educates the next generation of make-up artists at its main campus in Burbank and a branch campus in New York City. Classes blend lectures and demonstrations with hands-on lab work and assignments to encourage an inspiring and supportive learning environment. Gil Romero, School Director, shares his experience with BWP's ONEBurbank fiber service:**

Make-Up Designory (MUD) is dedicated to providing the best education available in the craft of make-up artistry. We serve novice learners as well as experienced artists at our two campus locations. Our professional instructors are artisans with vast expertise drawn from careers as make-up artists in the film,

television and fashion worlds. From Day One, MUD students are immersed in the fundamentals of make-up artistry and they acquire practical, real-world skills with an academic format to maximize learning. Each year, hundreds of students from around the world train in a variety of specialties including prosthetics, character make-up, special effects, and make-up and hairstyling for television, film, print, runway and retail. We've also created our own line of professional cosmetics and beauty tools.

Top quality, reliable Internet service is vital to us so we can deliver the highest learning experience possible for our students. Our previous service providers did not measure up to our high expectations. I looked around for other options, read about ONEBurbank's fiber optic services and decided to see what ONEBurbank could deliver to MUD.

We were happy to find that the quality assurance standard delivered by the ONEBurbank team and the service-focused approach they offer completely fulfilled our needs.

Our ONEBurbank service is unparalleled in comparison to our previous service providers. With the help of ONEBurbank, we look forward to delivering the best in quality education and products to the make-up artist community for many years to come.

We welcome Make-Up Designory (MUD) as another satisfied ONEBurbank customer! Visit their website at mud.edu for more information.



Above: MUD students at work practicing their bald cap artistry skills.

BWP Hits Five 9s!

"This level of electric reliability is totally unheard of." - Ron Davis, General Manager, BWP

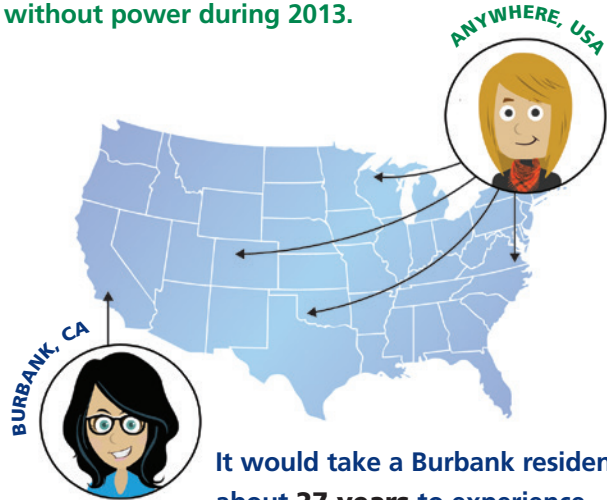
BWP has earned an amazing accomplishment in providing electric service to our customers. Last year, our track record for keeping the power on was

99.999%!

This means the average Burbank resident had **4.79 minutes** without power for the entire year.

Which is pretty **great** considering...

...that a person living outside of Burbank experienced an average of **130 minutes** without power during 2013.



It would take a Burbank resident about **27 years** to experience the same amount of minutes without power.

An electric reliability rate this good is just another awesome benefit to having a community-owned utility!

A friendly reminder!

On November 1, Burbank moves to 1 day/week watering allowed – Saturdays only, up to 15 minutes per irrigation station, before 9am or after 6pm.

BWP Provides Free WiFi



BWP Free WiFi is an open, public WiFi access that covers most areas of Burbank and it's free! The free WiFi is made possible

through the advanced metering and WiFi system put in place by BWP.

BWP has about 400 WiFi transmitters across town, able to support about 10,000 connections at any given time. Some areas may receive more traffic and experience slower response times. Signal strength decreases the farther you are from a transmitter or if there are physical obstacles blocking the WiFi signal.

All you need to use the network is a WiFi-enabled device equipped with a browser. Internet browsers include Internet Explorer, Safari, Chrome and Firefox.

Follow these five easy steps to use BWP Free WiFi:

- 1 Open your device's connection manager.
- 2 Connect to the network name "BWP Free WiFi".
- 3 Click the "Get Connected" button to accept Terms and Conditions.
- 4 When you're connected to the BWP Free WiFi, open your Internet browser.
- 5 Enjoy all the free WiFi you want, courtesy of BWP!

The BWP Free WiFi is just another benefit to Burbank's citizens, the customers and owners of your community-owned municipal utility, Burbank Water and Power!



Property Assessed Financing for Household Efficiency Improvements

Upgrading the energy and water efficiency of one's home by installing a new air conditioning system, doors and windows, insulation, solar energy panels, or a drought tolerant landscape typically makes financial sense over the life of the project, but the upfront cost of the project can be a huge hurdle. Now, there is some good news to overcoming this hurdle. Los Angeles County has re-introduced a residential Property Assessed Clean Energy (PACE) program, allowing homeowners in Burbank, as well as in more than 300 communities statewide, to pay for their projects through the semiannual property tax bill. This financing mechanism has advantages: quicker installation of the project (versus waiting until a homeowner has sufficient funds for the entire cost of the project); a low annual capital outlay as projects can be financed over 20 years; and no sunk costs, as any remaining project cost stays with the property if the original participant moves. For more information on this County-wide program, visit LAPACE.org.



If You See It, Report It!

BWP responds to every water waste report we receive so if you see a water wasting violation, please report it online at BurbankWaterAndPower.com/report-water-waste. Examples of water waste include water running off landscaped areas into sidewalks and streets, using a hose instead of a broom to clean driveways and sidewalks, and watering on restricted days. Burbank has done a fantastic job so far in reducing water use, but the drought continues and we just don't have any water to spare.

Report all water wasting violations immediately!

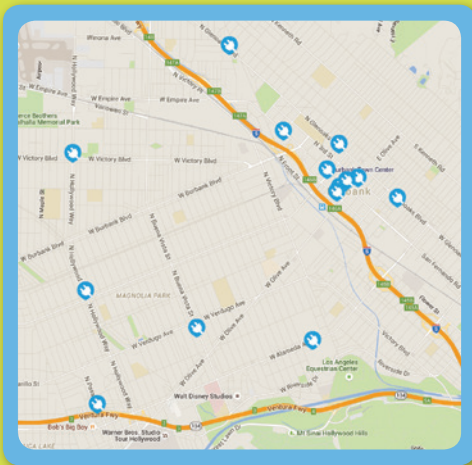


Did You Know?

At just 1 drip per second, a faucet can leak 3,000 gallons per year, according to the U.S. Environmental Protection Agency. Don't waste precious water! Fix leaks as soon as possible.



Say Goodbye to Range Anxiety!



Burbank has 27 Public Charging Stations! See BurbankWaterAndPower.com for locations.

On August 25, Burbank Mayor Bob Frutos and California Energy Commissioner Jenea Scott cut the ribbon on the Buena Vista Library EV charging station, one of Burbank's eight new curbside EV charging stations. Funded largely from a generous grant from the CEC, BWP was able to add these chargers to the City's growing number of public electric vehicle charging locations. Burbank now boasts 27 public charging stations at 14 different sites located throughout the city.

What sets these newest chargers apart is that they are located at curbsides and can charge two EVs simultaneously. Burbank has designated electric vehicle parking spaces at the new stations with up to 2 hours free parking.

The CEC awarded Burbank \$165,000 to encourage drivers to swap gas-powered vehicles for zero-emission electric vehicles. "Making the charging infrastructure available and more visible will help reduce range

anxiety," said Commissioner Scott. Range anxiety is the concern that the EV's electrical charge will run out before the destination or next charging location is reached.

Is an electric vehicle in your future?

If so, don't forget that BWP offers rebates for EV chargers. Up to \$500 for Burbank residents and \$1,000 for Burbank businesses! For more information, visit us online at BurbankWaterAndPower.com.

Did you know?

According to data provided by PlugShare, an app and website with a database of more than 26,000 charging stations, there are more curbside electric vehicle charging locations registered in Burbank than in any other city in the country!

Above: All smiles at the ribbon-cutting event: Vice Mayor Jess Talamantes, CEC Commissioner Jenea Scott, Mayor Bob Frutos and Councilwoman Emily Gabel-Luddy

Track Your Daily Water Usage Online!

Every other month, BWP mails a one-page Home Water Report to 15,000 single family homes. The reports show your home's water use, how it compares to similarly sized homes, and water-saving tips. The first batch of reports went out in April and, if you are part of the randomly selected 15,000 homes, you should have received your third Home Water Report earlier this month. **How is your progress going?** In addition to editing Currents, I am also a Burbank resident. Let me share my progress.



When I received my first report, I was shocked at my high water usage. I had no idea just how much water we were using, especially for irrigation. Immediately, my husband and I discussed how to reduce our water usage. We were already doing several things right: watering only two days a week for less than 15 minutes and never when the sun was out, full loads of laundry, low-flow showerheads, and barrels placed under our downspouts to collect rainwater. Some easy steps followed: buckets in the shower to collect water as it warms up (our trees appreciate the extra sip) and shaving a few minutes off of our irrigation timer to ease back on watering even more. But, more drastic measures were needed to address the huge amount of water that was going to our pretty but thirsty (and, let's face it, climate-inappropriate) grass. Over the past few months, we've removed hundreds of square feet of lawn. We replaced the parkway grass with drought-tolerant plants, flagstone and rocks, and ripped out turf in our front and back yards and planted three

new shade trees (yes, they need water to get established, but once they get going they will use far less water than the grass they replaced) with large planters built around each tree and filled with succulents. We also removed our side yard landscaping, replacing it with colorful drought tolerant plants. All the new plants are drip irrigated so there is never any waste from run-off and the little water the plants need is delivered directly to the roots. Our water use has plummeted, maintenance is far easier, and the projects look great! Now, when I visit the Home Water Reports online, I get the satisfaction of seeing a far more sustainable water profile for my home.





You Can Too!

If you live in a single-family home that isn't currently receiving Home Water Reports, don't despair! In about six months, all homes will receive the reports. Better still, there is now no need to wait for the mailed reports. **Effective immediately, any single-family household in Burbank can go online to see their daily water usage!** Here's how:

- 1 Go to BWP.watersmart.com
- 2 Enter your BWP account number and zip code
- 3 Follow the directions to create a login with your email and a password
- 4 Once logged in enjoy all the information and water-saving tips available!

As a final tip to anyone currently receiving the Home Water Reports or who are now able to go online (Wait! That's every single-family resident in Burbank!): please review your profile online and correct any incorrect assumptions we might have made. For instance, if your irrigable space is different from what has been listed for your residence or if 4 people live in your home, but we made the assumption that there are 2, please update that so we can provide you with the most accurate information.

We hope you use, enjoy, and benefit from this service from your community-owned water and power utility!



Always There for You!

**Please
use
water
and
energy
wisely.**

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

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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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