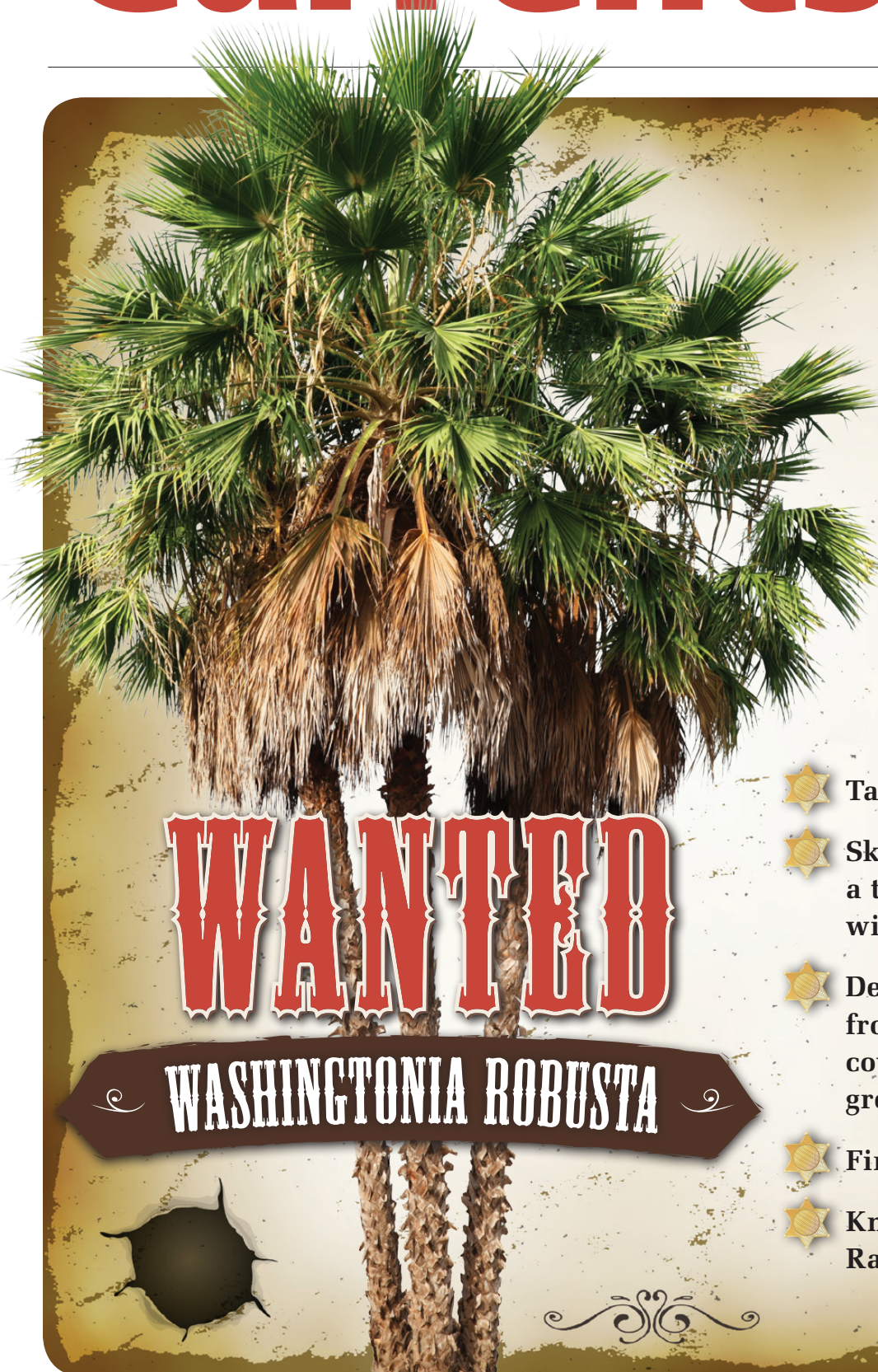


Currents



Always There for You!



WANTED

WASHINGTONIA ROBUSTA

Also known as
“**Mexican Fan
Palm Tree**” and
“**Petticoat Palms**”

- ☀ Tall, up to 90 feet
- ☀ Skinny, looks like a telephone pole with a green hat
- ☀ Dead leaves, known as fronds, create a shaggy covering below bright green leaves
- ☀ Fire hazard
- ☀ Known associates: Rats

Wanted for Power Outages and Arson



There are different ways for power outages to occur, but dead palm fronds flying into power lines are the first or second most frequent outage cause in Burbank year after year. And, they don't just interrupt power to your home. Flying fronds can cause personal and property injury, as well as fires.



Already in 2017, we've experienced an uptick in power outages caused by flying palm fronds. After several years of drought followed by heavy rains, a lot of trees are stressed out, including these giant palms.

BWP has one of the most reliable electric systems in the entire country. We work hard to keep outages infrequent and when they do happen, we jump on getting electricity restored to you ASAP. We also trim trees that grow into our power lines. But, with these super tall palms, outages can be caused blocks away by gusty winds blowing fronds.

These palms are basically gargantuan toothpicks with a shaggy brown beard of dead thatch growing below green leaves. Unlike other trees, if these palms grow into power lines, removing them is pretty much the only option.

Here's our request: If you have a Mexican Fan Palm on your property, consider a better tree choice, perhaps a California native that provides shade.

We can help!

BWP's free shade tree program provides you with 30 varieties of trees from which to choose. Our certified arborist will meet you at your home to discuss the best trees for you. You pick up to three and we'll deliver them to you – all for free! For more information on what trees are available, please visit BurbankWaterandPower.com.



Another Outage Culprit!



If you read [that](#) article, you already know palm fronds flying into power lines are the first or second most common cause of power outages every year. The other main offender?

Mylar Balloons!

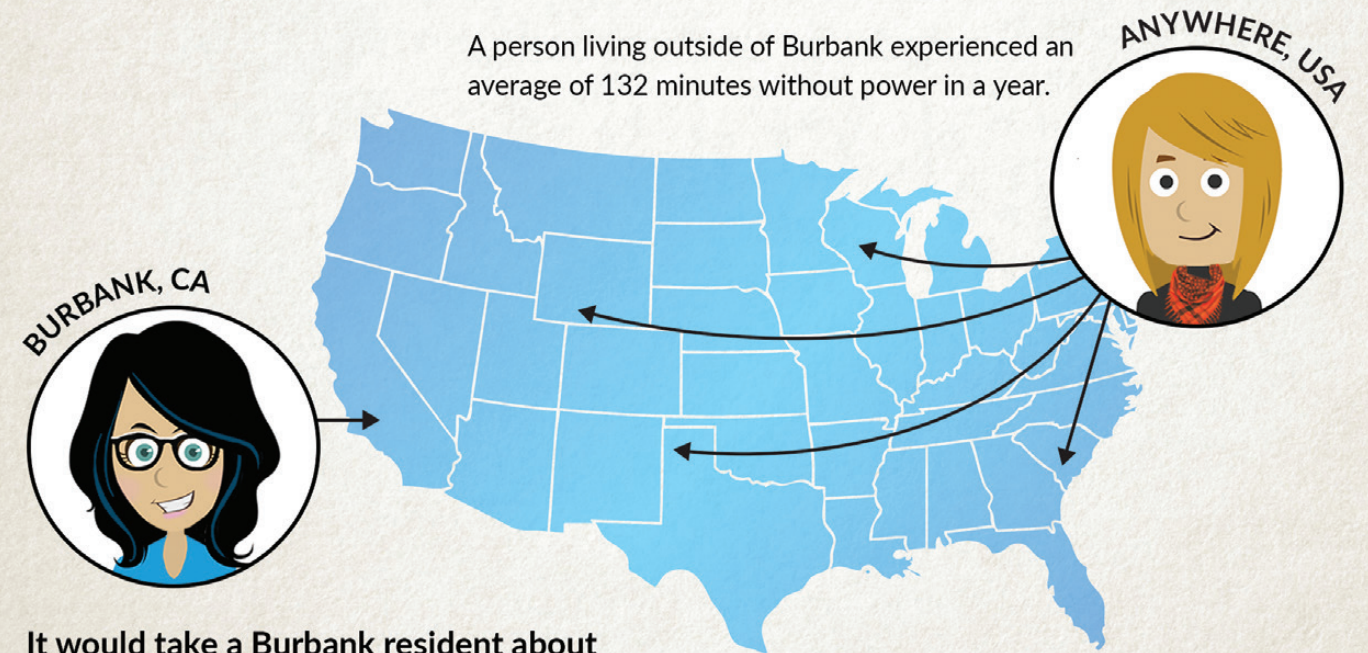
Sure, they are shiny and fun, but when they escape, they can cause power outages and damage to electrical equipment. So, as you celebrate birthdays, Mother's Day, graduations, and Father's Day, make sure that those metallic balloons are firmly secured. Better yet, keep them inside or opt for a power-friendly banner instead! If you feel you must have Mylar balloons, make sure they are deflated after your celebration.



April 18th Was Linemen Appreciation Day

Why We Love them Watts and Watts

A person living outside of Burbank experienced an average of 132 minutes without power in a year.



It would take a Burbank resident about 6 years to experience the same amount of minutes without power!

ONEBurbank and Skin & Beauty Center: A Positive Image



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

Skin & Beauty Center (SBC) is a full-service cosmetic, medical, and surgical dermatology practice with three Southern California locations including one in Burbank. Their team includes dermatologists, estheticians, dermatopathologists and surgeons with specialties in dermatologic, cosmetic, and aesthetic surgery, as well as Mohs surgery, a procedure used to treat skin cancer. All of SBC's physicians are board certified and extensively trained in the diagnosis and treatment of skin disorders. SBC is dedicated to restoring each person's innate beauty using the highest quality, and most advanced treatments, tools and techniques available.

In addition to running a busy medical office caring for patients,

the SBC team also gives back to the community by taking part in the Walk to Cure Psoriasis to benefit the National Psoriasis Foundation, the Miles for Melanoma 5K Run/Walk for the Melanoma Research Foundation, and many other charitable efforts.

Dr. Payam Saadat shares his experience with BWP's ONEBurbank fiber service:

We discovered BWP's ONEBurbank fiber solution when we read about it in Currents. The service offerings were very flexible and customizable, which was essential to us. We use the fiber network to connect to our electronic medical records and our VOIP phone system.

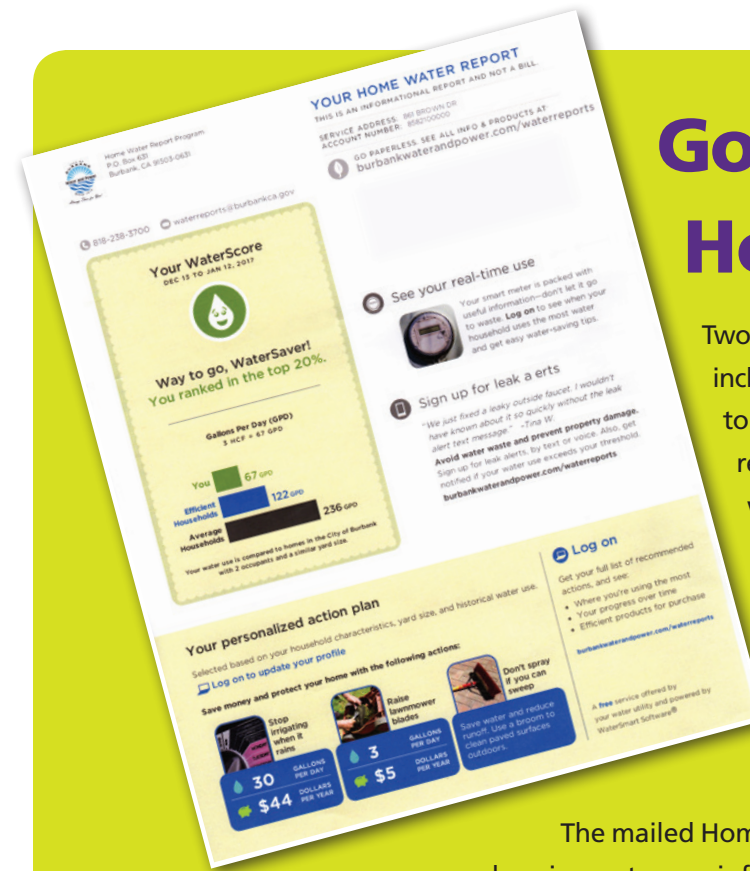
ONEBurbank fiber service quality has been excellent. Service quality,

such as uptime and consistent speed, is extremely important to a business like ours since even a few minutes of downtime equates to no phones and no access to records, which can be disabling. The customer service is also excellent, and we find ONEBurbank much easier to work with than other providers. Our phone calls and emails are answered immediately by knowledgeable ONEBurbank staff.

We are very happy. So far, so good, ONEBurbank!

We welcome Skin & Beauty Center (SBC) as another satisfied ONEBurbank customer! Visit their website at DermLA.com for more information.

Above: Skin & Beauty Center's Dr. Payam Saadat (left) and Dr. Manjunath Vadmal (right).



The mailed Home Water Reports may be going away soon, so go online for comprehensive water use information.

If you haven't already, register online at BurbankWaterAndPower.com/WaterReports and take advantage of the information!

Go Online to View Your Home Water Report!

Two years ago, we introduced Home Water Reports. The program included two parts: one-page Reports mailed every other month to about 15,000 single-family homes, and online access for all residents. The Reports provided information on the home's water use, a comparison to similarly sized homes, and water saving tips. Residents who go online are able to get even more – hourly water usage data, the ability to discover if there is a water leak on your property, breakdowns on how water is used in your home, and much more. Last year, we opened the portal to all BWP customers – businesses as well as residents.

Are you or your employer a medical provider or health care facility located in Burbank?



Learn how our ONEBurbank fiber services are exceptionally suited for patient care and medical environments. Here are just some of the benefits ONEBurbank can offer!

- Locally-based, reliable, cutting-edge services that are monitored and maintained around the clock
- State-of-the-art networking with the fastest Ethernet speeds available
- Flexible, customizable, secure and symmetrical service
- Fast, personalized customer care and support

Contact ONEBurbank at 818-238-3113, or email support@ONEBurbank.com for more information and pricing.

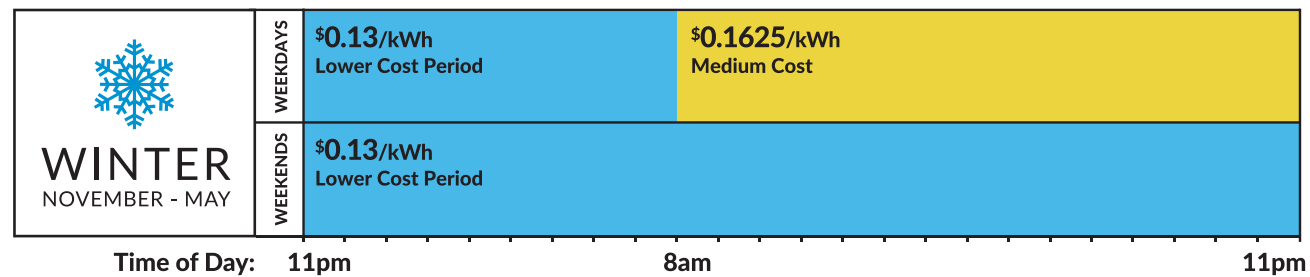
A Special Note to Burbank Businesses: On-Peak Hours are Coming

Businesses use about 75% of all the energy consumed in Burbank. Over the past decade, we've migrated businesses to a time-of-use electric rate, starting with the largest users. Today, all businesses are on a time-of-use rate.

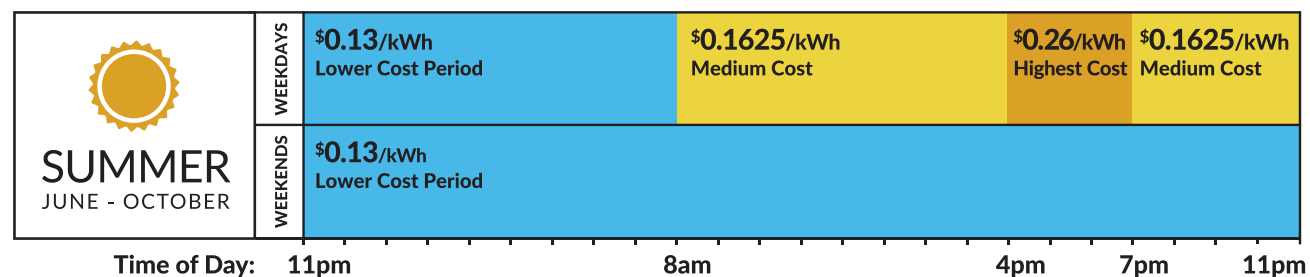
Why?

Like everything else, energy costs vary by supply and demand. For instance, it costs BWP more to procure energy on hot summer days when demand soars versus during winter evenings. A time-of-use rate encourages less electricity use during peak periods when energy is most expensive.

This is what the electric rate looks like through the end of May. There are just two time periods, with most of the hours charged at the lowest rate. (By the way, kWh stands for kilowatt-hour, the unit of energy your bill is based on. Schedule C rates shown. Rates will vary by Electric Rate Schedule, but the time-of-use hours remain the same across all Rate Schedules.)



During the five summer months of June through October, businesses will see the highest time-of-use rate period.



Did you know? Air conditioning is one of the biggest users of the most expensive energy time period. Pre-cooling your building is one way to avoid the peak. Here's how to do it: set your thermostat lower in the hours **before** 4pm. At 4pm, move the thermostat up and coast on that cooled air for as long as possible.

The on-peak hours make up less than 9% of all hours but may be your biggest opportunity to reduce your energy bill! Try pre-cooling or, if you can, run equipment before 4pm or after 7pm.

Aliso Canyon Update

In October 2015, a significant leak occurred at The Gas Company's Aliso Canyon Natural Gas Storage Facility, located near Porter Ranch. It took four months to plug the leak, but in the year plus since the leak ended, the facility remains mostly shut down for safety improvements and inspections.

While safety is of paramount concern, Burbank and other local cities are worried about another possible impact of the site's closure: electricity outages. Seventeen power plants in the Los Angeles Basin, including Burbank's Magnolia Power Plant, depend upon natural gas to create electricity. Aliso plays a big part in keeping natural gas supplies available in the Basin. If there is a shortage of natural gas, those 17 power plants could be curtailed, meaning they would not be able to generate electricity. If that happened, rolling electricity blackouts in the region could occur.

You Can Help!

Daily demand for electricity is highest from about 4pm to 7pm. When demand is high, supplies are often strained. Small actions taken by hundreds of homes make a big difference. Here are three easy ways to reduce peak demand and help Burbank's electric grid remain reliable:



1

When it's cold out, put on a sweater and lower your thermostat to 68 degrees or below.



2

Avoid running clothes washers, dryers and dishwashers during 4pm to 7pm.



3

Wash clothes in cold water when possible.

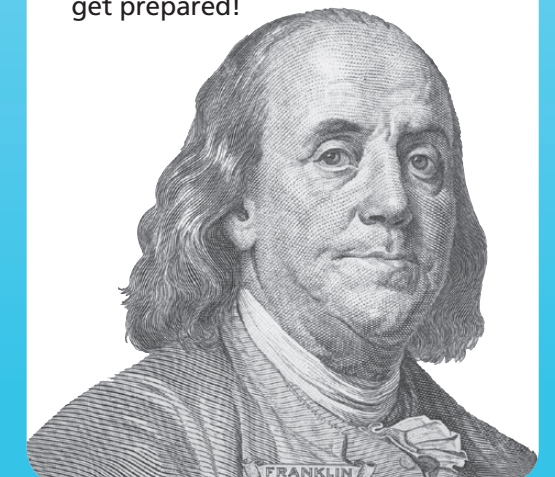
The bottom line is that the future of Aliso Canyon is in doubt: Will it continue operating? Will Burbank and other cities be able to count on Aliso for electric reliability? We may not have answers to these questions for a while. In the meantime, we appreciate all that you can do to help reduce demand during early evening hours!

"An ounce of prevention is worth a pound of cure."

Benjamin Franklin

Be prepared for emergencies (we live in earthquake territory, right?!). You know the drill...first aid kits in your home and car, working flashlights with extra batteries close by, bottled water (1 gallon per person per day), canned goods (for humans and pets, and don't forget a can opener!), any medication you rely upon, etc.

What, you've been putting this off? How disappointing for Ben. Stop delaying and do yourself and your family a favor! Go to **Ready.gov** to learn how to build your kit and get prepared!



TRI-CITY ELECTRIC CAR GUEST DRIVE

ONE PLACE. ONE DAY. MANY ELECTRIC CARS. NO SALES PITCH.

Saturday, April 8, 2017 | 10am - 4pm | Rose Bowl Stadium, Lot I | Pasadena, CA



SPONSORED BY



On April 8, BWP and our two neighbors to the east, Glendale and Pasadena, hosted an Electric Vehicle event called a Guest Drive. It was quite the success with 350 people attending. Of those, 237 drivers took 490 test drives. Drivers got to pick electric vehicle options from Audi, BMW, Chevrolet, Kia, Nissan, Tesla, Toyota and Volkswagen. In addition to test driving EVs, event participants heard from EV owners about their experience. It was a beautiful day filled with EV education and fun!

EVs are becoming more popular every day. With a per gallon of gas equivalent cost of about \$1 and no tailpipe emissions, it's easy to see why. Already on the streets is the highly anticipated Chevy Bolt with its range of more than 200 miles. Several other long-range and larger (minivans and sport utility vehicle) EV options are coming soon.

Thinking about getting an EV? BWP is here to support you!

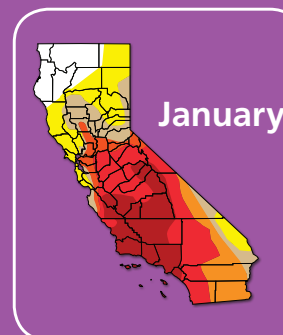
Go to BurbankWaterAndPower.com to find out about our EV Charger rebates, time-of-use rate, and Burbank's public charging locations.

What a difference a deluge (or two or...) makes!

In the January issue of Currents, we reported that 73% of California was drought-stricken, with all of Southern California in either "extreme" or "exceptional" drought, the two worst classifications of the U.S. Drought Monitor. But, after a phenomenal wet season, just some pockets of drought conditions persist, mostly downgraded to the two lowest classifications of "abnormally dry" or "moderate drought." However, the dry season is now upon us and the National Weather Service's prediction for April, May and June is for those limited pockets of drought to linger.

Today!

Earlier this month, Governor Brown lifted the state's drought emergency, but stressed that conservation must remain California's way of life. In Burbank, that includes our "new normal" of watering no more than three days per week, on Tuesdays, Thursdays and Saturdays. **Thank you for continuing to treat water as the precious and limited resource it is.**



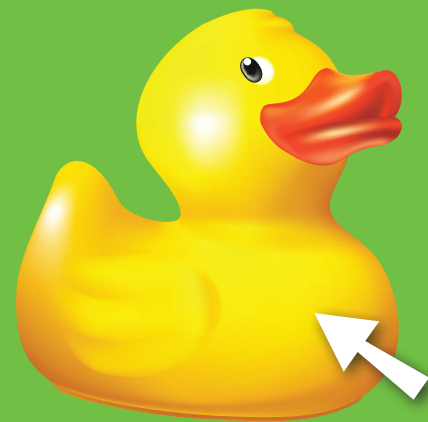
BWP Will Store 3 Years of History for Your Use

After **July 1** bill copies older than 3 years will go away.

Take time to [download](#) your older documents now.



Duck!



Peak energy demand has become increasingly more important in California's energy landscape.

And it all has to do with a duck.

Graph, that is...

"Demand" is the amount of energy used at any given time. Peak demands are those periods when energy usage spikes, typically when we all come home from work or school, and businesses are still up-and-running. Demand has become increasingly more important in California's energy landscape. And, it all has to do with a duck.

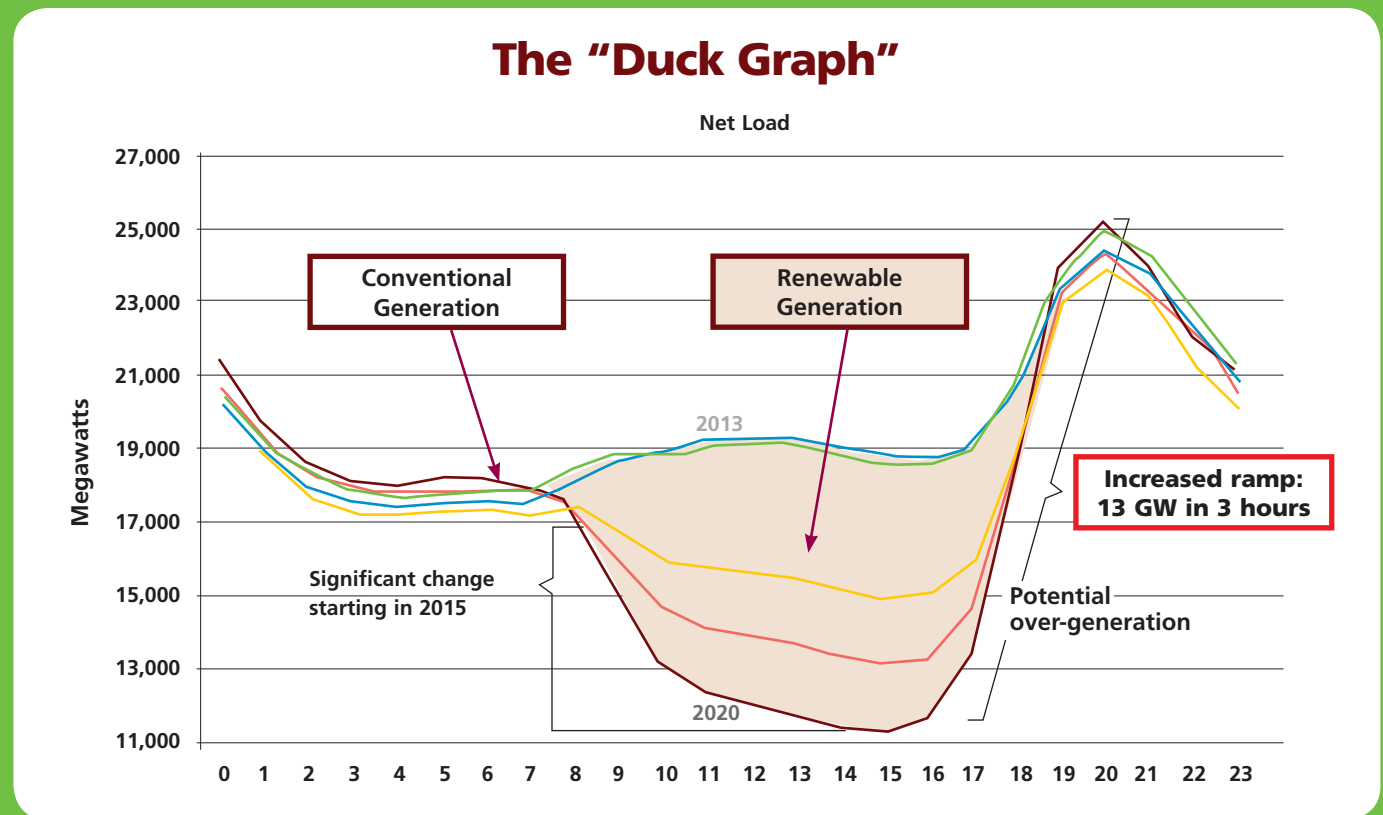
Yes, a duck. But, first, some electricity background...

Electricity is a real-time commodity that must be used virtually at the moment it is generated. An intricate dance of matching energy resources to Burbank's moment-by-moment energy demand must be accomplished 24/7 by BWP. We've been doing this for over 100 years, but it's far more complicated today than in the past, largely due to the influx of solar energy. While producing great environmental benefits, solar energy contributes to two energy headaches for utilities.

Here's what happens: As the sun rises, solar energy production begins. As more solar energy comes online, energy production can exceed energy demand, creating a glut of electricity. Think of this glut as the belly of a fat duck sitting in water. Again, electricity is real-time and needs to be consumed when created. If there isn't a demand for that energy, grid imbalance can occur and cause reliability problems.

That's one potential problem. Another problem occurs when the sun goes down. It's like a big light switch going off where, in the space of a very short period of time, solar production for the day ceases. The moment that happens, non-solar power plants have to ramp up immediately to fill that void...precisely as overall demand for electricity goes up as residents arrive home and turn on lights and appliances. This change in electricity demand can be thought of as a duck's neck. The longer that neck, the more difficult it is to get power plants up-and-running to immediately meet the electrical demand from Burbank residents and businesses.

The following illustration shows how California's hourly demand for electricity graphed over a day has changed since 2013 and the continuing trajectory of that change to 2020. This is called the **"Duck Graph"** and it doesn't take much imagination to see where the term came from! While this is a graph of the state's energy use, it mirrors what is happening in Burbank and other cities across the state.



Our challenge: Make that Duck Fly!

Burbank's peak demand for electricity used to hit from noon to about 6pm. Today, afternoon demand for electricity is largely met with solar power – with more solar energy coming that will continue to grow the duck's belly. Peak demand in our city is now early evening, from about 4pm to 7pm.

BWP consistently provides Burbank citizens and businesses with one of the most reliable electric systems in the entire country. The duck graph phenomenon presents some grid reliability concerns, but we are addressing the issues head-on. Already, we've employed some strategies to mitigate some duck graph realities.

You can help!

**Planning to run that dishwasher or do laundry in the early evening?
Please hold off until after 7pm.**

This one little action, done by hundreds of homes, can make a big difference.
You'll be helping to keep the lights on in Burbank and keep rates down as well!

Thank you!



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

*Currents Editor: Jeanette Meyer,
jmeyer@burbankca.gov*

*Visit us online at:
BurbankWaterAndPower.com*

Always There For You!

In this issue...

**Wanted for Power Outages and Arson:
Mexican Fan Palm Trees**

Mylar Balloon – Another Outage Culprit

Linemen Appreciation Day

**ONE Burbank and Skin & Beauty Center:
A Positive Image**

Go online to view your Home Water Report

Burbank Businesses: On-Peak Hours are Coming

Aliso Canyon Update

EV Guest Drive Event

Drought Update

**Three years of BWP history stored
for your use**

Duck! Graph, that is...