

Currents



Always There for You!

Burbank's Energy Future

"Ask and you shall receive." Isn't that what our parents and teachers once taught us?

They were right. We asked. And we received. And all of us are better for it. Because co-creating a long-term plan with our customer-owners means that plan will be grounded in the needs and expectations of our community.

Burbank Water and Power sought and received unprecedented input from customers and other stakeholders last year about the city's long-term energy future. Lest anyone think BWP is not up to the challenges currently transforming the electricity business, we take a look at the challenges ahead and back at some milestone moments when BWP made bold strategic choices that benefitted our customer-owners.



Burbank's Energy Future

Ask people in Burbank how they see the city's energy future over the next 20 years and you'll get a wide range of responses, such as cleaner and greener, with more electric vehicles and a broader suite of programs to help reduce energy waste. But residents also want to preserve BWP's low-cost electricity, its high reliability, and its local decision-making.

BWP recently completed Burbank's 2019 Integrated Resource Plan which is a long-term energy roadmap for our City. This plan was crafted with the input of over 1,200 Burbank customers.





more ways
to save
electricity!

more
renewable
power

no more
coal

continued
high
reliability

We Asked, You Answered: Co-Creating Burbank's Energy Future

Better decisions are made when more people are involved. That's the basis for the saying, "Two heads are better than one." Considering a variety of perspectives is the best way to eliminate blind spots and stimulate creativity.

So imagine the quality of decision-making that results from getting 1,222 heads involved. That's the number of people who submitted ideas as part of BWP's outreach last year around our community's energy future.

BWP held two town hall meetings and an online survey last August to gather ideas from customers and the community about Burbank's long-term electric resource plan, which is called the 2019 Integrated Resource Plan (IRP). We heard from an unprecedented number of stakeholders!

State laws are leading to big changes in the electricity business. As a utility owned by the people it serves, BWP wanted to hear how its customer-owners felt about several issues that will affect them over the next 20 years.

In engaging with the community, we asked for feedback on issues relating to:

- ✓ Greenhouse gas reductions (*see next article, "Shrinking Your Greenhouse Gas Footprint"*)
- ✓ Renewable energy
- ✓ Generating electricity from natural gas
- ✓ Environmentally beneficial uses of electricity
- ✓ Utility-customer partnership programs
- ✓ Supporting environmentally disadvantaged communities within Burbank









We were delighted with the thoughtful responses we received from customers and stakeholders who wanted a balance between aspirational goals and practical measures and helped us select a path forward that achieves both.

Most gratifying was the public's understanding that, in the fight against global climate change, renewable energy is only one of several tools required to solve the problem. Other sectors, including transportation, must be part of a multi-pronged fight against the continued warming of the planet.

Our citizens understand that a climate change solution must balance the aspirational with the practical. For example, when asked, “Should BWP work to exceed the (then) current California law requiring 50% renewable energy by 2030?,” 82% of respondents said that, depending on price, BWP should work to exceed the current law (see chart of answers below).

Answer Choices

Responses

Yes, if that means electric rates will be the same or lower.	41.80%	
Yes, even if doing that means electric rates would increase up to an additional 5%.	17.68%	
Yes, even if doing that means electric rates would increase up to an additional 10%.	13.15%	
Yes, even if doing that means electric rates would increase up to an additional 20%.	3.08%	
Yes, even if doing that means electric rates would increase more than an additional 20%.	6.44%	
No, BWP should just fulfill the California law.	11.15%	
I don't have an opinion on this topic.	1.54%	
Other (please specify).	5.08%	

We found the breakdown of those answers illuminating. About 42% of respondents wanted BWP to exceed state renewable energy goals if it did not increase electricity prices. But another 40% conditioned their “yes” answer on the impact such a move could have on electric prices.

As shown by its name, global climate change is a worldwide challenge. Local solutions such as BWP's IRP is one part of a much larger tapestry of answers. We listened carefully to the feedback provided by our customers and stakeholders and asked ourselves, “where was the biggest bang for the buck?” The long-term energy plan BWP developed reflects the community's views and goals, balancing aspirational and practical solutions.

It's a better plan because it stemmed from the contributions of so many customers and stakeholders. We thank you, one and all, for your help in crafting a long-term energy roadmap.

Interested in learning more? We invite you to check out this webpage, BurbankWaterAndPower.com/2019-IRP.





Shrinking Your Greenhouse Gas Footprint

A wise person once said, “If the only tool you have is a hammer, every problem starts to look like a nail.” The takeaway: Before you can craft a solution to a problem, you must fully understand the problem.

The continued buildup of heat-trapping greenhouse gases (GHGs) like carbon dioxide (CO₂) in the atmosphere is leading to more extreme wildfires and droughts, among other things. GHGs are created when a fossil fuel like coal, oil, or natural gas is burned.

In the fight against global climate change, renewable energy like solar and wind absolutely play a role. But renewable energy is only one of several tools at our disposal. We must not make the mistake of thinking that increased reliance on renewable energy is all that is needed to solve global climate change.

Instead, BWP and its customers need to approach this problem holistically and creatively. A comprehensive solution will require a wide range of tools — metaphorically, we’ll need a screwdriver, a saw, and a set of pliers in addition to a hammer.

Renewable energy is not the only priority facing BWP. We need to maintain our high electric reliability so that you have electricity when you want it at an affordable price. We also are closely tracking developments in advanced technology, such as battery energy storage, a critical “X factor” affecting renewable energy.

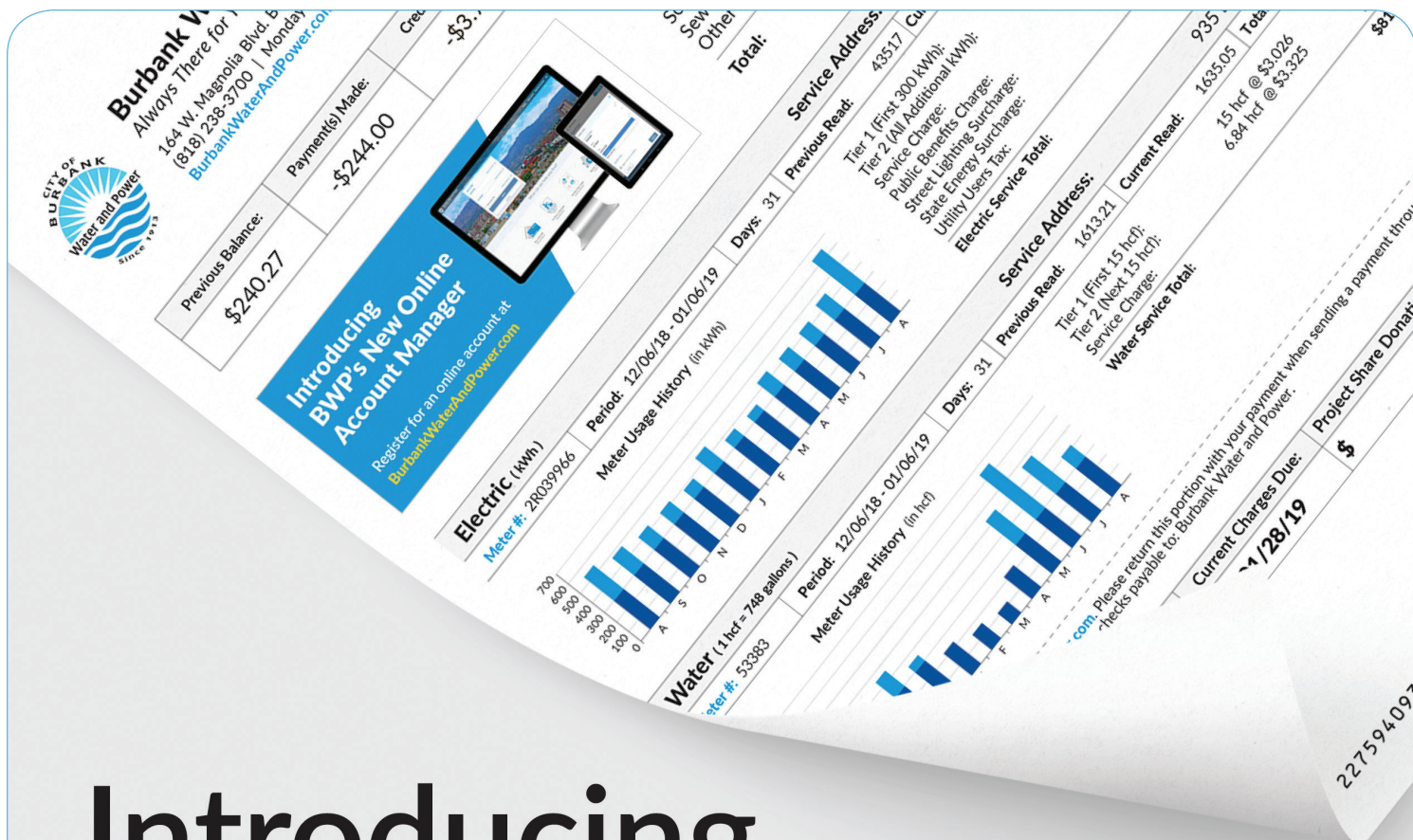
Our town halls last August, and the volume of comments made about BWP’s long-term energy roadmap, called an Integrated Resource Plan, showed that customers were willing to partner with BWP to craft plans to fight global climate change, providing they maintain control over energy use in their homes and electricity remains affordable.

We’re all for that. We believe that solutions to global challenges often start at the local level, and that everyone can play an important role in fighting global climate change.

BWP’s long-term energy roadmap envisions greater reliance on renewable energy. In addition, we will stop buying power from an out-of-state coal-fired power plant when our contract with that power plant expires in a few years.

Here are steps customers could take to help counter global climate change:

- **Electrify your transportation:** The fight against global climate change needs to include transportation. Cars and trucks spew millions of tons of CO₂ into the atmosphere every year. Consider taking the bus to work. In the market for a new car or truck? Consider an electric vehicle (EV). BWP has rebates for home and business charging stations, and federal and state incentives are available to help reduce the cost of purchasing a new EV. Income-qualified customers may be eligible for additional financial support when buying an EV. And recharging your new vehicle’s batteries can cost less because BWP has a time-of-use (TOU) rate.
- **Eliminate energy waste:** Participate in BWP’s Home Improvement Program, which provides free improvements to enhance the comfort and energy efficiency of your home while reducing energy waste. Call (866) 365-7358 to make an appointment!



Introducing Your New BWP Bill

You want your BWP bill to be simple, clear, and easy to understand.

We are excited to announce a newly designed Burbank Municipal Utility bill launching in **March 2019**.

Exciting new features include:

- A payment summary that gives a birds-eye view of all the charges and payments made for the period.
- A bill summary that allows you to quickly see the total amounts you are paying for each service.
- Useful graphs to make it easy to see the last 13 months of your usage at a glance.

Sneak a peek of your new bill at BurbankWaterAndPower.com/MyBill



ONEBurbank Boosts Speed and Efficiency for Dr. Jeff Ashley



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**

Jeff Ashley, M.D. is a Burbank-based dermatologist in practice for over 40 years with a medical office near Providence St. Joseph Medical Center. A sole practitioner, Dr. Ashley treats both adults and children, and addresses all dermatology problems including acne, eczema, psoriasis, and skin cancer. Trained at the University of Southern California's Keck School of Medicine, Dr. Ashley is board certified in dermatology.

With a special interest in protecting kids from skin cancer, Dr. Ashley is founder and president of Sun Safety for Kids, a public benefit charity, to promote sun protection for children. His testimony in Sacramento helped pass a law that made California the first state to give children the right to use sunscreen at school. Dr. Ashley has worked with many school districts, including the Burbank Unified School District, to adopt sun safety policies, and he has

contributed to sun protection and education programs at Stevenson Elementary and John Burroughs High School, to name a few.

Marci Guzman, Office Manager of Dr. Ashley's busy practice, describes their experience with BWP's ONEBurbank fiber service:

It's vital that our medical office be able to depend on reliable internet and telephone service. We were having a horrible time with dropped phone calls due to lack of bandwidth, and also lagging or even total loss of data connection because we exceeded our bandwidth. Another dermatology practice in Burbank that uses ONEBurbank recommended the service as a solution to our problems.

ONEBurbank's bandwidth was a huge selling point, and we were very excited to be able to count on it to handle all our internet and VoIP (Voice over Internet Protocol)

needs. We work in the cloud with our servers located out-of-state, and slow speeds were really impeding our productivity. Since switching to ONEBurbank, we've experienced a boost of speed that enables Dr. Ashley to effectively and efficiently treat his patients, and to perform charting and tasking much faster while online.

We are very happy with our ONEBurbank fiber and the customer service is really great too!

We welcome Dr. Jeff Ashley as another satisfied ONEBurbank customer! For more information, please call Dr. Ashley's office at 818-845-8538 or email at admin@jeffashleymd.com. The office is located at 2625 W. Alameda Ave., Suite 517, in Burbank. For more information on Sun Safety for Kids and its programs, check out www.SunSafetyForKids.org.

Above: Jeff Ashley, M.D.

SCAM ALERT:

Fraudulent BWP Letters Being Mailed to Customers

Burbank Water and Power was recently made aware of fraudulent letters being mailed out to customers using forged or stolen Burbank Water and Power letterhead. The letter refers to the Burbank Forestry Services and instructs residents to remove dead palm fronds from their trees or they will be subjected to a fine.

Burbank Water and Power does not cite customers for the removal of vegetation and would not refer to Burbank Forestry Services, which is a nonexistent agency in Burbank.

Any letter from Burbank Water and Power would include a contact person with an authorized signature. This is missing from the fraudulent letter. If you receive this letter, or if someone claiming to be BWP shows up to your home in response to this letter, **please report them to the Burbank Police Department at (818) 238-3000.**

Visit BurbankWaterAndPower.com/Scams to see an example of the fraudulent letter and learn more about scammer tactics.



Harvest Water, Not Mosquitoes:

A Guide to Keep Your Home Mosquito-Free

Hot and dry summers remind many of us to conserve water and capture rain during the winter. Here are a few tips to keep your home free from stagnant water before mosquito season arrives. REMEMBER, it only takes mosquitoes 5-7 days to develop from egg to biting adult!

1. #TipNToss

Look around your home for anything that can hold water such as vases, buckets, a fountain, unmaintained pools and yard drains. **TIP** the water into the grass once a week and **TOSS** out unused containers.

2. Properly Seal Rain Barrels

Harvest water and not mosquitoes by tightly covering or screening (1/16" mesh) openings on all barrels. Use the water and empty barrels completely between rains. Check the containers and screens for holes at least once a month.

3. Yard Drains & Rain Gutters

While they can help avoid flooding, they will also breed huge numbers of mosquitoes if clogged. Clean out rain gutters after every storm, and attach screen mesh on your yard drains to keep mosquitoes out.

4. Use Natural Mosquito Control Products

Use natural mosquito control products if you cannot dump or seal water-holding containers. Treat the water with natural mosquito control products containing Bti.

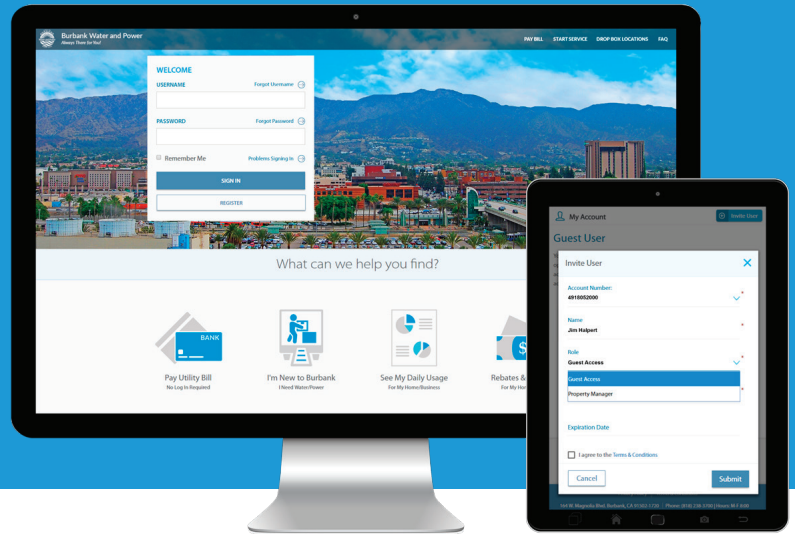
For more information, visit the Greater LA County Vector Control District at www.glacvcd.org.



Coming March 4, 2019!

BWP's New Online Account Manager

Register starting March 4, 2019 at
BurbankWaterAndPower.com



Please register for BWP's upgraded online account management services once they go live starting on [March 4, 2019](#).

Customers like you have asked for expanded features and functionality to see your payments instantly applied to your account, view your bill and billing history, and conveniently manage your payment options. *We've been listening.* BWP is excited to announce a major upgrade to our online account manager. Once the new features go live starting on March 4, 2019, you will be able to tap into more online features and functionality to help you manage your BWP services.

If you already have an online account with BWP, your existing account will not carry over to the new online account manager and you will need to register once the upgrades go live starting on [March 4, 2019](#).

Town Hall: Small Cell and 5G Wireless Telecommunication Facilities are Coming to Burbank

Come participate in a discussion on how 5G devices will be implemented in our city and get your questions answered.

**Community Services Building Room 104
150 N. 3rd St., Burbank, CA 91502
[Thursday, February 28, 2019](#)
from 6:00 pm to 9:00 pm**



How Burbank's Community-Owned Utility has Evolved

Greek philosopher Heraclitus once said, "the only thing that is constant is change." You may have noticed that change is a big theme in this issue of *Currents*. That's because the electric industry is changing.

New laws are setting ambitious goals and are directing electric utilities to reduce greenhouse gas (GHG) emissions and use more renewable power sources. But this isn't the first time our nation has asked the electric industry to step up and do what's right for our country. In fact, BWP has a long track record of stepping up and pioneering change in our industry. Here are some of our favorite examples.

Burbank is One of the First to See Hoover Dam's Potential

In 1931, Burbank was one of the first cities to enter into a contract to receive electricity produced from Hoover Dam. At the time, some experts thought this was a foolish plan due to the dangerous nature of the work and the monumental effort it would take to build the dam.

However, in 1937, the first power from Hoover Dam was distributed over Burbank's own lines and continues today. This was the world's largest hydroelectric installation at the time. Today, Hoover Dam is still considered one of the world's greatest engineering accomplishments.

Burbank Learns How to Operate Power Plants

There was a grave concern that enemy pilots would bomb power lines and cut off Burbank's power supply leading up to World War II. Burbank's ability to provide aircraft manufacturing was critical enough for the War Department to provide funding for construction of the first power plant in Burbank. As a result, the Magnolia 1 Power Plant was constructed in 1941. This was the first time that Burbank became a power plant operator since all of Burbank's electricity was imported to Burbank prior to World War II.

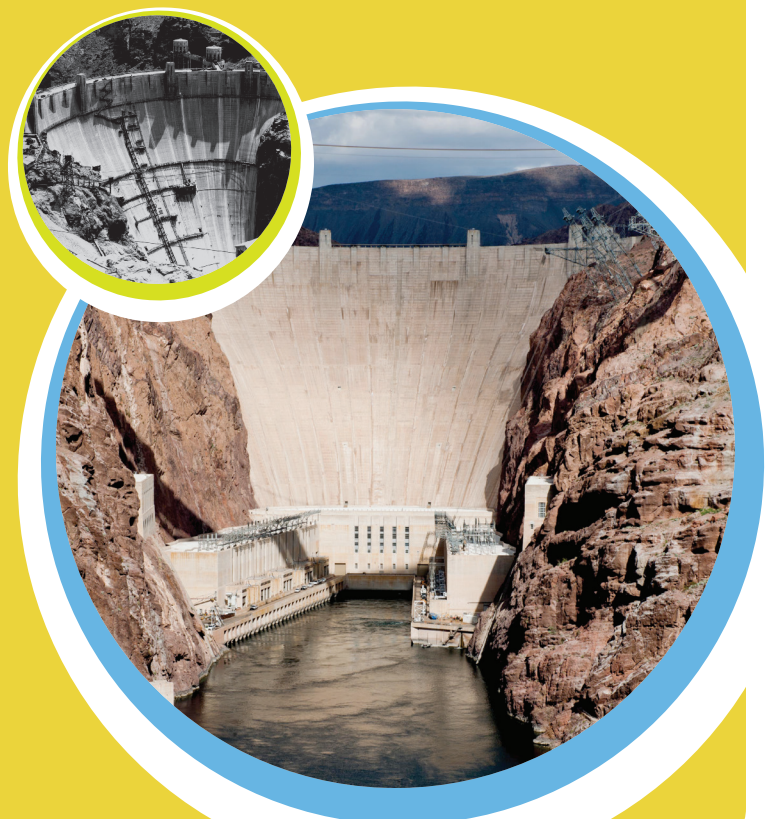
Burbank Builds a World-Class Power Plant

The greatest successor to Magnolia 1 Power Plant is Burbank's Magnolia Power Plant (MPP). MPP began operating in 2005 and is fueled by both natural gas and biomethane, a renewable fuel. MPP uses two stages of power production to extract as much energy as possible from the natural gas and biomethane.

Over a million gallons per day of recycled water is used to operate the power plant. Amazingly, MPP discharges ZERO water into storm drains that lead to the Pacific Ocean. In addition, MPP uses a variety of advanced pollution control equipment to minimize its air emissions – a model for electric providers across the nation.

Burbank is Stepping Up to Help Reduce Greenhouse Gases

Burbank faced big challenges before and will work to face the challenge to reduce greenhouse gases, consistent with State goals. As a community-owned utility, owned by the people it serves, BWP listened to the perspectives and ideas from the community about several issues that will affect Burbank over the next 20 years. This feedback was used to develop the Integrated Resource Plan and is instrumental for developing solutions as we craft Burbank's energy future.





Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

PRSRTSTD
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PAID
Van Nuys, CA
Permit No. 72

ECRWSS



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How to Contact Us.

Customer Service: (818) 238-3700

Contact for questions related to your account, payments, billing, service turn-on/turn off, meter reading, and to report electric and streetlight outages.

Water Services: (818) 238-3500

Report water main or fire hydrant leaks and water outages.

Electric Services: (818) 238-3575

Report problems with transformers, utility poles, and other utility equipment.

Conservation Services: (818) 238-3730

Get information on BWP programs and rebates.

After-hours Emergency: (818) 238-3778

Get help with time sensitive issues that occur after business hours. Business hours are from 8am-5pm, Monday through Friday.

ONEBurbank: (818) 238-3113

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In this issue...

Burbank's Energy Future

We Asked, You Answered:

Co-Creating Burbank's Energy Future

Shrinking Your Greenhouse Gas Footprint

Introducing Your New BWP Bill

ONEBurbank Boosts Speed and Efficiency for Dr. Jeff Ashley

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