Currents

CITY OF BURBANK Water and Power Since 1913

Always There for You!

2016 ANNUAL WATER QUALITY REPORT

Burbank Water and Power provides water service for the citizens of Burbank.

BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses for over 100 years. Burbank's water not only meets but surpasses all State and Federal drinking water standards.

This report shares the results of thousands of sample tests being analyzed for over 162 elements that may be found in drinking water. One important section of this report includes educational information and precautions for people with health issues that require them to avoid certain constituents and/or contaminants.

If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For information on BWP's water conservation programs, please visit us at **BurbankWaterAndPower.com.** You can also attend BWP Board meetings held at 164 W. Magnolia on the first Thursday of each month at 5:00 p.m.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Այս տեղեկագիրը կը պարունակէ կարեւոր տեղեկութիւններ ձեր խմած ջուրին մասին: Հաճեցէք կարդալ կամ թարգմանել տալ:

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Water Sources

Burbank's drinking water comes from two sources: local groundwater from the San Fernando Basin and water purchased from the Metropolitan Water District of Southern California (MWD), imported from the Colorado River Aqueduct and the State Water Project.

Burbank does not have ownership rights to the naturally occurring groundwater underneath the City and is dependent on imported water purchased from MWD.

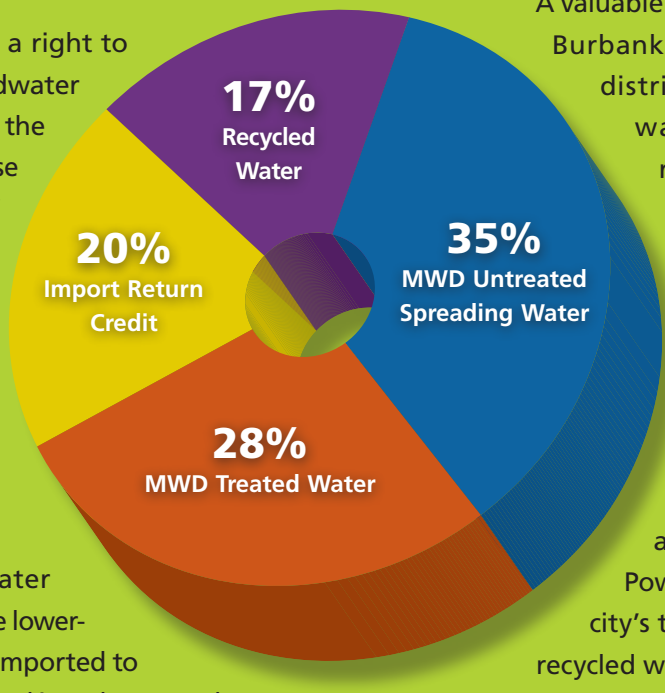
However, Burbank receives a right to pump groundwater (groundwater credits) equivalent to 20% of the total water it distributes. These "Import Return Credits" represent the portion of the imported water that is applied to landscape irrigation and percolates down into the aquifer, therefore resulting in the estimated 20% credit.

To augment the groundwater supply BWP is able to purchase lower-cost untreated water that is imported to the local area and directly placed into the ground at Pacoima. BWP receives water credits from this water at a 1 for 1 ratio, which comprises 35% of Burbank's water supply.

These credits allow BWP to pump from its groundwater wells. The groundwater is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE) before it enters the distribution system. Burbank has two treatment facilities, the Lake Street Plant and the Burbank Operable Unit (BOU) Plant. For the year 2016, 55% of our drinking water supply came from groundwater that was treated solely at the BOU.

The Colorado River Aqueduct and the State Water Project comprise the imported water supplies purchased from MWD. MWD operates its own treatment facilities for these surface water supplies before delivering them to Burbank. For the year 2016, 63% of the City's drinking water came from MWD's treated and untreated sources. Both BOU and MWD treated sources meet all Federal and State drinking water standards.

BWP's 2016 Water Delivery Sources



A valuable additional water resource for Burbank is recycled water which is distributed via an independent water system. The use of recycled water improves the sustainability of our water supply, conserves the vital resource of potable water, and expands the drought proof portion of our water supply. It is a reliable supply for the irrigation of our parks and golf course, as well as for cooling water at our Power Plant. In 2016, 17% of the city's total water supply came from recycled water.

A source water assessment was completed in December 2002 for both the groundwater and surface water supplies. The groundwater source is considered most vulnerable to the known contaminant plume that resulted in the construction of the BOU Plant which is a component of a superfund site remedy. Possible contaminating activities include automobile repair shops, petroleum pipeline, National Pollutant Discharge Elimination System (NPDES) permitted discharges, metal plating, underground storage tanks, plastics producer, airport, military installations, and automobile gas stations. The groundwater report is available for public review at the Water Engineering Office located in the BWP Administration Building at 164 West Magnolia Blvd.

Educational Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA Safe Drinking Water Hotline (1-800-426-4791) or visiting their Web site at www.epa.gov/safewater/.

Contaminants that may be present in source water include:

- **Microbial contaminants,** such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants,** such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides** that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants,** including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants,** which can be naturally-occurring or be the result of oil and gas production and mining activities.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/ Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

This Water Quality Report reflects changes in drinking water regulatory requirements during 2016. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The USEPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

2016 ANNUAL WATER QUALITY REPORT

MICROBIOLOGICAL SAMPLING RESULTS

MICROBIOLOGICAL CONTAMINANTS	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a) State Total Coliform Rule	%	5.0%	0%	1.47%	0	Naturally present in the environment
E coli (Acute Total Coliform)(b) State Total Coliform Rule	(b)	(b)	0	0	0	Human and animal fecal waste
Total Coliform Bacteria (c) Federal Revised Total Coliform Rule	%	TT	NA	1.47%	0	Naturally present in the environment
E. coli (d) Federal Revised Total Coliform Rule	(d)	(d)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (e)	CFU/mL	TT	NA	TT	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

CONSTITUENT	No. of samples collected	Action Level (AL)	Public Health Goal (PHG)	90th percentile level detected	No. sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (f)	50	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) (f)	50	1.3	0.3	0.18	0	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS

PARAMETER	Units	State MCL (MRDL)	PHG (MCLG) (MRDLG)	Running Annual Average	Lowest – Highest (h)	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (g)	ppb	80	NA	15	10 – 29	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (g)	ppb	60	NA	1.2	ND – 7.4	By-product of drinking water disinfection
Chloramines (i)	ppm	(4)	(4)	1.9	0.2 – 3.1	Drinking water disinfectant added for treatment
Bromate (i)	ppb	10	0.1	2.3	ND – 13	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (j)	Lowest – Highest (h)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (k)	ppb	1,000	600	33	ND – 220	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	ND	ND – 3.1	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	87	ND – 144	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	3.6	ND – 5.1	Discharge from steel and pulp mills; erosion of natural deposits
Chromium VI	ppb	10	0.02	3.7	ND – 5.4	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Fluoride Naturally-occurring	ppm	2	1	0.43	0.38 – 0.48	Erosion of natural deposits in groundwater
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.53	0.49 – 1.0	Water additive for tooth health
Nitrate (as N)	ppm	10	10	5.7	ND – 6.8	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	5.7	ND – 6.8	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (l)	pCi/L	15	(0)	10	ND – 14	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	6.3	ND – 9.3	Decay of natural and manmade deposits
Uranium	pCi/L	20	0.43	9.9	2 – 14	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
Aluminum (i)	ppb	200	600	57	ND – 200	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	63	58 – 102	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	3	1 – 3	Naturally occurring organic materials
Odor	Units	3	NA	2	2	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	828	692 – 1060	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	128	108 – 261	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	500	325 – 641	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.07	0.06 – 0.08	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (j)	Lowest – Highest (h)	Typical Source of Contaminant
Alkalinity	ppm	NA	NA	188	92 – 200	Erosion of natural deposits
Boron	ppb	NL=1,000	NA	191	150 – 270	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	74	30 – 79	Erosion of natural deposits
Chlorate	ppb	NL=800	NA	40	39 – 60	By-product of drinking water chloramination; industrial processes
Corrosivity	AI	NA	NA	13	12 – 13	Elemental balance in water
Hardness as $CaCO_3$ (m)	ppm	NA	NA	276	126 – 306	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Magnesium	ppm	NA	NA	22	12 – 27	Erosion of natural deposits
Molybdenum	ppb	NA	NA	3.5	ND – 5.3	Erosion of natural deposits
N-Nitrosodimethylamine (NDMA)	ppt	NL=10	3	0.8	ND – 2.7	By-product of drinking water chlorination; industrial processes
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	3.9	ND – 7.5	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.3	8.1 – 8.4	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.3	2.9 – 5.1	Erosion of natural deposits
Sodium	ppm	NA	NA	54	50 – 106	Refers to the salt present in the water and is generally naturally occurring
Strontium	ppb	HRL=1,500	NA	890 (n)	890 (n)	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	0.8	ND – 2.8	Various natural and man-made sources
Vanadium	ppb	NL=50	NA	4.8	ND – 7.4	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL=1	NA	0.6	ND – 0.79	Discharge from chemical factories

The following definitions may be helpful in your understanding of our Water Quality Report:

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Abbreviations:

AI = Aggressiveness Index; **CFU/mL =** Colony-Forming Units per milliliter; **HRL =** Health Reference Level; **NTU =** Nephelometric Turbidity Units; **N =** Nitrogen; **NA =** Not Applicable; **ND =** Not Detected; **NL =** Notification Level; **ppb =** parts per billion or micrograms per liter (µg/L); **ppm =** parts per million or milligrams per liter (mg/L); **ppt =** parts per trillion or nanograms per liter (ng/L); **pCi/L =** picoCuries per liter; **PHG =** Public Health Goal; **TT =** Treatment Technique

Footnotes:

(a) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2016.

(b) *E. coli* MCL: The occurrence of 2 consecutive total coliform-positive samples, one of which contains E. coli, constitutes an acute MCL violation. The MCL was not violated in 2016.

(c) Total coliform Treatment Technique(TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2016.

(d) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2016.

(e) All distribution samples collected for 2016 had detectable total chlorine residuals and as a result no HPC's were required.

(f) Lead and copper compliance based on 90th percentile being below the Action Level. Samples were taken from customer taps to reflect the influence of household plumbing. 50 homes were sampled in June/July 2014, none exceeded the action level for lead or copper. Water agencies are required to sample for lead and copper every 3 years according to EPA's Lead and Copper Rule.

(g) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2016.

(h) The lowest and highest values from an individual source of water.

(i) Compliance is based on Running Annual Average which is the average of the last four quarters in 2016.

(j) Value shown is the average of the blended water (MWD water and local groundwater).

(k) Aluminum has primary and secondary MCL's.

(l) State MCL for Gross Alpha excludes radon and uranium. Compliance is based on adjusted gross alpha where radon and uranium are deducted.

(m) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 276 ppm for 2016 which is equivalent to 16 grains/gallon.

(n) Strontium data from 2015 sampling.

IMPORTANT WEB LINKS

California EPA: calepa.ca.gov
State Water Resources Control Board – Division of Drinking Water: http://www.waterboards.ca.gov
EPA (Groundwater and Drinking Water): epa.gov/safewater

Drinking Water in All Burbank Schools is Safe

During March and April of this year, BUSD and BWP employees worked together to test all 22 schools in Burbank's public school system. About four drinking fountains and a kitchen faucet were chosen from each school and were tested for lead.

Results showed that no drinking fountain or kitchen faucet even came close to the state's limit of 15 parts per billion (ppb). (A ppb is equal to a drop of water in an Olympic swimming pool.) One drinking fountain at the Adult School showed a minute level of lead, far below the State's limit. All other drinking fountain and kitchen faucet tests showed **no** detectable levels of lead. That's worth an 'A' on any report card.

BWP would like to congratulate BUSD on a fine concerted effort in sampling all the schools in the District.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. BWP is responsible for providing high quality drinking water, but cannot control the variety of materials used in private plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead or at BWP's website **BurbankWaterandPower.com**

Nitrate: Nitrate (as nitrogen) in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Bill Payment Assistance

BWP offers reduced electric rates for households meeting program requirements. The **Lifeline** rate is open to customers aged 62 and older with specific annual household income levels. BWP's **Life Support** program applies to households with a resident who requires the use of life support equipment in the home. For information on these programs, go to BurbankWaterAndPower.com or call BWP at (818) 238-3700.

BWP also provides bill payment assistance through the **Project Share** program, administered by the Burbank Temporary Aid Center (BTAC). Project Share helps Burbank residents in need of financial assistance with paying their utility bill. For information on Project Share, contact BTAC at info@theBTAC.org or call them at (818) 848-2822.

Please Participate If Called!

Every two years, BWP surveys local businesses on our performance: what we are doing well and where we can improve. Burbank has over 5,000 businesses; 100 will be randomly selected in July to be interviewed by an independent research company. The odds of being contacted are low, but if you are contacted, please carve out a few minutes to give us some honest feedback.

Of course, we'd love to hear from all businesses. You can contact Jeanette Meyer at any time at **JMeyer@burbankca.gov** with your input. Any advice, assessments, criticism, etc. will be gratefully accepted!

DON'T LET A PARTY POOPER RUIN THE PARTY!

Metallic balloons cause power outages in Burbank.

As you celebrate birthdays, graduations and holidays, **keep those metallic balloons secured!**

Brighter Streets for Burbank

Since 2014, BWP has been replacing Burbank's streetlights with energy efficient LED lights. Not only do these lights save a lot of energy – over 53% less energy is needed compared to what's being replaced – the LEDs have the additional benefit of providing better lighting.

Check out these before and after shots.

BWP is upgrading streetlights on their regular maintenance schedule. This helps us get the most life out of the existing lights and keep costs down. To date, a third of all city streetlights have been replaced.

Above: *Buena Vista Street, just south of Chandler Blvd.*

Better Lighting for Your Home

We touched on energy efficient streetlights…now let's chat about the lighting in your home!

According to the U.S. Energy Department, lighting accounts for about 10% of a typical residential energy bill. Sure, it's just a fraction of your energy costs, but it's one of the easiest areas to impact. American households have installed energy-efficient Compact Fluorescent Light bulbs (CFL) and Light-Emitting Diodes (LED), but 71% of U.S. homes still have old incandescent light bulbs.

Is your home one of the 71%?

If so, take the time to replace those old, energy hog light bulbs. May we suggest installing LEDs instead? LEDs use about 80% less energy than an incandescent bulb and last about 25 times longer!

Did you know?

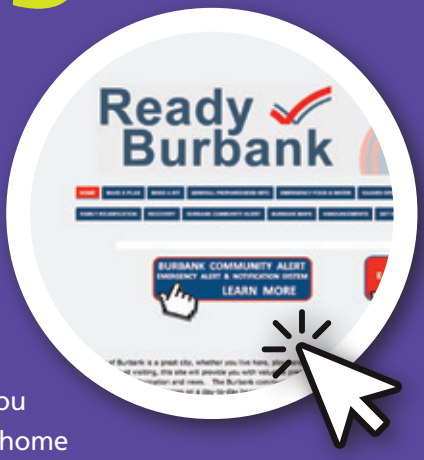
Only about 10% of the energy used by incandescent light bulbs actually creates light; the rest creates heat. That drives up your air conditioning use (and energy costs) in the summer. One more reason to replace those old bulbs!

Preparedness

/prə'per(ə)dnəs/

noun

The state of being prepared for a particular situation.



As the saying goes, "It wasn't raining when Noah built the ark." Being prepared now can save a lot of discomfort and hassle later. One easy step in being prepared for emergencies is to sign up to receive alerts from the City of Burbank. Go to **ReadyBurbank.org** and click on the **'Burbank Community Alert'** button. You select how you want to be contacted in the event of a local problem: on your cell, home or work phone, by text or email.

BWP Works 24/7/365 on Preparedness. Burbank households and businesses never take a break from using electricity, so BWP's equipment and staff are always working to keep the lights on for you. As warm summer months approach, BWP is looking ahead to possible impacts from the Aliso Canyon Natural Gas Storage Facility, still largely closed following a terrible leak over a year ago. That facility helps provide natural gas to 17 power plants in the Los Angeles area, including BWP's Magnolia Power Plant. By signing up on **ReadyBurbank.org** for community alerts, we'll contact you if there are any power outage implications from Aliso Canyon's closure.

Burbank's Watering Schedule

3 DAYS PER WEEK

TUESDAY, THURSDAY & SATURDAY

Up to 15 minutes/irrigation station, before 9 a.m or after 6 p.m.

Hand watering is allowed any day at any time.

3 Days/Week Irrigation is Burbank's "New Normal"

Outside of a few pockets, California's drought is thankfully over. But, we live in an arid climate and drought cycles will come again. That's why Burbank's City Council last year made three days per week Burbank's irrigation limit. During the height of the drought, just two days per week irrigation was allowed during warmer months and we know that some lawns suffered. Landscape professionals say that three days per week watering is sufficient to sustain a healthy landscape. In fact, too much irrigation is actually unhealthy for your lawn, limiting its ability to grow deep roots. If you find that extra watering is occasionally needed, you can always water by hand.

Thanks for doing your part for wise water management!

ONEBurbank's Service Reliability is Priceless for ATB Studios

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**

When the Ahlich family's book bindery business fell victim to the Great Recession in 2007, the 40-year old Burbank company was forced to close.

Left with a large and empty open warehouse space, the family explored its options, decided to renovate, and created a 'studio approved' production site. In 2010, they opened their newly transformed 37,000 square foot facility, naming it ATB Studios, an acronym for Area Trade Bindery, in a fond nod to the space's former use. The business grew as continual upgrades and improvements were made. The production stages are used for film, television, music, and other functions. ATB Studios proudly counts CBS, NBC, Food Network, and MTV as clients.

Lucy Platner and Tom Ahlich, ATB Studios' owners, talk about BWP's ONEBurbank fiber service:

Our number one job is to provide our clients with the best one-stop studio space possible. As we improved our facility and our customer base expanded, our internet service provider was simply unable to meet our clients' demands. Constant outages, poor customer service, and general unreliability were frequent distractions from our business. It was critical to improve our infrastructure if we were to continue growing our company.

In the fall of 2015, we learned about **ONEBurbank** from other production studios in the area. Some of our biggest customers were demanding a more reliable ISP service, so we decided to switch to **ONEBurbank** for better dependability and bandwidth. The installation was quick, had minimal impact to our business, and the transition from our old ISP was seamless.

With **ONEBurbank,** we don't get service interruptions, sluggish service, or poor upload and download speeds. We receive reliable support. **ONEBurbank** allows our clients to complete their work on-site, in a timely fashion.

The cost is a bit more than other ISPs, but continued service reliability is priceless in the studio business. For ATB Studios, **ONEBurbank** was the right choice for our clients, and for our continued growth.

We welcome ATB Studios as another satisfied ONEBurbank customer! Visit their website at atb-studios.com for more information.

Above: *(L to R) Ray and Gen Ahlich, founders of the original book bindery business which gave rise to today's ATB Studios, currently operated by their children and grandchildren.*

Your monthly water costs could go up by about the cost of a nice cup of coffee.

Water Rates to Rise by 3.4%; No Electric Rate Increase

As part of the City's 2017-2018 fiscal year budget, the City Council approved a 3.4% rate increase for water service, effective July 1. This increase is largely a pass-through of the higher wholesale water costs charged to BWP. There will be no change in Burbank's electric rate.

If your household uses 6,000 gallons per month, your bill impact will be $1.46. If your use is 12,000 gallons, expect a $2.11 increase. Even with the rate increase, Burbank's residential water rates remain the lowest in the region.

No Internet Access at Home?

No Problem!

Having internet access is no longer a luxury but a necessity. While most Burbank homes have internet access, some don't. If this describes your home, don't despair! All three Burbank public libraries, as well as the Joslyn Adult Center, provide free internet access. All you need is a Burbank library card. Not as convenient as home internet access, but a free alternative you can take advantage of.

Here's another alternative for non-wired homes: BWP will print out and send you your home's daily water and electric usage. This information is provided online at **BurbankWaterAndPower.com** for all customers, but if you don't have access, just call us at 818-238-3700 and we'll be happy to help you out!

CITY OF BURBANK
Water and Power
Since 1913
Always There for You!

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

ECRWSS

Please use water and energy wisely.

Postal Customer

Follow BWP at twitter.com/BurbankH2OPower
Scan the barcode with your smartphone to go directly to our Twitter page.

replace with 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...

Printed on recycled paper.