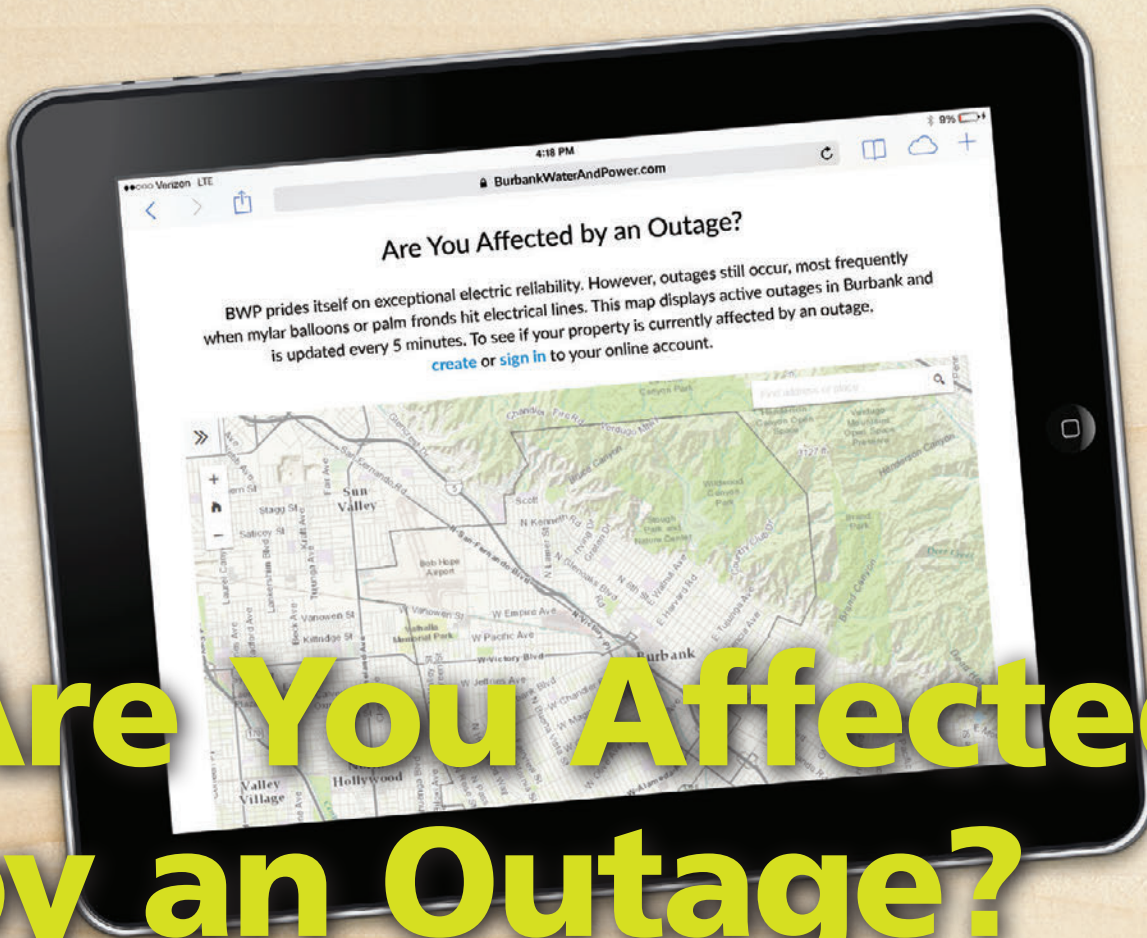


Currents



Always There for You!



Are You Affected by an Outage?

On BWP's website is a map, updated every 5 minutes, that displays active outages in Burbank. Check out the map to see if your corner of Burbank is affected.

While the map provides good information, we wanted to give you an even better way to determine if your property is impacted. Now, when you log into your BWP account, an orange "Outage Detected" button will appear in the top right corner in the unlikely event that your property is affected by an outage. Clicking on that button will show you when power should be restored. As soon as the outage is over, the button will disappear.

If you don't have a BWP account, take two minutes to create one. Simply visit BurbankWaterAndPower.com to get started.

Aliso Canyon Update

Remember that leak at the Aliso Canyon Natural Gas Storage Facility located near Porter Ranch? The site remains closed while work continues to ensure the facility's safe operations. However, without natural gas from Aliso Canyon, power plants in the Los Angeles Basin that run off of natural gas may not get enough fuel to generate electricity. And, we know that demand for natural gas will soon spike — during cold weather, households use up to seven times more natural gas than in summer months.

Here's What You Can Do To Help:

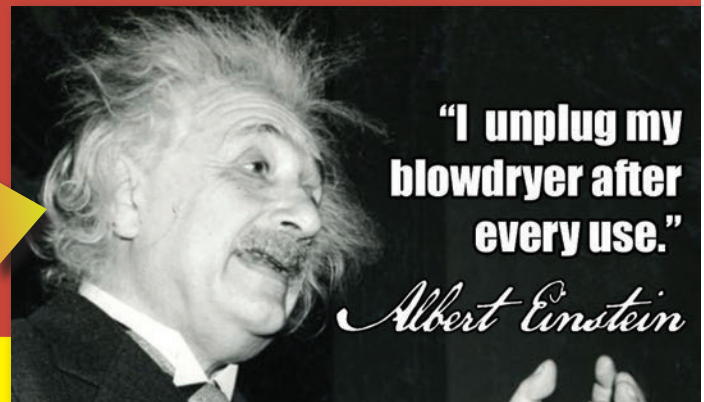


#1: Sign up to get outage alerts at ReadyBurbank.org. Click on the 'Burbank Community Alert' button to receive emergency alert messages on whatever device or devices you select: your cell, home or work phone, email or text.



#2: Conserve Energy. SoCalGas.com has lots of tips on saving natural gas but here are four top tips:

- Lower your furnace thermostat 3 to 5 degrees, health permitting
- Clean or replace your furnace filter
- Reduce the temperature on your water heater
- Wash and rinse your clothes in cold water



Saving electricity also helps, so follow Albert Einstein's lead!

Energy-saving tip: Unplug what you're not using and use a power strip to turn off multiple items at once.



#3: Get Ready, Be Safe. Thankfully, outages rarely occur in Burbank but be prepared regardless, especially for outages caused by earthquakes or other natural disasters.

- Have flashlights and extra batteries nearby
- Is your First Aid Kit complete? Do you have enough bottled water and non-perishable food stored? Don't forget your medications, phone chargers, and pet supplies.
- If an outage hits...
 - Turn off all lights except for one (so you know when power is back on)
 - Keep refrigerator doors closed as much as possible
 - Turn off appliances and other electrical equipment to help prevent power surges when power is restored

Free WiFi from BWP



BWP's system that collects electricity and water use information is made up of about 400 WiFi transmitters located across town. To expand the

benefits of this system to the community, we provide free citywide internet access on a 'best efforts' basis. Signal strength may vary by how close a transmitter is and the amount of traffic on the site at any given time. Remember: the service is best effort and may not be available in some areas, but it is free!

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.

Five easy steps to use BWP Free WiFi:

- 1 Open your device's connection manager.
- 2 Connect to the "BWP Free WiFi" network name.
- 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!

This service is another benefit brought to you by your community-owned utility!



Considering Solar?

Check out "Solar 101" First!

Many Burbank residents plan on installing solar panels at their homes. A typical solar installation can cost as much as a car, so do some research before signing a contract! You'll find great "Solar 101" information and resources at BurbankWaterAndPower.com.

Topics include:

- How solar works
- Sizing your solar system
- Buy or Lease?
- How solar will affect your utility bill
- Finding the right contractor

If you decide solar is right for you, we **highly recommend** that you get multiple bids for your project. Make sure each contractor you meet adequately answers the "Questions to Ask Your Solar Installer" listed on our website **before** you sign a contract!

Questions to Ask Your Solar Installer

Finding the right Solar Contractor can be daunting. To help with this task, we've created a list of important questions you should ask a solar installer.

PART 1: Questions to Ask When You're Shopping for a Solar Contractor

Use the questions below to help you decide if a contractor is right for you:

- 1. How much money is due up-front?
- 2. Which rebates and incentives am I eligible for?
- 3. If my energy use changes (i.e. I buy an electric car) can I add more panels later?
- 4. When would I receive the Federal solar tax credit? How much is it?
- 5. What will happen with local and state rebates? Will they increase over time?
- 6. Should I wait for newer technology?
- 7. When was your company established and how much solar has it installed to date?
- 8. Does your company hire sub-contractors when it gets busy?
- 9. How long will installation take?
- 10. Do I need to be here for the installation?

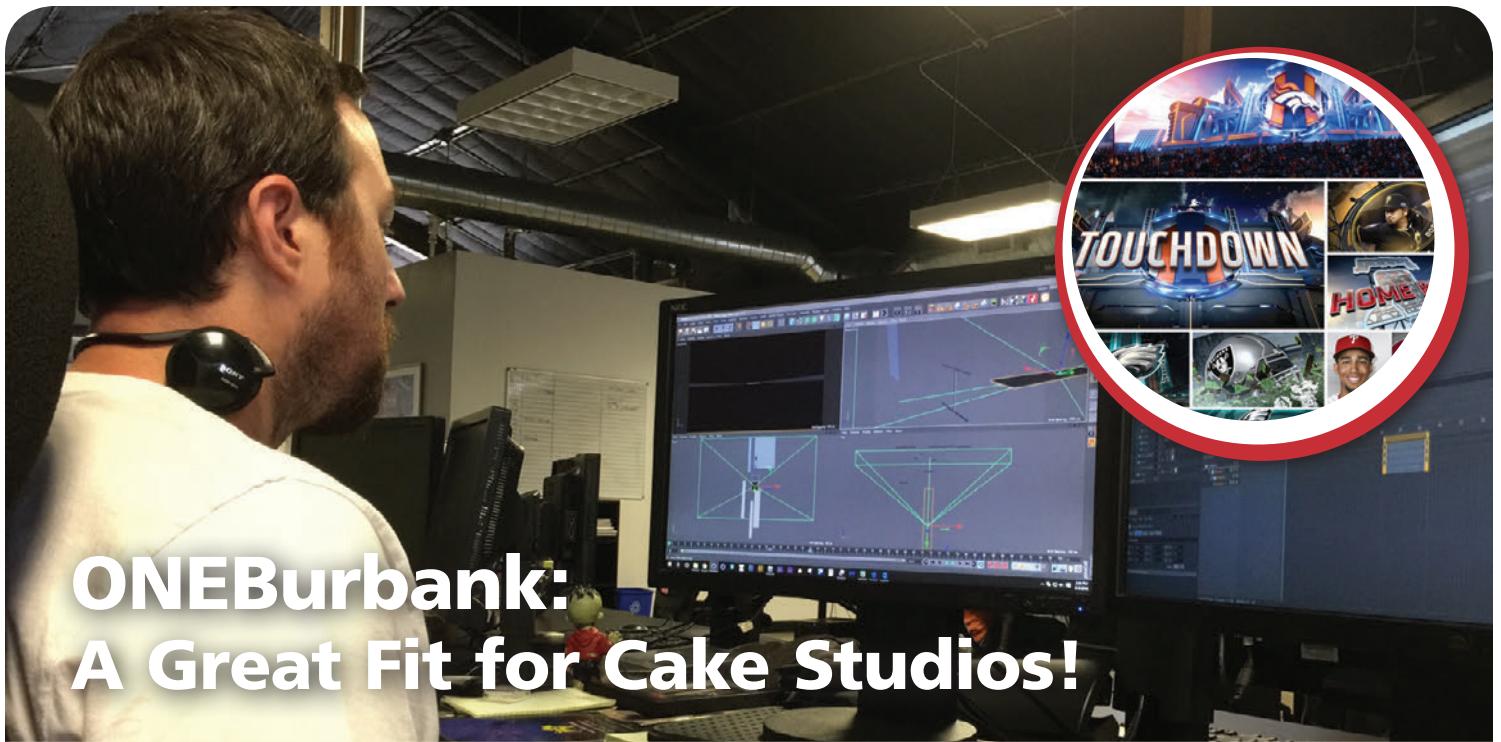
Be sure to ask the following questions about how a solar installation will impact your roof:

- 1. Do I need a new roof for an installation?
- 2. Will the age or type of my roof affect the cost of installation?
- 3. How will installation affect my roof? Will it create leaks? What if it does?
- 4. If I'm planning on re-doing my roof, should I install panels before or after?
- 5. Who will be working on my roof? How much experience do they personally have installing solar?

PART 2: Important Billing Questions to Ask Your Solar Contractor

Ask your contractor these important questions on how solar will affect your bill and your household expenses.

- 1. How much of my energy usage would my solar system cover?
- 2. How much would my monthly energy bills be after installation?
- 3. How long would my payback period be on my solar system?
- 4. How will billing work with my utility?
- 5. How will solar affect my homeowner's insurance?
- 6. What warranties are available on my panels? On your workmanship and the installation itself?



ONEBurbank: A Great Fit for Cake 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**

Cake Studios is a full-service creative production house specializing in high-end motion graphics design and animation. Started in 2010 by Jim Steinhaus, Vice-President, and Mannix, President and Creative Director, *Cake Studios'* national and international projects include work for television networks like Fox Sports, ESPN, CBS Television, and Brazil's Globosat, and television shows like *The Price Is Right* and *Entertainment Tonight*. The company also creates design packages for sports venues and franchises including the Oakland Raiders, Denver Broncos and Pittsburgh Pirates. Mr. Steinhaus shares his experience with BWP's ONEBurbank fiber service:

Searching the web for internet providers in the area, I found ONEBurbank. I had no idea Burbank Water and Power offered such a

service, and the more I researched it, the more it seemed like a great fit for *Cake Studios*.

Most of our work is transferred digitally and feature very large files and folders. ONEBurbank's symmetrical up and down bandwidth allows us to send and share files with our clients better than ever before. The more efficiently we deliver, the better the experience we provide to our clients – and this is the heart of our business!

ONEBurbank's service tiers offer us the scalability and flexibility to increase our bandwidth during peak times if needed, and then return to our normal level of service. I truly appreciate that ONEBurbank has a dedicated pipeline, unlike the other providers who have more tangled and unknown paths. The price point was

really attractive, and the local, "small company" feel was very enticing as well.

Our ONEBurbank service has been great -- completely reliable, and with no downtime. We have more flexibility and greater capacity than we ever expected. *Cake Studios* looks forward to working with ONEBurbank well into the future.

We welcome *Cake Studios* as another satisfied ONEBurbank customer! Visit their website at cakestudios.tv for more information.



Above: A staff member working on a graphics project at Burbank's *Cake Studios*.

Above inset: A sampling of *Cake Studios* design campaigns created for the sports industry.

Drought Update

The drought continues. It's our 5th year of drought and Burbank, along with the rest of California, appears well into a 'new normal' — longer drought cycles that happen more frequently. Gone are the days of watering our lawns daily. The good news is that your lawn doesn't need to be watered that often. Deep and infrequent watering will help plants set deeper roots and become more drought tolerant. **Please do your part:**



Water only on allowed days! It's okay to water on Tuesdays, Thursdays and Saturdays. As the weather cools, your landscape may not need 3 days of watering, so consider setting your irrigation controller to two or even fewer days.



Water before 9 a.m. or after 6 p.m. This will limit water lost to evaporation.



Hand watering is okay any day.



Run sprinklers no more than 15 minutes per station.



**TRASHING ONE EGG WASTES
55 GALLONS OF WATER**

COOK IT, STORE IT, SHARE IT.

SAVETHEFOOD.COM



**Did You
Know?**

EV Charging at Airport

BWP is pleased to announce that six Level 2 Electric Vehicle Chargers have been installed at the Hollywood Burbank Airport's valet parking. This project, a partnership between BWP and the Airport, seeks to reduce "range anxiety." Now, when traveling from Burbank and using the valet service, drivers can opt to have their electric cars fueled for when they return home.

Considering an EV? BWP offers residents up to \$500 and businesses up to \$1,000 in EV Charger rebates and has installed 28 public charging stations! Visit BurbankWaterAndPower.com for information.



Winning!

Your community-owned water and power utility is very happy to share with you some recent national recognition we've received.





First Place Win for Best Communication or Marketing Plan by a city to its citizens. (We also won Second Place for “Best Citizen Participation” and Third Place for “Best Green Program”!) BWP’s *Billion Gallon Challenge* drought campaign lasted 10 months and included a wide array of traditional and creative communication vehicles – from newsletters, Tweets, and presentations to civic and business groups, to lamp post banners, lobby monitor messages, and bookmarks. We left no stone unturned in getting the word out to the community...and you all responded by saving over one billion gallons of precious drinking water! We remain overflowing with gratitude!

The **Innovation in Sustainable Engineering Award** was presented to BWP by the American Society of Civil Engineers for “deploying the latest technologies in the rehabilitation of a 40-year-old plant permitting the entire BWP campus to operate on 100% recycled water.”



BWP’s EcoCampus also won a **2016 American Architectural Award**. Annually, the Chicago Athenaeum Museum of Architecture and Design honors the best new buildings and landscape projects here in the U.S. and abroad. BWP’s campus won this impressive award for being “a model for sustainability” that is a “poignant juxtaposition of industry and nature.”

BWP’s award-winning campus is beautiful and sustainable. Recycled water irrigates the drought-tolerant landscape, including on our 3 Green Roofs, and in the Magnolia Power Plant: over 1,000,000 gallons daily with no discharge to the Pacific Ocean. Solar energy helps power the campus, including the EV Chargers that fuel BWP’s emission-free vehicles. Three buildings on the campus have earned LEED Platinum certification. Five different storm water-capturing systems are used to prevent run-off and high-efficiency LEDs light the campus.

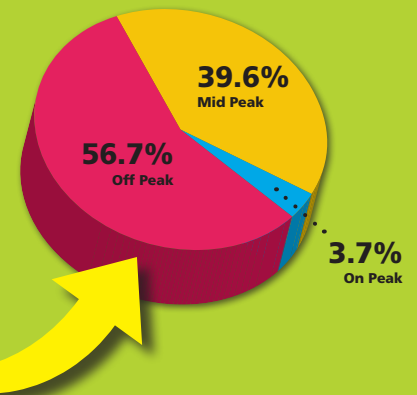
New Electricity Rate Design for Burbank Businesses

Starting January 1, 2017, all businesses in Burbank will be on a time-of-use (TOU) rate for the electricity they use.

BWP's cost to provide customers with electricity changes with different times of the day and year. It's largely supply and demand: when energy is in high demand, costs go up. In low demand, costs go down. A TOU rate reflects these varying daily and seasonal costs.

Burbank's TOU has 3 daily rate periods (on-peak, mid-peak and off-peak hours) and 2 yearly periods (summer months and rest of the year). Summer on-peak hours are the most expensive. Fortunately, these are just a small sliver of all hours: less than 4%. Companies that reduce their energy use during on-peak hours will reduce their energy costs.

TOU Hours in Year



Here are some ways businesses can manage energy costs:



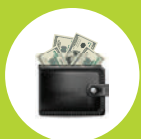
Pre-cool: On hot days, set thermostats slightly lower than normal around noon, then adjust to a higher than normal temperature during on-peak hours (4pm to 7pm). This allows your air-conditioner to coast during Burbank's higher-cost energy hours.



Use LEDs: Replace incandescent or halogen lights with LEDs, saving energy on both lighting and air conditioning (as far less heat is caused by LED lights).



Manage your schedule: If you can, delay using heavy equipment (anything that makes heat, cold, or has a large motor) from 4pm to 7pm.



Upgrade efficiency: If your air conditioner is old, consider replacing it with a new Energy Star model. You'll likely use 30% - 70% less electricity on cooling and might qualify for a cash rebate from BWP for your efficient purchase!

If you're a Burbank business with questions about your rate design, just give us a call at 818-238-3700. We're happy to help!

Thanks for your Feedback!

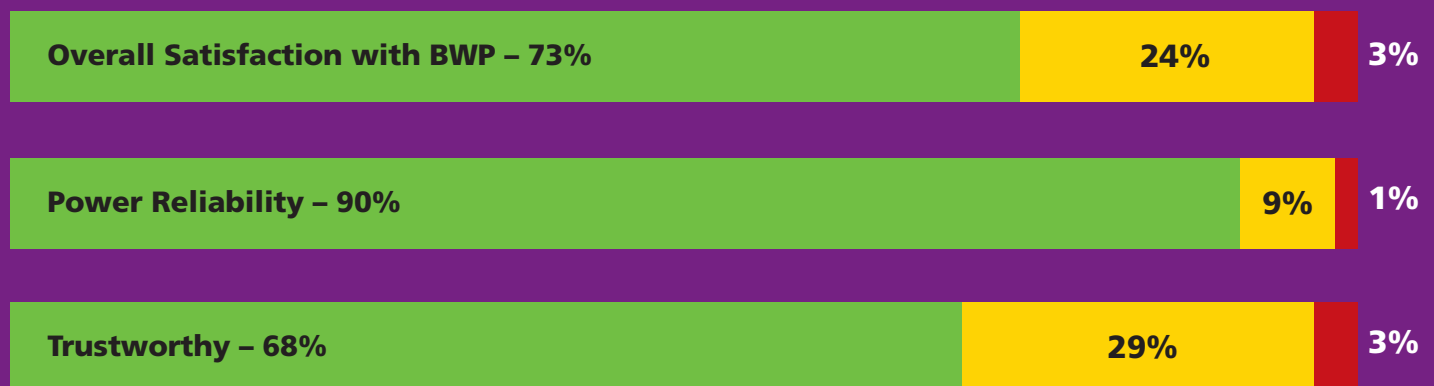
Every two years, BWP surveys residents on our performance: what we are doing well and where we can improve. To those residents randomly selected for the survey — **Thank you for your time and opinions!**

Overall, you think we're doing a good job.

Doing Great

Doing Okay

Doing Poorly



We even asked a rather scary question: *“Compared to Best-in-Class service providers like Amazon, Netflix, Apple and Uber, how is BWP’s customer service?”* Over half of you reported that BWP is ‘among the best’ or ‘above average’! Just 7% said BWP’s service is ‘below average.’

But, there’s room for improvement. BWP’s electricity and water rates, and the value you receive for the price paid, is where we need to work harder. Here, the community is really split:



Compared to the cities that surround us, Burbank actually has the lowest water rates and second-to-lowest electricity rates. (We obviously need to do a better job of letting you know this!) BWP will continue working to keep our rates as low as possible. And, when rate increases happen, we will keep you informed about why costs are going up, BWP programs that can help you, and tips that you and your family can follow to keep costs as low as possible.



This expansive yard space on S. Sunset Canyon went from a water guzzler to a stunning backyard sizzler with decomposed granite walkways and a rock stream bed. The water savings are pretty stunning as well — 150,000 gallons per year!



This lawn on S. Niagara went from “See ya later!” to “Hello, Gorgeous!” with a new pebble walkway and drought tolerant plants that add height and texture. Expected annual water savings are 48,000 gallons.

Native Beauty



Landscape is the #1 user of water. One in every four gallons of water used in Burbank goes to watering lawns. Some residents have dramatically saved water by replacing lawn with drought tolerant plants that sip instead of guzzle water. Here, we highlight three local projects.



The landscape at this lovely home on E. Magnolia went from singing the blues to humming a new tune by adding visual color and texture. Water savings are estimated at 132,000 gallons per year!



Need more inspiration? Visit BWP's online [Water-Wise Gardening](#) feature at [BurbankWaterAndPower.com](#). This website within our website includes tours of water efficient gardens, hundreds of photos of plants, shrubs and trees with full information about each, watering tips, and the ability to create and print a list of plants you are interested in.



**Thank you to all the Weekend Warriors who replaced thirsty turf with California Native plants!
Your actions made a huge cut in Burbank's water use.**



Always There for You!

**Please
use
water
and
energy
wisely.**

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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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