

Currents



Always There for You!

Building Today for Your Electrified Future

Have you noticed there are a lot more electric vehicles cruising around town? What about those new 80 inch smart televisions at electronic stores? It is not hard to imagine a more electrified future. No matter how the electricity is generated, there needs to be a reliable way to get all that electricity to your home or business. You want electric service that is environmentally responsible, affordable, and there when you need it. Modernizing equipment at the end of its useful life keeps our infrastructure strong. That is the whole idea behind the construction of the new Ontario Substation at Winona Avenue and Ontario Street.

Here is information to help navigate through town and avoid delays during construction.

- Construction started in December 2017 and is estimated to last until the spring of 2019.
- The working hours are **Monday through Friday from 7:00am until 7:00pm.**
- If your home or business is in the construction area, shown in the map, you will receive a printed notice 48 hours before construction moves to your block.
- For additional information and project updates visit **OntarioSubstation.silvey.com**.



Questions? Contact Erik Olsen, Project Manager at **(818) 238-3579** or **EOlsen@burbankca.gov**.





How Burbank's Reliable Electric Service Stacks Up to the Rest of the Country

Looking for a reliable car? There is Kelley Blue Book to help. How about a reliable washing machine? A Consumer Reports review is just a few clicks away. Where do you go to know how reliable your electric service provider is? If you're one of the over 2,000 community owned electric service providers in the nation, like BWP, a coveted reliability designation such as a Reliable Public Power Provider (RP3) program given by the American Public Power Association.

Currently, only about 250 of the nation's more than 2,000 public power utilities hold an RP3 designation recognizing them for providing communities with the highest degree of reliable and safe electric service.

Designees complete a demanding application process which is completed over the course of several months.

The RP3 designation certifies that BWP has demonstrated leading practices and operational excellence in reliability, safety, workforce development, and system improvement.

So how good is your electric service reliability in Burbank? It is amongst the very top in the nation. BWP received the Diamond designation, the highest designation possible.

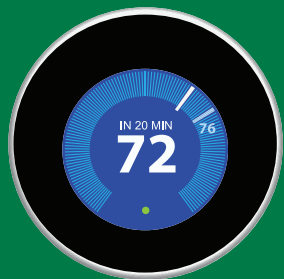
Although no electric utility can guarantee 100% availability, it doesn't mean we should not try. BWP's electric service is 99.998% available. Now that's reliable.

Here's What You Can Do Before Next Summer to Help Your Home Stay Cool and Manage Your Electric Bill



Home Improvement Program

You give your car a regular tune up but what about your home? BWP's Home Improvement Program is designed to give your home the tune up it needs. Receive up to 14 free services such as AC tune-ups, duct sealing and weatherization retrofits that keep homes cool during the summer and warm during the winter. Our certified technicians work with you throughout the process to make sure your home runs like a well-oiled machine.



Smart Thermostat Rebate

Smart thermostats help you manage your electric use and give you the flexibility to manage the temperature of your home wherever you are. This ability to monitor and maintain comfortable temperatures in your home saves money on your bill by reducing electricity that is used when you are not home. BWP offers up to a \$50 rebate on smart thermostats purchased in Burbank.



Air Conditioner Rebate

We all know the summer heat is a lot more bearable with air conditioning. Upgrading your air conditioner to a more efficient model can help you save money on your bill in the long term. BWP offers rebates of up to \$250/ton on qualifying models.



Free Shade Tree Program

Shade trees are nature's air conditioners and help keep homes and businesses cool. Burbank residents can receive up to three free trees for their home. Burbank businesses can select up to twenty to help keep their place cool year-round. Choose from a variety of trees and receive expert advice on the best spots to plant them. Call (818) 957-8196 to set up an appointment with BWP's Shade Tree Program Arborist.

Our Shade Tree Program Arborist, Craig Crotty, has helped over 9,000 customers plant over 10,000 trees in Burbank. Mr. Crotty can help you, too!



For more information on these programs and services visit BurbankWaterAndPower.com

You Count on BWP to Provide Power When You Need it



114°!

Did you feel the heat this past summer? We all did. July 2018 was California's hottest month ever recorded in history according to the National Oceanic and Atmospheric Administration. Temperatures published by the National Weather Service showed that on July 6, 2018, the thermometer ticked to the highest level ever recorded at Hollywood Burbank Airport setting an all-time high of 114 degrees.

As temperatures head into record-breaking territory, demand for electricity soars. Why? You guessed it. All those air conditioners running! During these hot days most people are not thinking about the miles of wires and infrastructure it takes to power the air conditioners that keep us cool.

That is, until the power goes off.

Just how reliable is Burbank's electric system?

You may have heard about people in Southern California without power for hours, maybe even days, during this critical time.

Burbank had no sustained outages.

Protect Yourself Against Scams

We've noticed a big increase in the number of impersonators claiming to represent BWP. These people are professional scammers and know lots of tricks to make you think they are legitimate.

Good news: you can avoid these scams by knowing how they operate and taking the steps to protect yourself from scammer tactics.

The latest scam is tree trimmers claiming to be associated with BWP and asking for money to trim trees. BWP only provides tree clearance from high voltage electric wires for safety and does not ask for money to perform tree clearance.

BWP employees and contractors are happy to show you their BWP identification badges to verify their identities. **If you feel threatened or uncertain in any way by someone at your property claiming to represent BWP, dial (818) 238-3000 or 911 for police assistance.**

BWP will never call and demand payment.

Callers threatening to disconnect your service if a payment is not received immediately is a big tip-off that it's a scam artist on the line. To add credibility, scammers often use "spoofing technology" that makes your caller ID display BWP's name and published phone number. Utility companies do not call and demand payment immediately from customers who are overdue.

If someone claiming to represent BWP calls and asks you to make an immediate payment with a pre-paid card, like MoneyPak or MoneyCard, **HANG UP!** It is an impersonator trying to scam you.

Trust your gut.

It is okay to ask questions if something doesn't feel right. You can always check in with BWP at (818) 238-3700 to verify the accuracy of information you are receiving.





Burbank Town Center has 16 New EV Chargers and Plenty of Things to Do While You Charge!

Whether you like to shop, browse, or in the pure SoCal tradition, just hang out, Burbank Town Center is the place for you. And, after a recent renovation — it's even better, with a new food court, an event and activities space, children's play areas, and free wifi. Best of all, Burbank Town Center now hosts the largest public charging location for electric vehicles in all of Burbank.

BWP now operates 16 Level 2 (240 volt) electric vehicle (EV) chargers at the Mall, with 8 chargers at each of the first levels of the East and West parking garages. These EV chargers will help ensure affordable and convenient access to charging to energize your trip to the Mall, whether you drive an EV now or plan to in the future.

Gaining access is easy. EV drivers can use a Chargepoint card or app on their phone to use the chargers.



BURBANK
TOWN CENTER

Special thanks to Burbank Town Center Management for supporting cleaner air, easy public access to EV charging, and enhancing your visitor experience.

For more information on how to bring charging to your business or facility, please contact Kapil Kulkarni, EV Charging Program Manager at 818-238-3792 or kkulkarni@burbankca.gov.



Winter is Chill in Burbank

We know winter in Burbank (or California, for that matter) is a lot more mild compared to other parts of America. Winter in Burbank means finally getting an opportunity to put on those winter boots you've been eyeing all summer, spending a night out at the Rink in Downtown, and trading in your regular cup of Joe for a pumpkin spice latte.

Cooler temperatures can also mean spending more time indoors at home, drinking cocoa with loved ones or curled up under a warm blanket with a good book.

Here are some tips to help keep your home safe and cozy this winter.

1 Give Your Chimney a Big Sweep

This is the season your fireplace will be used the most! A good chimney cleaning can prevent issues caused from soot build up. Make sure you have a chimney cap on to keep out moisture and prevent sneaky critters, like mice and birds, from entering your home. Be sure to visit the South Coast Air Quality Management District (SCAQMD) website at www.aqmd.gov for designated no-burn alerts.

2 Test Your Smoke and Carbon Monoxide Detectors

Now is a great time to replace your batteries with new ones to make sure your detectors are still working to keep you safe.

3 Seal Your Doors and Windows

Prevent the heat inside your home from escaping as temperatures drop by repairing or replacing any damaged weather stripping around your doors and windows. Some Burbank homes can qualify for free air sealing through BWP's Home Improvement Program. Schedule an appointment by calling (866) 365-7358.

4 Clean Out Your Gutters

Gutters clogged by leaves, dirt and debris can make it easier for water to enter your home through the walls and ceilings. Keep your roof in tip top shape by cleaning out your gutters before Burbank's rainy months arrive.

5 Prepare Your Yard for Cooler Temperatures

Your landscape isn't going to need as much water in the winter as it needed over the summer. Consider reducing the length of time on your irrigation settings. Remember to turn off your sprinklers before and after a rainy day.

Trimming trees that are problematic in the winter months, like palm trees, helps prevent falling branches from damaging your property or causing power outages.

Bring your potted plants, that don't like the colder weather, indoors for the winter. Protect your perennials by adding a layer of mulch around them. Want free mulch? Contact the Lopez Canyon Environmental Education Center at (818) 485-0703.



The Dog Days of Summer are Over!

Now it's Time to Cover Your Pool for the Winter.

Burbank reached a record high of 114 degrees this summer so if you have a pool you probably put it to good use. Now that the dog days of summer are behind us and the leaves are changing colors and swiftly ushering us into winter, it's time to cover your pool.

Pool covers keep your pool protected from stains, debris and algae throughout the winter months. You will also save time and money by reducing water evaporation and not having to buy as many pool chemicals when the weather warms up and you're ready to use your pool again.

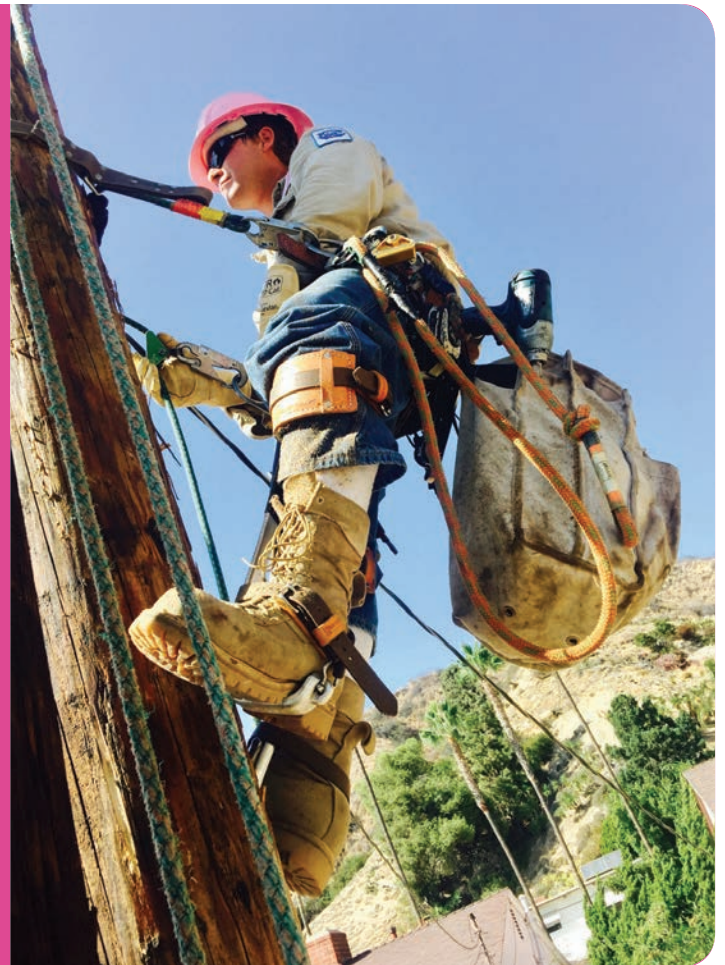
If you don't already have a pool cover you can get a \$50 bill credit from BWP for purchasing one. Get more details at BurbankWaterAndPower.com.

October is Breast Cancer Awareness Month

BWP employees annually donate to Susan G. Komen to fight to end breast cancer.

There are a number of ways to support those affected by breast cancer. Whether helping the community as a whole or donating in honor of a loved one, each donation helps sustain Susan G. Komen's mission to educate and fight to end breast cancer.

Visit the Susan G. Komen website at ww5.komen.org/ if you would like to help.



Bring Your Pumpkin to Life Without a Candle



Kids love the spirit of Halloween.

It's the one day a year where you get to dress up in costume and parade around the neighborhood as your favorite superhero or villain and get **free** candy. But for parents, safety and fun are important on Halloween.

Here are some safe and fun ways to illuminate your pumpkins this Halloween without using candles and worrying about flames.

Glowsticks

Glowsticks are a great way to bring smaller pumpkins to life.

Christmas Lights

Christmas lights come in a variety of colors so you can get really creative. Place your Christmas lights inside your pumpkin to get hours of bright light.

Try a Battery Operated LED Push Light

Battery operated LED push lights are a great way to light up your pumpkin. Plus, these lights can be repurposed as a night light or put to use in closets after Halloween is over!

Use a Fake Candle

Flameless tealight candles fit nicely into the base of pumpkins and provide a steady glow of light. Add as many tealights as you want to increase the light intensity.

No Light!

There are lots of cool ways to decorate a pumpkin without using any light at all. Dust off your paint brushes, do some research on Pinterest, and use your imagination!



Top 10 Pups for Your Family

Dogs make great additions to the family. They always seem to be there for us when we need them, whether it's to comfort us, protect us, or make us laugh.

Thinking of adding a furry companion to your family? Animal shelters have dogs of all breeds and mixes available for adoption! Here are some of the top family friendly pups according to The American Kennel Club.

1 Labrador Retriever

2 Bulldog

3 Golden Retriever

4 Beagle

5 Pug

6 French Bulldog

7 Newfoundland

8 Irish Setter

9 Brussels Griffon

10 Collie



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November 6, 2018



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ONEBurbank: A Win-Win for Christy's Team and its Clients



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**

Founded in 1969 by brothers Dick and Dan Christy, Christy's Editorial is one of the oldest post-production companies in the Los Angeles area. Alongside his father Dan, 10-year old Craig Christy helped service Moviolas, the first ever motion picture editing machines which allowed film editors to actually view a film while editing. Craig later became a key player in the entertainment industry's transition to digital editing. He helped launch the company's digital division in 1991 and expanded the growth of Christy's facilities from a tiny back-room shop to over 60,000 square feet in less than two decades.

Today, Burbank-based Christy's continues to provide the same family-style service as Dick and Dan did in the beginning, but with the most advanced, cutting edge equipment available.

Craig Christy, the company's President, describes the transition to BWP's ONEBurbank fiber service:

At Christy's Editorial, we do a lot for our customers. We rent equipment and spaces for digital editing, advise on workflow and best practices, and even host the occasional family lunch—no really, I'm a big BBQ guy. Family lunches are a long-standing tradition over here.

But one of the biggest, most important parts of our business is media storage. We've got over a petabyte (which is a million gigabytes!) of storage onsite—that's more than four years of HD video, to put it in perspective. Last year we expanded from one to four buildings. It was going to cost us an arm and a leg to set up separate storage and IT infrastructure for each of the new buildings.

By using ONEBurbank's dark fiber network, we were able to access our single storage facility directly from each of our editing facilities—and instantaneously, too, as if the media was stored in the same building.

Not only did we save a boatload of cash not having to buy three new systems, but we also got lightning fast internet as part of the package. ONEBurbank's internet is so much faster and more reliable, we were able to phase out our other provider altogether. Only in Burbank do you find opportunities like this—it's why we've stayed here for nearly 50 years.

ONEBurbank gave us total connectivity and saved us a ton of money. Our customers are happy, we're happy.

We welcome Christy's Editorial as another satisfied ONEBurbank customer! Visit their website at christys.net for more information.

Christy's
EST 1969

Above: Christy's team members from left to right: Dominic Zerpoli, Kyle Russi, Craig Christy, Julie Kramer, and J.J. Nigro

Electric Vehicles are Taking Charge

You need a reliable car.

You depend on your vehicle to get you get to work, school, the grocery store and all of the other places you need to be in life.

But let's face it. Traditional gas vehicles can be a lot of maintenance. There are a lot of moving parts that can break. You spend a lot of time filling up the tank at the gas station and even more time at the mechanic getting oil changes and repairs.

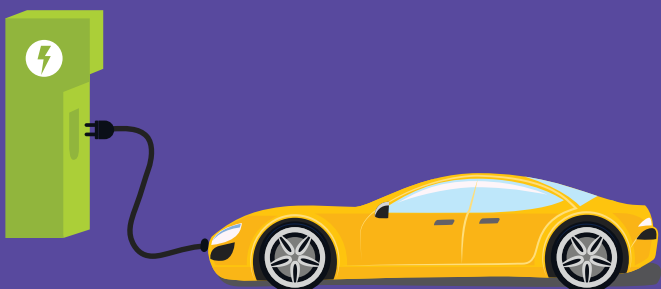
What if there was an easier way to maintain a car? Imagine if you never had to go to the gas station or get your oil changed again.

Electric vehicles (EVs) are a reliable option for your personal transportation.

EVs don't use oil or transmission fluid so there are fewer fluids to change than in gas vehicles. Brake systems in EVs are known to last longer and have fewer moving parts so there's less to maintain.

Batteries in EVs are designed for extended life and some manufacturers offer warranties with extended mileage on their batteries. Plus, EVs must undergo the same rigorous safety testing and meet the same industry standards as gas vehicles.

Best of all, EVs are now going farther distances between charges. More charging locations are popping up so you can run errands, grab lunch, or shop while you charge.



Spring Forward, Fall Back



It's that time of the year again...

Now that summer is ending, it's time to turn those clocks back one hour on **Sunday, November 4th**. And, don't forget to adjust your sprinkler timer to keep it running before 9am or after 6pm to match Burbank's landscape watering schedule.

Fun fact!



The idea of daylight savings time was first thought of by Benjamin Franklin in 1784!

Trim Your Palm Tree

Strong winds are capable of blowing palm fronds large distances and can even cause power outages on an electric line located blocks away from the tree. Believe it or not, palm fronds are the second biggest cause of power outages.

No one likes outages.

Make plans to trim your palm trees to help keep the power on for you and your neighbors.





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and
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wisely.**

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How to Contact Us.

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BurbankWaterAndPower.com

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