

June 2010

Burbank's Newsletter for Information Regarding Your Water and Power Department.

Currents



2009 ANNUAL WATER QUALITY REPORT

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

The purpose of this report is to share the results of BWP's and the Metropolitan Water District of Southern California's (MWD) sampling efforts and to meet the requirements of the Safe Drinking Water Act. This report compares those tests with State and/or Federal standards and explains the different sources of water that BWP serves to the citizens of Burbank. Together, MWD and BWP, look for more than 162 constituents and are required to list only those constituents that are actually found. Our water, as in the years past, meets all EPA and state drinking water standards. One important section of this report includes educational

information and precautions for people with health issues that require them to avoid certain contaminants. If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For questions regarding water conservation, please contact BWP's Conservation Services group at (818) 238-3730 or visit BWP online at BurbankWaterandPower.com. You can also attend BWP Board meetings held at 164 W. Magnolia (BWP Administration Building). The BWP Board typically meets on the first Thursday of each month at 5:00 p.m. The public is invited to participate in these meetings.

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

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

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Water Sources

The drinking water for Burbank comes from three different sources: local groundwater from the San Fernando Valley Basin, the Colorado River, and the State Water Project.

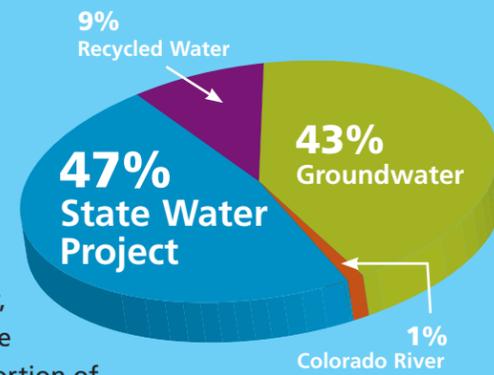
Our groundwater source comes from wells in Burbank and is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE) before it is put into our distribution system. Burbank has two treatment facilities, the Granular Activated Carbon (GAC) Plant and the Burbank Operable Unit (BOU) Plant. For the year 2009, 43% of our total water supply came from groundwater located within the San Fernando Valley Basin.

The Colorado River and the State Water Project are imported water supplies purchased from the Metropolitan Water District of Southern California (MWD). MWD operates treatment facilities for these surface water supplies before delivering it to Burbank. For the year 2009, 47% of the City's water came from the State Water Project and 1% came from the Colorado River Aqueduct.

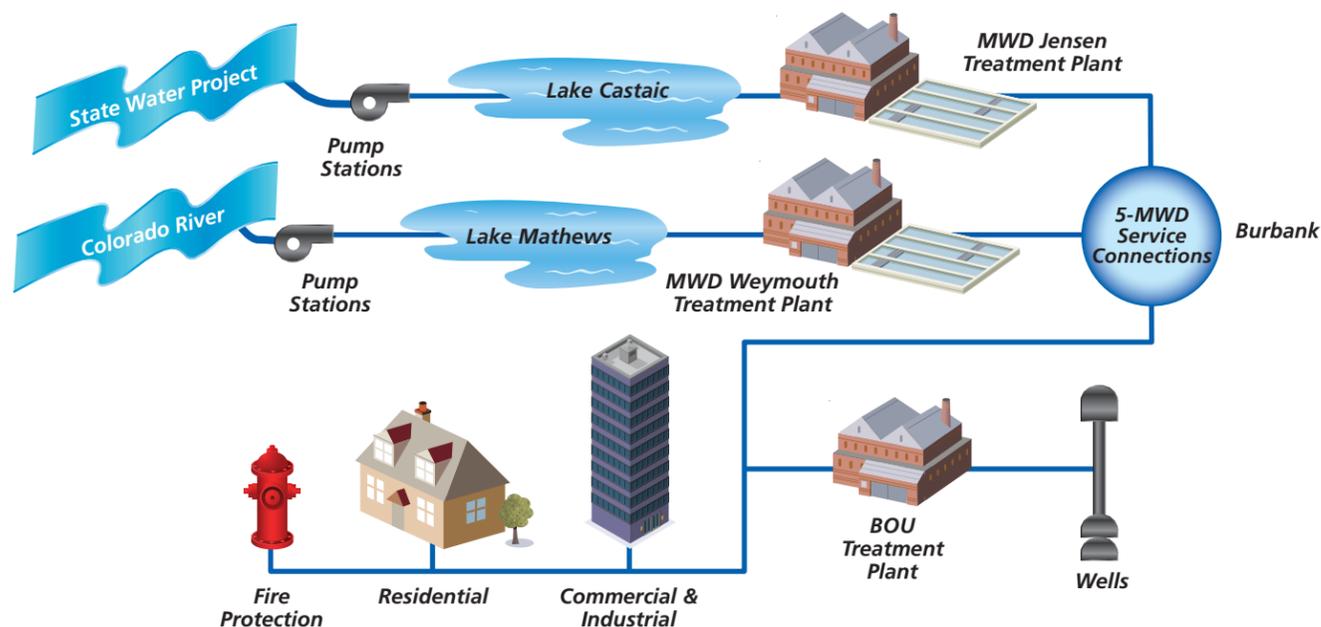
An additional water resource for Burbank is recycled water. The use of recycled water improves the sustainability

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 courses as well as cooling water at our Power Plant. In 2009, 9% 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. 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 installation, 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.



Burbank Water System



Educational Information

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 U.S. Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline (1-800-426-4791) or visiting their Web site at www.epa.gov/safewater/.

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).

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.

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.

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

Nitrate: Nitrate in drinking water at levels above 45 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 45 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.

1, 2, 3-Trichloropropane: Some people who use water containing 1,2,3-trichloropropane in excess of the notification level over many years may have an increased risk of getting cancer, based on studies in laboratory animals. California notification levels are available at the Department's website (<http://www.cdph.ca.gov/certlic/drinkingwater/Pages/NotificationLevels.aspx>).

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 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 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

2009 Annual Water Quality Report

MICROBIOLOGICAL SAMPLING RESULTS

MICROBIOLOGICAL	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Organism
Total Coliform Bacteria (a)	%	5.0%	0%	0.00%	0	Naturally present in the environment
Fecal Coliform and E coli	(b)	(b)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (c)	CFU/mL	TT	0	TT	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

CONSTITUENT	No. of samples	Action Level	Public Health Goal	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (d)	55	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) (d)	55	1.3	0.3	0.23	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 (f)	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (e)	ppb	80	NA	16	13 – 22	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (e)	ppb	60	NA	1.2	ND – 4.7	By-product of drinking water disinfection
Total Chlorine Residual (e)	ppm	[4]	[4]	1.76	0.2 – 3.0	Drinking water disinfectant added for treatment
Bromate	ppb	10	(0.1)	3.4	ND – 12	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (g)	Lowest – Highest (f)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (h)	ppb	1000	600	47	ND – 240	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	1.8	ND – 3.9	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1000	2000	79	72 – 140	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	3.8	ND – 7.5	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride						
Naturally-occurring	ppm	2	1	0.43	0.37 – 0.52	Erosion of natural deposits, water additive for tooth health
Treatment-related	ppm	2	1	0.66	0.60 – 0.9	Erosion of natural deposits, water additive for tooth health
Optimal Fluoride Control Range						0.7 – 1.3
Nitrate (as N) (i)	ppm	10	10	4.5	0.9 – 8.0	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N) (i)	ppm	10	10	4.5	0.9 – 8.0	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (j)	pCi/L	15	(0)	6.1	ND – 9	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	1.6	ND – 4.2	Decay of natural and manmade deposits
Combined Radium (k)	pCi/L	5	(0)	<0.54	ND – <1.7	Erosion of natural deposits
Uranium	pCi/L	20	0.43	7.1	ND – 13	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (g)	Lowest – Highest (f)	Typical Source of Contaminant
Aluminum (h)	ppb	1000	600	47	ND – 240	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	60	42 – 100	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	3	1 – 3	Naturally occurring organic materials
Odor	Units	3	NA	1	1 – 2	Naturally occurring organic materials
Specific Conductance	µS/Cm	1600	NA	728	570 – 1100	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	86	75 – 260	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1000	NA	450	310 – 660	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.10	0.05 – 0.15	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (g)	Lowest – Highest (f)	Typical Source
Alkalinity	ppm	NA	NA	171	84 – 180	Erosion of natural deposits
Calcium	ppm	NA	NA	66	27 – 76	Erosion of natural deposits
Chlorate	ppb	NA	NL=800	4	ND – 74	By-product of drinking water chloramination; industrial processes
Corrosivity	AI	NA	NA	13	12 – 13	Elemental balance in water
Hardness as CaCO ₃ (l)	ppm	NA	NA	247	120 – 310	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
pH	pH units	NA	NA	8.2	7.8 – 8.3	Acidity and alkalinity of water
Magnesium	ppm	NA	NA	20	11 – 30	Erosion of natural deposits
N- Nitrosodimethylamine (NDMA)	ppt	NA	3	1.5	ND – 5	By-product of drinking water chlorination; Industrial processes
Potassium	ppm	NA	NA	4	2.6 – 5.3	
Sodium	ppm	NA	NA	53	49 – 100	Refers to the salt present in the water and is generally naturally occurring
TOC	ppm	TT	NA	0.94	ND – 2.4	Various natural and man-made sources

DETECTION OF UNREGULATED CHEMICALS REQUIRING MONITORING

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (g)	Lowest – Highest (f)	Typical Source of Contaminant
Boron	ppb	NA	AL=1,000	138	100 – 220	Runoff/leaching from natural deposits; industrial wastes
Chromium VI	ppb	NA	NA	3.5	0.9 – 6.3	Industrial waste discharge
Vanadium	ppb	NA	AL=50	6.2	ND – 6.7	Naturally-occurring; industrial waste discharge
1,2,3-Trichloropropane	ppt	NA	NL=5	ND	ND – 5.2	Discharge from metal degreasing sites and other 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.

Secondary Drinking Water Standards (SDWS): SDWS are established only as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color and odor. These constituents are not considered to present a risk to human health.

Abbreviations:

AI = Aggressiveness Index; **CFU/mL** = Colony-Forming Units per milliliter; **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; **µS/cm** = MicroSiemen per centimeter; **TDS** = Total Dissolved Solids

Footnotes:

(a) MCL for total coliform is no more than 5% of monthly samples are positive.

(b) Fecal coliform / E.coli MCLs: The occurrence of 2 consecutive total coliform-positive samples, constitutes an acute MCL violation. The MCL was not violated in 2009.

(c) All distribution samples collected for 2009 had detectable total chlorine residuals and as a result no HPC's were required.

(d) 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. 55 homes were sampled in September 2008, 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.

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

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

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

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

(i) State MCL for Nitrate of 10 mg/L as N is equivalent to 45 mg/L as Nitrate.

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

(k) Standard is for Radium-226 and -228 combined.

(l) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 247 ppm for 2009 which is equivalent to 14.4 grains/gallon.

Conserving Water... How Does Burbank Stack Up?

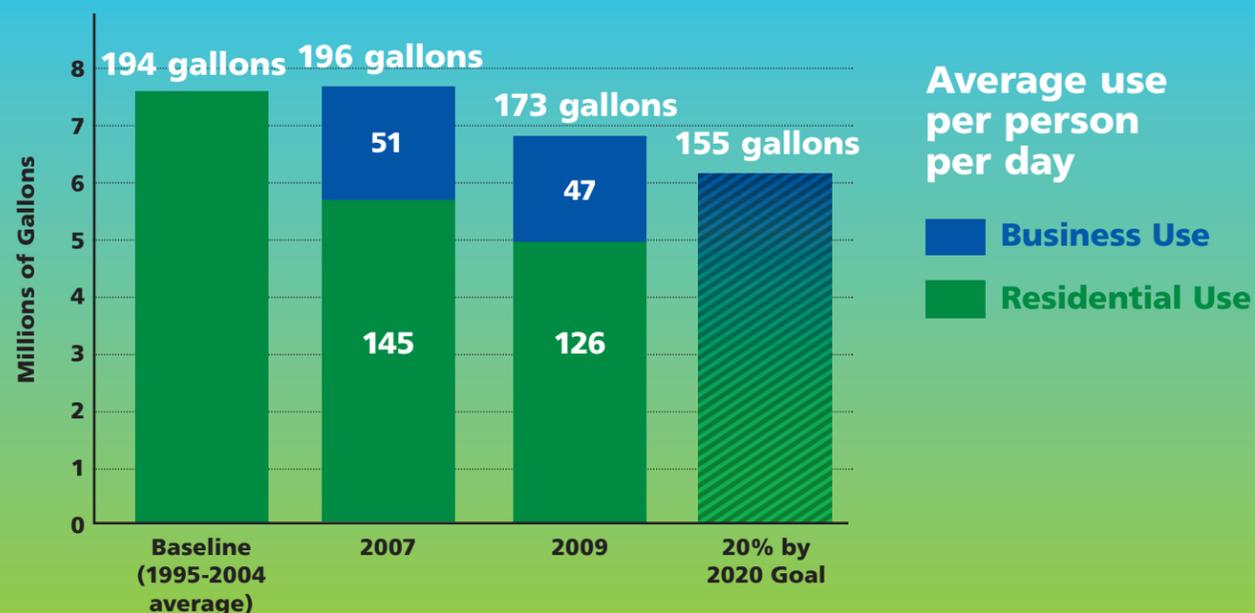
For the past three years, we've been asking Burbank residents and businesses to conserve water in response to California's water supply crisis. We thought you might like an update on how Burbank is doing.

Water Use in Burbank Down 11%!

Total water consumed in Burbank dropped by 864 million gallons from 2007 to 2009, an 11.3% decline. An average daily water use per person can be derived by taking the total amount of water consumed and dividing it by both Burbank's population and 365 days.

Burbank has done a great job so far in conserving water, but there is more work to be done. Reliable water supply will be a topic of concern in California for many years to come. This concern was recently ratified by California's legislature with Senate Bill X7-7, a law that requires all state water agencies to reduce water use 20% by 2020 against a specific baseline. Burbank's baseline of daily per person water use is 194 gallons. The 20% by 2020 goal that we are striving for is a daily average of 155 gallons of water used per person throughout the year. Burbank's current average use per person is 173 gallons, so we still need to reduce usage by at least 9%. The tricky part lies not so much in reducing our water usage, but in maintaining reduced levels. We got lucky this year with a fair amount of rain that kept grass green without having to do a lot of extra irrigation. However, as soon as the weather changes, it could be a challenge to keep the demand for water from surging.

**Total Burbank Water Use, 2007 - 2009
Baseline Usage and 20% Reduction Goal**

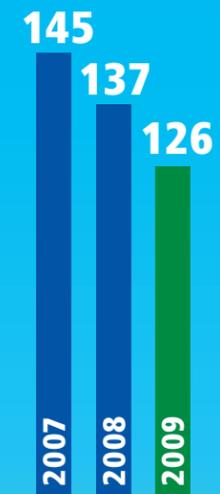


Burbank Residents ROCK!

Residents use about three-fourths of all the water consumed in Burbank, so our initial water-saving efforts focused on residential use. We are exceptionally pleased to report that Burbank's residents have responded to the call for water conservation and have significantly reduced the amount of water used over the past three years. A huge THANK YOU to those of you who have embraced the need to conserve water!

You might be interested to know the difference in water use between single-family and multi-family residences. The average daily per person water use is about 33 gallons for those living in apartment buildings, with limited variation from month to month. However, the range of daily per person water use by those living in single-family homes varies dramatically throughout the year, from 41 to 97 gallons per person per day. Warmer weather drives the amount.

Residential Gallons Per Person Per Day



Residents have reduced water use by 13.1% from 2007 to 2009

Greater Focus on Business

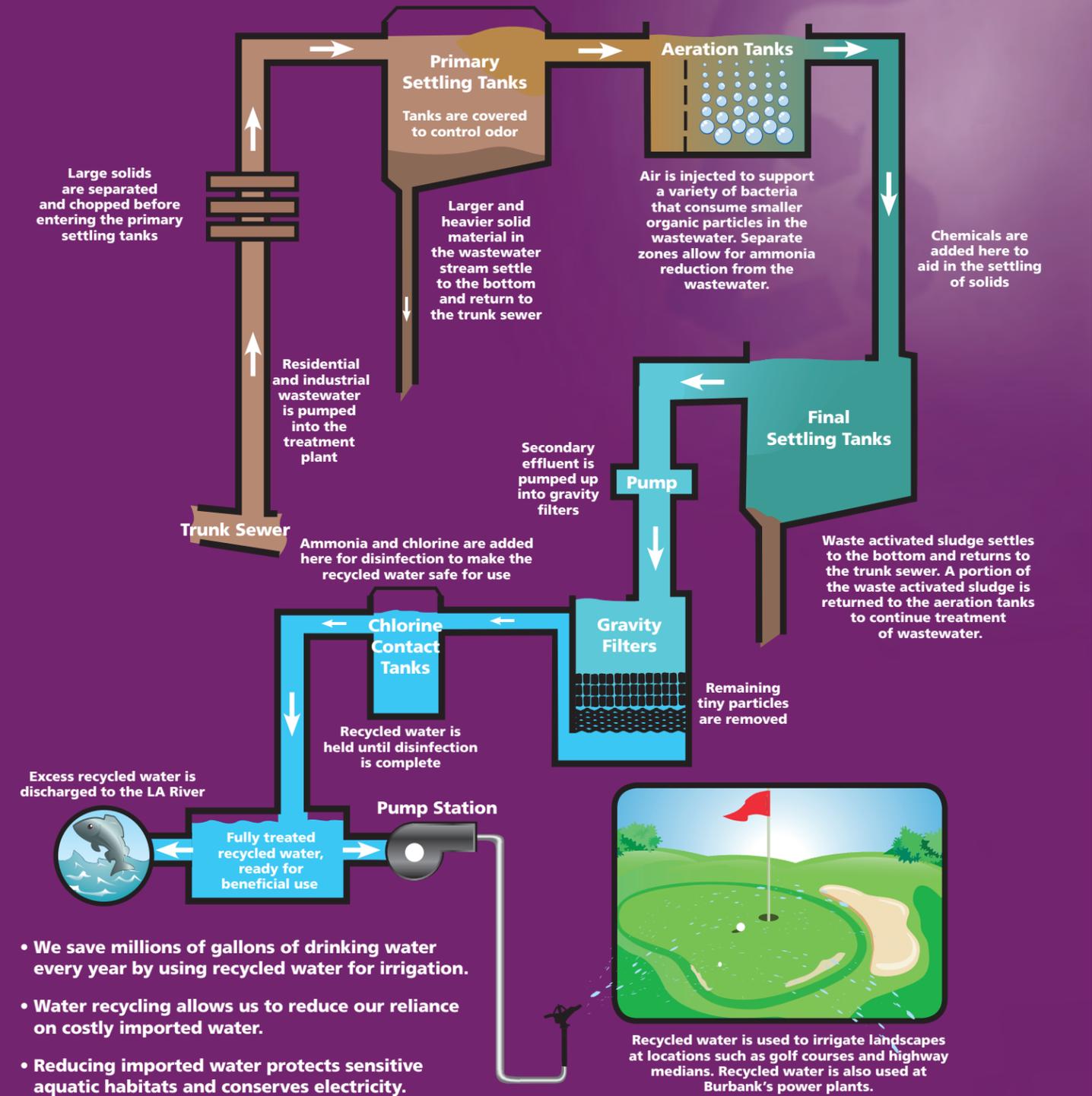
From 2007 to 2009, Burbank's businesses reduced their water usage by nearly 8% and are mandated to continue taking actions to conserve water. In 2009, Burbank's City Council required that all businesses, including apartment buildings, meet high efficiency standards for toilets, urinals, showerheads, and kitchen and bathroom faucet aerators by October 31, 2010. By upgrading older plumbing equipment, significant and durable water savings will result. Any business failing to meet the requirements by October 31st will be assessed a 25% surcharge on the water used in their facility.



Thank You Burbank and Keep Up the Good Work!

Water Recycling Protects our Environment and Conserves Drinking Water Supplies

The Water Recycling Process



- We save millions of gallons of drinking water every year by using recycled water for irrigation.
- Water recycling allows us to reduce our reliance on costly imported water.
- Reducing imported water protects sensitive aquatic habitats and conserves electricity.

ARE YOU A BUSINESS OWNER OR A MULTI-FAMILY RESIDENTIAL OWNER?

Don't wait to submit your **Water Efficiency Certificate of Compliance Form!**

City of Burbank now requires that all multi-family residential, commercial and industrial water service customers certify that certain water efficiency measures have been installed by:

OCTOBER 31, 2010

Multi-Family Residential Owners

These water efficiency requirements apply to all units, as well as shared facilities areas, in apartment buildings. **For Home Owner's Associations, the requirements apply to the shared facilities area only.** Examples of shared facilities include recreation and exercise facilities, laundry areas, and pool areas. Should you have any questions as to what requirements apply to your facility, please do not hesitate to contact us at **818-238-3730**.

Business Owners

BWP offers the **Business Bucks Program** to eligible Burbank commercial customers. Business Bucks provides a free onsite review of your facility's energy and water use, and up to \$2,000 in energy and water efficiency installations, including the required water efficiency measures. For more information on this program, please visit **BurbankWaterAndPower.com**.



REQUIRED MEASURES

- ✓ 2.5 GPM Showerheads
- ✓ 2.0 GPM Kitchen Aerators
- ✓ 1.0 GPM All Other Faucet Aerators
- ✓ 1.6 GPF Toilets
- ✓ Waterless Urinals OR 1.0 GPF Urinal and 0.5 GPM Faucet Aerators

GPM = Gallon Per Minute
GPF = Gallon Per Flush

A CUSTOMER WHO FAILS TO CERTIFY COMPLIANCE WILL BE SUBJECT TO A **MONTHLY SURCHARGE OF 25% ON THEIR WATER BILL.**

To submit the Certificate of Compliance Form online, visit **BurbankWaterAndPower.com/business**

Reminders on Water Saving Requirements

Continuing to use water as efficiently as possible and never wasting this precious resource is imperative. Here are reminders on what is required from all Burbank residents and businesses:

It's the Law!

LANDSCAPE WATERING IN BURBANK LIMITED TO THREE DAYS PER WEEK

Monday	TUESDAY	Wednesday	THURSDAY	Friday	SATURDAY	Sunday
X	OK to Water	X	OK to Water	X	OK to Water	X

Only water before 9 AM and after 6 PM to avoid losing water to evaporation!

ILLEGAL USES OF WATER

-  Do not water outdoor landscaped areas on rainy days and at least two days after.
-  Do not water outdoor landscaped areas between the hours of 9:00 a.m. to 6:00 p.m. Note: It is okay to water by hand any day of the week.
-  Adjust sprinklers and irrigation systems to eliminate overspray and avoid run-off into streets, sidewalks, or other paved surfaces.
-  Do not hose or wash driveways, patios, and sidewalks with a garden hose.
-  When washing vehicles, use a bucket or a hand-held hose that has a shut-off device.



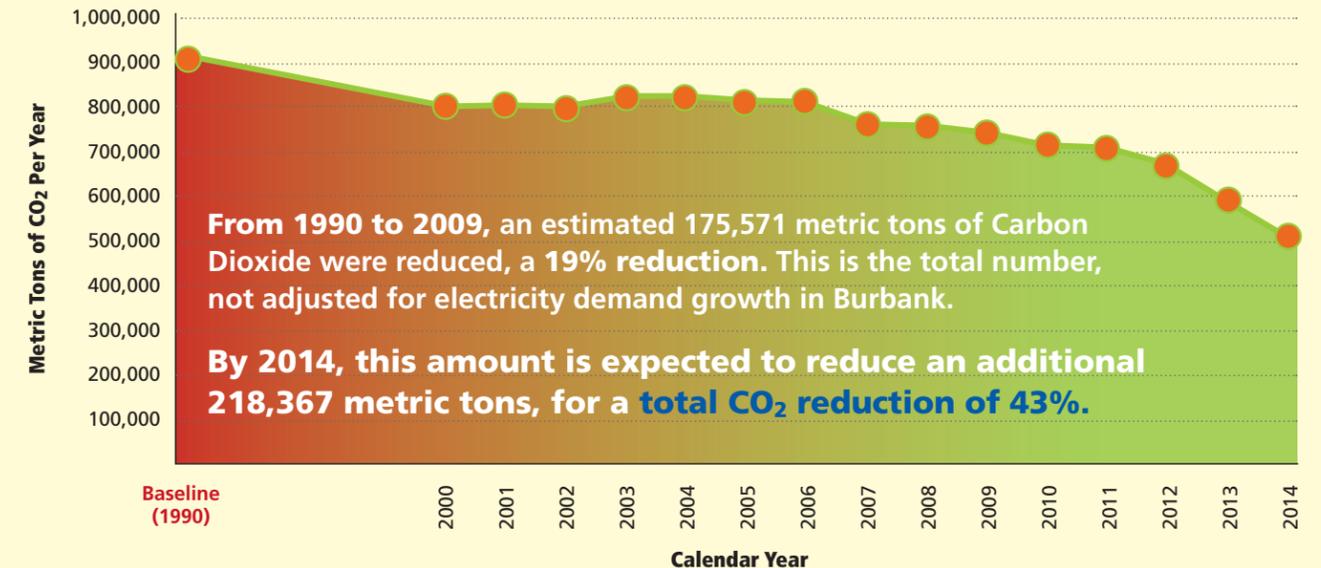
-  Leaks from plumbing fixtures and irrigation sprinkler systems must be repaired within seven days of discovering the leak.
-  Restaurants may not serve drinking water, unless specifically requested by customers.
-  Hotels and motels must provide customers the option of not having towels and linen laundered daily.

Burbank is Reducing Carbon Dioxide Emissions

BWP efforts over the past decade have been paying off and carbon dioxide emissions resulting from electricity generation have been steadily decreasing. Carbon dioxide emissions are a by-product of certain types of electricity production. Burbank's emissions have reduced as the result of using cleaner burning fuels and renewable energy resources, such as wind, solar, and hydro power, to meet our community's energy needs.

Since 1990, energy demand in Burbank has grown by 11%. In spite of this energy demand growth, the total amount of carbon dioxide emissions has already dropped by 19%.

**Burbank Water and Power
Metric Tons of Carbon Dioxide per Year**



Drop Off Your Municipal Services Utility Payment Without Ever Getting Out of Your Car!

For your convenience, BWP has installed a new drive-up payment drop box. It's located at the exit of our Magnolia Boulevard parking lot.





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Permit No. 72

**Please
use
water
and
energy
wisely.**

Postal Customer

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

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Visit us on-line at:
BurbankWaterAndPower.com

Always There For You!

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