

# FROM THE SOURCE

## Glendale Water & Power News

August 2020  
Volume 18, Issue 5

[Pay Your Bill / Access Your Account](#)

[View Your Electric Usage](#)

[View Your Water Usage](#)

Call Us

855-550-4497

Email Us

[GWPCustomerService@Glendaleca.gov](mailto:GWPCustomerService@Glendaleca.gov)

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## Residents and Businesses - Receive Up to a \$150 Bill Credit Through Our GWP Cares Bill Relief Program

Our GWP Cares Bill Relief program is a new temporary program that provides a one-time bill credit to eligible residential and commercial electric customers who have been impacted by COVID-19. Residential customers who meet income guidelines and have been fired, laid off, furloughed, had their work hours reduced, or lost income may be eligible. Additionally, commercial customers who have been shut down for a period of 4 weeks or more (in the case of dining establishments, closed for consumption on premises), and are not considered to be essential businesses, would be eligible.

One-time bill credits are the following amounts:

- \$150 for commercial GWP electric customers
- \$150 for single-family residential GWP electric customers
- \$80 for multi-family residential GWP electric customers
- \$60 for residential low-income GWP electric customers who are enrolled in GWP's Glendale Care or Senior Care Program. These customers have been automatically enrolled in the program. **If you are currently enrolled in the Glendale Care or**

## Senior Care program, please do not submit an application.

See below for income guidelines:

- 1 household member: \$75,000 max annual income
- 2 household members: \$100,000 max annual income
- 3 household members: \$125,000 max annual income
- 4 or more household members: \$150,000 max annual income

[Click here for more information and to apply online](#)

# UPDATE

# COVID-19

Coronavirus Disease 2019

The City of Glendale continues to take an aggressive approach to fight against COVID-19 by enforcing strict measures for the use of facial coverings. Face coverings are required when leaving places of residence, employment, or otherwise out in public for essential activities. The city is now enforcing a fine if this new law is not followed, which is \$400 for the 1st offense, \$1,000 for the 2nd offense, and \$2,000 for the 3rd offense. The COVID-19 pandemic is still present in our communities. While much is still unknown about the virus, what we do know is that face coverings help slow the spread of COVID-19.

As of July 13, the following businesses have been ordered to close again and are to remain closed until further notice:

- Indoor gyms & fitness centers
- Offices of non-critical sectors
- Places of worship
- Personal care services: nail, massage, tattoo
- Hair salons & barbershops
- Indoor malls

To receive up to date news regarding COVID-19, please visit [www.glendaleca.gov](http://www.glendaleca.gov). To contact the Glendale Water & Power Customer Service Department, please email us at [GWPCustomerService@Glendaleca.gov](mailto:GWPCustomerService@Glendaleca.gov). Include your name, service address, and reason for contacting us. If you do not have access to email, please call us at 855-550-4497 and one of our representatives will assist you. To reach our Engineering Services, please contact GWP Electrical Engineering at 818-548-3921 or by email at [GWPElectricalEngineeringINFO@Glendaleca.gov](mailto:GWPElectricalEngineeringINFO@Glendaleca.gov), or GWP Water Engineering at 818-548-2062.



## **DON'T BE A VICTIM OF UTILITY PHONE SCAMS!**

If you receive a call to pay your bill immediately or get disconnected, **DO NOT PAY** and **HANG UP!**

[Click here to learn more about our procedures.](#)

### **Beware of Utility Scams**

We continue to receive reports that customers are still receiving scam and fraud calls. Please remember that GWP will NEVER call you to demand a payment or threaten disconnection. This is only done by mail, and we are not shutting off customers through December 31, 2020 in response to COVID-19. Even if the number calling you is a GWP number, do not give the caller any payment or account information. Scammers use software that can show their called ID or phone number as Glendale Water & Power.

Please be aware that Glendale Water & Power will NEVER call you to demand a payment or threaten disconnection. We will also never ask you to purchase pre-paid cards to pay your bill. There has been an increase in utility scams and fraud in recent days and it's important that you know our procedures so that you don't become a victim.

If you receive a call demanding a payment or threatening disconnection, hang up immediately! You can always check the status of your account by calling us at 855-550-4497 or online on our [MyGWP portal](#). Please know that you do not need to call us to let us know about receiving a scam call as we are aware that our customers are receiving these calls at this time.

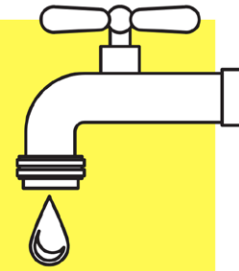
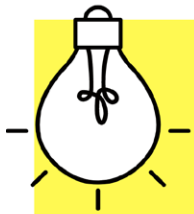
[Click here](#) to learn more about utility scams, fraud, and our procedures.

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## **Proposed Biogas Renewable Generation Project Draft Environmental Impact Report**

The Draft Environmental Impact Report (Draft EIR) for the Proposed Biogas Renewable Generation Project is now available. Comments on the Draft EIR may be submitted through September 30, 2020. Please provide written comments to Erik Krause, Deputy Director of Community Development, City of Glendale, Community Development Department, 633 East Broadway, Room 103, Glendale, California 91026-4386; fax (818) 240-0392 or email [ekrause@glendaleca.gov](mailto:ekrause@glendaleca.gov). **Comments must be received prior to the close of the 90-day public review period at 5:00 p.m. on September 30, 2020.** [Click here](#) to view and learn more about the Draft EIR.

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# SUMMER CONSERVATION TIPS



## Summer Conservation Tips

Our energy and water usage increases dramatically during the summer months, which translates into higher bills. Listed below are some energy and water tips to help you save money and conserve.

- Make a note to check your sprinklers frequently for over-spray or run-off of water. Adjust them if they are watering sidewalks, driveways, and parked cars. Sprinkler heads can get moved, broken, or have the direction of the spray altered. This happens because of water pressure changes, lawnmowers bumping against sprinkler heads, or pedestrians and pets walking on the grass.
- Consider installing a drip irrigation system. Drip irrigation systems use approximately 50% less water than conventional watering techniques. Water from drip irrigation is also less likely to evaporate before reaching plants because the water is directly applied to the plants' roots.
- Catch tap water while you wash vegetables and fruits to water your plants.
- Catch tap water in a bucket while you wait for the water to warm-up in the shower to water your plants.
- Install low-flow fixtures. Change old shower heads and sink faucets for eco- friendly alternatives that can save 25-60% on water usage.
- Unplug seldom-used appliances, such as an extra refrigerator in the basement or garage.
- Cleaning out the lint filter regularly helps your dryer's performance and saves you on energy costs.
- Air-dry your laundry. Buy an inexpensive clothesline or tie a rope between two nearby trees and hang your clothes outside to avoid running the dryer.
- Cooking outdoors in the summer months keeps your house cool and saves the electricity you would use running kitchen appliances.
- Adjust thermostats to 78 degrees or higher when home on hot days. On colder days, set thermostats to 68 or lower.
- Cool your home with fans if possible.
- Close all curtains, blinds, and shades to keep the sun out.



## Residents Near the Western Reservoir, Please Join Us for a Virtual Meeting to Discuss GWP's Western Reservoir and Bel Aire Electric Substation Improvements!

**WHEN:** Wednesday, August 19, 2020 at 6:00 P.M.

**WHY:** Glendale Water & Power invites residents living near the Western Reservoir on Bel Aire Drive, Western Avenue and Raymond Avenue to provide input on the future improvements to its Western Reservoir and Bel Aire Electric Substation. Site improvements include landscaping, fencing, and drainage enhancements surrounding the reservoir along Raymond Ave., Bel Aire Dr., and Western Ave. Neighbors of the reservoir are encouraged to join the meeting online and provide input via an online survey that will be provided after the meeting.

**HOW:** Registration for the virtual meeting is required. Please email [GWPconservation@glendaleca.gov](mailto:GWPconservation@glendaleca.gov) with your name, address, and email address by August 14, 2020, in order for us to email you registration instructions.

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## MWD Offers Free Online CA Friendly Landscape Webinars

Learn how to transform your water guzzling landscape into a CA Friendly, water efficient landscape by taking FREE online Zoom webinars! The Metropolitan Water District of Southern California is offering online “CA Friendly and Native Plant Landscape Training” and “Turf Removal and Garden Transformation” webinars to Glendale residents. Each class will teach residents about landscape design, how to install, and maintain a smart irrigation system, and how to choose the right plants for different areas of landscaping.

### Upcoming CA Friendly Native Plant Landscape Webinar

August 18, 5pm - 6pm  
 August 19, 12pm - 1pm  
 August 22, 10am - 11am  
 August 25, 5pm - 6pm  
 September 1, 5pm - 6pm

### Upcoming Turf Removal & Garden Transformation Webinar

August 20, 5pm - 6pm  
 August 26, 12pm - 1pm  
 August 17, 5pm - 6pm  
 August 29, 10am - 11am  
 September 3, 5pm - 6pm

Prior registration is required for online classes. [Click here](#) to view the full list of classes, for more information, and to register today!

## Follow us on Social Media



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## Share This Newsletter

Encourage friends, family and neighbors to sign-up for GWP's From the Source newsletter. To sign up click [here](#).

This is an official publication of the City of Glendale, Water & Power Department distributed by the Conservation & Utility/Business Modernization Division. For inquiries please contact Atineh Haroutunian, From The Source Newsletter editor at [aharoutunian@glendaleca.gov](mailto:aharoutunian@glendaleca.gov).

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