

# FROM THE SOURCE

## Glendale Water & Power News

June 2020  
Volume 18, Issue 4

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855-550-4497

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

## UPDATE

# COVID-19

Coronavirus Disease 2019

To prevent the spread of COVID-19, individuals must continue to wear a face covering when outside their household. For more information and details, click [here](#).

Los Angeles County is continuing to reopen economic and community sectors, including day camps, fitness centers, spectator-free professional sports, museums, campgrounds and entertainment production. These reopening protocols apply to Glendale. For a listing of additional businesses allowed to reopen and to view the protocols that must be prepared, implemented, and posted prior to reopening, click [here](#). All businesses, visitors,

and those participating in activities must adhere to distancing and infection control protocols:

- Maintain 6ft physical distancing at all time
- Wear a face covering
- No group gatherings allowed, except for faith-based services and in-person protests

For more COVID-19 updates from the city, please visit [www.GlendaleCA.gov](http://www.GlendaleCA.gov)

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## Upcoming Scheduled Power Outages

In our previous newsletter we mentioned that we will begin having small power outages to upgrade critical infrastructure before hot summer temperatures hit us. Upgrades have begun and some small outages have already taken place. Our crews will continue to work on upgrades to make sure that power interruptions are minimized during the summer when demand is at its highest.

As a reminder, customers affected by these outages will be notified 48 hours in advance via door hanger. Customers affected by larger outages may also receive postcards one week in advance. Outage information will be posted on our social media channels on [Facebook](#), [Twitter](#), and [Instagram](#).

[Click here](#) for FAQs and to learn more about these outages.



## LED Street Light Conversion

We are continuing to improve Glendale city streets by converting the existing High Pressure Sodium (HPS) street lights to energy efficient Light Emitting Diode (LED) lights. LEDs require less power than HPS and other incandescent lights. The LEDs that are

being installed in Glendale are typically 3 to 5 times more efficient than the lights they are replacing.

There are a total of 11,343 light fixtures in Glendale. 40% of these fixtures have already been converted to LEDs, while 58% still use HPS lights and the other 2% use different kinds of lighting. This conversion will offer significant energy savings, increased reliability, and lights with extended longevity. Below are more benefits of using LED street light bulbs:

**Lowered Maintenance Costs:** LED light sources have a longer life, requiring fewer trips up the pole to replace burnt-out lamps which equates to less maintenance and supply costs. Traditional high-pressure sodium lamps last up to 24,000 hours (about six years) and sodium lamps need to be replaced every three to four years to avoid failures. LEDs can last up to 70,000 hours (more than 15 years).

**Increases Visibility:** LED street lights provide more visibility, delivering improved vertical light distribution, reduced light "trespass" (both horizontally and vertically), excellent color qualities and clearer lighting.

**Environmentally Friendly:** LED lights use about half of the electricity of sodium lamps which reduces overall greenhouse gas emissions. Additionally, there is no mercury used in the production of LED lights.

**Safety:** Improved light quality is an important factor in reduced crime rate, deterring criminals who take advantage of poor color rendering. Improvements in light quality, illuminance, and uniformity will help aid drivers, pedestrians, and promote general public safety, as well as an overall improvement to roadway appeal.

We are currently focusing on converting all lights in and around the downtown area and on major thoroughfares throughout the city to LED. When that is completed we will move to convert the remaining lights in residential areas.

How do I report a streetlight that is not working or is damaged?

[Click here](#) to report damaged or broken street lights.

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## Energy Saving Tips

With summer around the corner, now more than ever we need to be prepared on how to conserve energy. The following are some tips and reminders on how to save energy during day-to-day activities:

- 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.
- Air dry dishes and clothing.
- Consider investing in a smart thermostat to track your energy usage and minimize energy costs.
- Turn off lights and appliances when they are not in use.
- Avoid using your stove, major appliances, and oven during peak hours of the day. Cooking outside is a great alternative!
- Replace incandescent and CFL light bulbs with LEDs.
- Use weather-stripping to close air gaps in windows and doors
- Clean or replace AC filters.
- Unplug phone chargers and appliances with digital clocks.



## 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.

### CA Friendly Native Plant Landscape Webinar

Tuesdays from 5pm - 6pm

**June 16**

**June 23**

**June 30**

**July 7**

**July 14**

### Turf Removal & Garden Transformation Webinar

Thursdays from 5pm - 6pm

**June 18**

**June 25**

**July 2**

**July 9**

**July 16**

Prior registration is required for online classes. [Click here](#) for more information and to register today!

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## GWP Receives National Award for Community Service

We are proud to announce that we have received the American Public Power Association's Sue Kelly Award. The award recognizes "good neighbor" activities that demonstrate commitment by utilities and their employees to the community. GWP received the award for its D.E.V.O.T.E program which stands for "Dedicated Employees Volunteering Their Time and Energy".

Through the D.E.V.O.T.E. program, GWP employees volunteered their time to serve the Glendale community by serving hot meals to residents at a local homeless shelter, donating and organizing food items at the Glendale Salvation Army's food pantry, donating several bags of school supplies to local foster care and homeless students, and donating money to sponsor families through the YWCA Glendale's Adopt-A-Family program. In addition to this, GWP also sponsored jerseys for the One Glendale After School Youth Sports Program which provides after-school recreation programming through organized sports in elementary schools to prevent childhood obesity, build self-esteem, teach leadership skills, and address classroom discipline.

[Click here](#) to learn more about GWP's receiving the Sue Kelly Award.



## Water Conservation Tips

It's no secret that during the summer months, water use tends to increase. There are a number of simple steps that homeowners and renters can take to help conserve our water resources, and save money in the long run. Below are conservation tips for both the inside

and outside of your home:

**Replace old toilets** - Toilets are one of the main sources of water usage in homes, accounting for nearly 30% of indoor water consumption. Toilets are also a major source of wasted water due to leaks and inefficiency. Older toilets use up to 3.5 gallons per flush. [Click here](#) for information on our rebate program once you purchase a new toilet.

**Fix leaky faucets and use aerators** - Faucet aerators are inexpensive to replace and can often be an effective water-efficiency measure. You can also significantly reduce water usage by simply repairing leaks in faucets, showerheads and pipes.

**Turn off the water after wetting your toothbrush** - Leaving the water running while brushing your teeth is a habit many of us have. But there is no need to keep the water running. Just wet your brush and fill a glass for mouth rinsing.

**Always use full loads in dishwashers and washing machines** - Dishwashers and washing machines should be fully loaded for optimum water conservation.

**Plant drought-resistant lawns, shrubs and plants** - Many beautiful shrubs and plants thrive with far less watering than other plants and lawns. [Click here](#) to find more information on CA Friendly plants to transform your home's front yard.

**Water early in the morning or late at night** - It is more efficient to water either early in the morning or late at night when there is less water waste due to evaporation. It is also best to avoid watering when it's windy since wind can cause sprinklers to miss their intended targets and it can speed up evaporation.

[Click here](#) to visit our website for more water conservation information.

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## 2019 Consumer Confidence Report

The 2019 Consumer Confidence Report (CCR) is GWP's annual water quality report to inform customers about the quality of your drinking water, where it comes from, what it takes to deliver water to your home, and the importance of protecting drinking water sources. GWP's water meets or exceeds all state and federal drinking water standards.

The 2019 CCR will be available electronically [here](#). If you prefer to receive the CCR by mail, check your upcoming bill for a bill insert with instructions on how to request a CCR by mail.

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## GWP EV Survey

We want to hear from you! GWP has been expanding Glendale's electric vehicle (EV) infrastructure over the past few years by adding public charging stations throughout the city. As we continue to expand our EV infrastructure, we want your feedback on EVs and EV charging stations. Help us by taking our 2020 EV Survey [here](#).

Whether you drive an EV or are just interested in them, your opinion is important for us to accommodate the needs of all our customers. Feedback from this survey will help us plan on where to install new public EV chargers in the future.

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## Mylar Balloon Safety Tips and Video

During this time of year, balloons are popular gifts for graduation celebrations as well as Father's Day. GWP reminds our customers that metallic balloons, or Mylar balloons, can cause power outages and pose a public safety risk. The safety of our customers and utility workers is always GWP's top priority. We urge our customers to heed this warning and do their part in keeping our Glendale community safe.

To reduce the risk of outages and potential injuries, here are some important tips on how to safely and properly handle Mylar balloons:

- Use caution and avoid celebrating with Mylar balloons near overhead electric lines.
- Make sure helium-filled Mylar balloons are securely tied to a weight that is heavy enough to prevent them from floating away. Never remove the weight.
- Keep Mylar balloons indoors when possible. For everyone's safety, never permit Mylar balloons to be released outside.
- Do not bundle Mylar balloons together.
- Never attempt to retrieve any type of balloon, kite, or toy that becomes caught in a power line.
- Never go near a power line that has fallen to the ground or is dangling in the air. Always assume downed wires are energized and extremely dangerous. Call 911 immediately to report downed power lines.
- Florists and other merchants should always make certain that Mylar balloons are properly weighted, and should remind their customers not to release them outdoors.

To report an outage or objects caught in power lines, call 818-548-2011.

[Click here](#) to watch a video to see what happens when Mylar balloons come into contact

with power lines.

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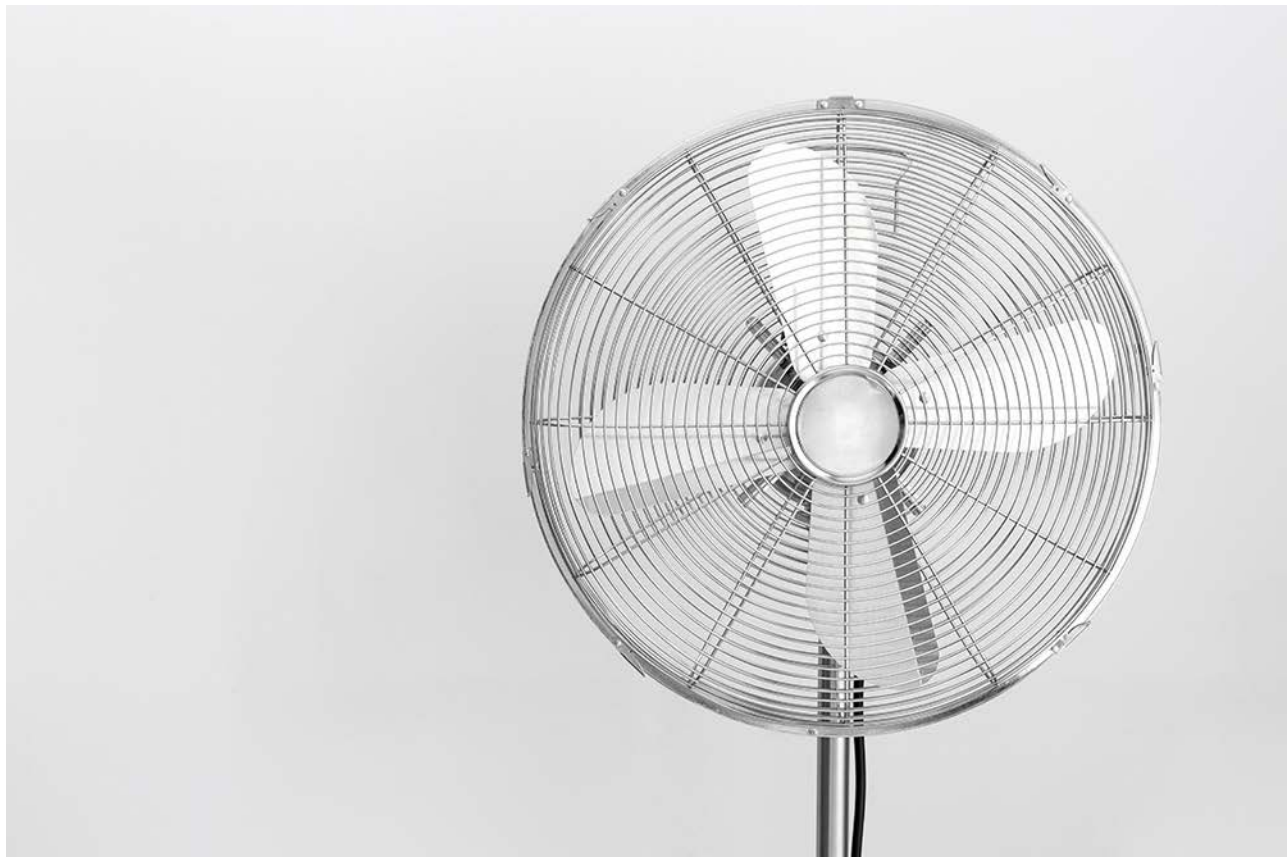
## **GWP Mobile My Connect App Will No Longer Be Available**

With the recent launch of our new MYGWP portal, we will stop hosting our My Connect mobile app on July 13, 2020. We'd like to thank all customers who have taken advantage of the app and apologize for any inconveniences this may cause. If you were using Mobile My Connect, please make sure to uninstall the app from your phone. All of your data and information will be permanently deleted from the app.

If you would still like to access your account through a mobile device, the best way to do so is by registering for MYGWP if you haven't done so already. MYGWP replaces our previous online billing and payment portal, provides the same services as our mobile app, and can be accessed from a computer, tablet, or phone. [Click here to register.](#)

You can also set up MYGWP to open from an icon on your smartphone similar to a mobile app. [Click here](#) to view instructions.

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## Cooling Fan Assistance Program

The City of Glendale's Community Services & Park's department has put together a program that would help Glendale's low-income residents over the age of 60 by providing a cooling fan to use to keep cool while the temperatures rise. The program will be in place and is designed to help seniors remain comfortable while observing the "Safer at Home" order to prevent the spread of COVID-19. [Click here](#) to learn more.

### 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, [aharoutunian@glendaleca.gov](mailto:aharoutunian@glendaleca.gov).

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