

FROM THE SOURCE

Glendale Water & Power News

March/April 2020
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[View Your Electric Usage](#)

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Call Us

855-550-4497

Email Us

GWPCustomerService@Glendaleca.gov

UPDATE

COVID-19

Coronavirus Disease 2019

At Glendale Water & Power we are very focused on providing safe and reliable electric and water services to our customers during these challenging times. In keeping with that commitment, while our service delivery methods have temporarily changed we remain as always available to assist our customers and continue to serve the City of Glendale. Below is some information on our operations, programs and services.

In accordance with measures taken by the City of Glendale in response to COVID-19, GWP has closed its offices at this time until further notice. This includes the GWP

customer service counter and cashier area, engineering counter, and administration counter. We have also suspended scheduled site visits for the Smart Home Upgrade Program, Smart Business Energy Saving Upgrade Program, and In-Home Display and Thermostat Program.

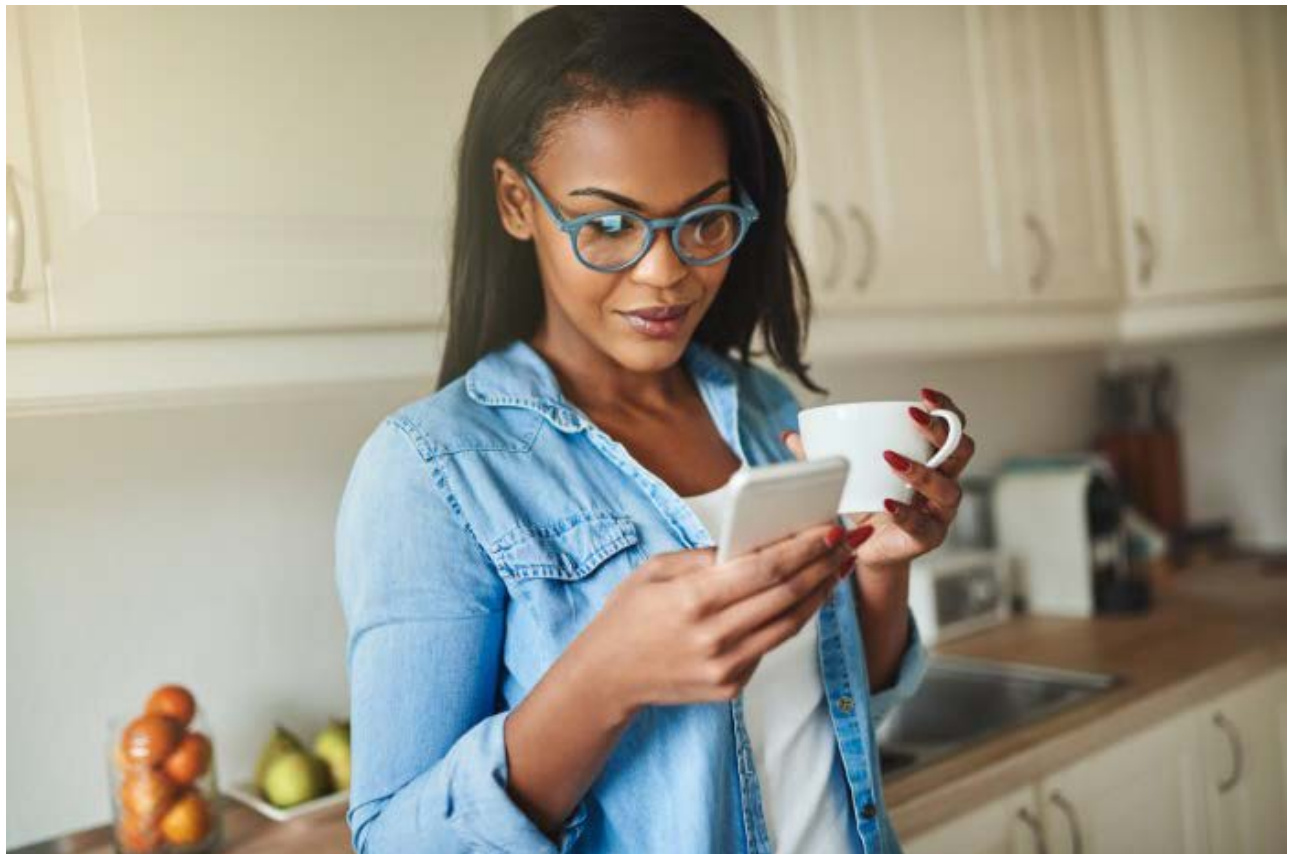
For engineering inquiries, please contact GWP Electrical Engineering at 818-548-3921 or GWP Water Engineering at 818-548-2062.

Please know that we will not disconnect your power or water because you're having trouble making payments due to hardships caused by COVID-19. We are temporarily suspending service disconnections for nonpayment and waiving late fees. If you are having trouble paying your bill, we encourage you to contact our Customer Services Department to make arrangements. To contact our Customer Service Department, we recommend that you email us for a quicker response. The email address is GWPCustomerService@GlendaleCA.gov. Include your name, service address and reason for contacting us.

You can also call us at 855-550-4497 but please be aware that we are responding to a high volume of calls and your inquiry may take longer than normal to answer. We appreciate your patience and will do our best to get back to you within one business day.

For more information regarding GWP services please visit www.GlendaleWaterAndPower.com

For information on the City of Glendale's response to the COVID-19 pandemic and information on other City services please visit www.GlendaleCA.gov



Sign-up for City of Glendale Emergency Alerts!

If you have not done so already, this is the time to sign-up for City of Glendale's Emergency Alert Program. If we can't reach you, we can't alert you of important information and/or updates happening in the City. This system enables us to provide you with critical information quickly in a variety of situations, such as important updates during the COVID-19 crisis.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phone, email address, via text messages and more.

[CLICK HERE TO SIGN-UP](#)



Protect Yourself from Scammers During the COVID-19 Pandemic

Utility scams happen periodically and are increasing during the COVID-19 pandemic. GWP is reminding all our customers that we **NEVER** call you and ask for immediate payment for a GWP bill with a cash card and/or credit card.

GWP has many incentive programs for low-income, residential and business customers. Please be aware that GWP **NEVER** visits residential customers at their homes to enroll customers in any type of program or to install conservation devices without first scheduling an appointment. Also, we are temporarily suspending scheduled site visits to homes and businesses for the customer programs during the COVID-19 pandemic and those appointments will be scheduled in the near future.

To learn more about how to avoid potential scams, [click here](#).

If you have any doubts and suspect fraudulent activity, you can always call 855-550-4497 or look-up your account 24 hours a day on our [website](#) or through our [mobile app GWP My Connect](#).



Saving Energy and Water While at Home

Water and energy conservation is about making small changes every day and being mindful about our habits that take us back to wasteful usage of our resources. Here are a few tips to help you conserve during your time at home.

- Peel and clean vegetables in a large bowl of water instead of under running water.
- Always be sure to turn off lights, fans, and electronics when you leave the room.
- Clean the lint filters in the dryer after each use. A clogged filter prevents your dryer from doing its job efficiently.
- When cell phones, digital cameras, or laptops are done charging, the charger still draws energy unless you unplug it.
- Laptops are energy-efficient for one simple reason: they don't always need to be plugged in.
- Periodically checking your sprinklers to make sure everything is working properly will help keep your landscape looking great all season long. Broken parts, clogged nozzles, and misaligned sprinkler heads can increase your water bills and waste a lot of water.
- Make sure to give your sprinklers a break while it's raining and a few days after the rain. Also, rain sensors are a very inexpensive way to save water. Once installed,

they will prevent the irrigation system from turning on when it's raining.

For more tips or information on energy and water conservation, visit www.GlendaleWaterAndPower.com



Sign-up for Water Leak Alerts

Don't wait to receive your bill to see if you have a water leak on your property. Through our WaterSmart Home Water Reports Program, you can log into the WaterInsight portal and see your hourly, daily, weekly or monthly water usage and check to see if you have any leaks. You can sign-up to receive leak alerts through e-mail and texts. This is the same program that mails or e-mails Home Water Reports that show you how much water you are using and provides you with water conservation tips and information. [Click here](#) to register and see your home's water usage.



Coming Soon...

MYGWP, Our New Online Customer Service Portal!

By early May, MYGWP, our new and improved billing and payment portal will be available for customers to access. This new website is more user-friendly and has upgraded and improved customer service tools, and payment and billing services.

Customers using our current eCARE online billing and payment system will need to establish a new username and password for MYGWP, and re-register for eBills. Your current registered email address will remain the same. In the next few weeks, you will receive an email with more information, along with a link to create your new username and password.

In the meantime, we have a temporary safe and secure online billing and payment solution for our customers to continue paying their utility bills. This service is offered on your current online GWP account by our new partner Invoice Cloud, and will be in place until MYGWP is implemented.

We appreciate your patience while we make improvements. If you have any questions regarding your account, please contact Customer Service at GWPCustomerService@Glendaleca.gov or 1-855-550-4497.



Assistance for Low-Income Customers

We understand our customers can experience difficult times, especially right now. That's why we offer our Glendale Care program for low-income customers. Through Glendale Care, eligible low-income customers can receive a \$15 monthly discount on their electric bills. This would be a \$30 discount on your bi-monthly bill. To qualify you must meet one

of the two criteria below:

Anyone in your household receives benefits from any of these programs:

- CalFresh (Food Stamps)
- California Work Opportunity and Responsibility to Kids (CalWORKs)
- CARE Program (Gas Company)
- Glendale Section 8/HUD
- Low Income Home Energy Assistance Program (LIHEAP)
- Medi-Cal/Medicaid
- Medi-Cal for Families
- National School Lunch Program (NSLP)
- California Lifeline (Phone Company)
- Supplemental Security Income (SSI)
- Women, Infants & Children (WIC)

If no one in your household receives benefits from the programs above, the total income for all members of your household must be at or below the amounts below:

- 1-2 household members: \$33,820
- 3 household members: \$42,660
- 4 household members: \$51,500
- 5 household members: \$60,340
- Each additional person: \$8,840

If you believe that you may qualify for our Glendale Care program, you can learn more and download an application by [clicking here](#).



GWP's Online Marketplace Offers Earth Day Savings on Smart Thermostats!

GWP's Online Marketplace offers discounted prices on energy and water saving products such as smart thermostats, LED lights, showerheads, and more. It's the one stop shop in making your home more energy efficient, and ready for spring and summer! Enjoy free shipping for a limited time and take advantage of the Earth Day promotion below:

Earth Day Promotion: (April 16 – April 29) \$150 OFF Nest Learning Thermostat, \$130 OFF the Nest E Thermostat, \$130 OFF Ecobee Smart Thermostat w/Voice, \$120 OFF Ecobee 3 Lite

[Click here](#) to shop and save!



EV Charging Stations

Don't want to buy an electric vehicle because you think there aren't enough EV charging stations? Think again! With the popularity of electric vehicles ever increasing, the number of public EV chargers is also on the rise. Since 2015, GWP has installed 10 public EV chargers throughout the city with plans to add more in the future. Public chargers are also available at many businesses throughout Glendale. You can view a map of all public chargers in Glendale [here](#).

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

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