

Currents



2020

ANNUAL WATER QUALITY REPORT

Our customers trust that what comes out of their tap every day is safe and clean for the ones they love. That has been BWP’s water mission for over 110 years.



This report contains vital information about your drinking water.

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

Այս զեկույցը պարունակում է կարևոր տեղեկություններ ձեր խմելու ջրի մասին: Խնդրում ենք դիմել ջրի համակարգի հասցեով կամ հեռախոսահամարով հայերենով օգնություն ստանալ համար:

Mahalaga ang impormasyong ito Mangyaring ipasalin ito.

EDITOR'S NOTE

In the Southwestern United States, there's a saying about water: Water is liquid gold. Nowhere is that truer than in Burbank, where 100% of our water is imported.

Lives depend on water, and BWP has provided Burbank with clean, safe, and affordable water for over 110 years. Our water not only meets but exceeds all state and federal drinking water standards.

In this issue of *Currents*, learn how previous generations of Burbankers invested in our water. With community support, BWP will continue to maintain and replace this vital resource to ensure that future generations will enjoy reliable access to safe water.

Next up, learn about our hardworking pipefitter crews, understand the important role that recycled water plays in Burbank, and get ideas on how to conserve energy and water this summer.

Lastly, electric vehicle drivers will be happy to see that BWP continues to roll out new public charging stations across the city – with 26 charging ports launched in June.

On behalf of the entire team at BWP, we thank you for the opportunity to serve you!

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BWP Pipefitters

A Job and a Calling

BWP's pipefitters work in seen and unseen ways to deliver top-quality water.

If you drove down Hollywood Way between Victory and Pacific this spring, chances are you saw Jeff Beckett and members of his crew operating a backhoe, driving a dump truck, removing old water pipes, or placing new water pipes under the street.

This spring, Jeff and his crew of pipefitters replaced about 1,400 feet of aging water main pipe on Hollywood Way. "Some of these water pipes in Burbank are nearly a century old," he told us recently.

BWP replaces about one mile of water main pipe per year as part of its plan to keep the water delivery system running smoothly.

Jeff and his crew of pipefitters replaced about 1,400 feet of aging water main pipe on Hollywood Way

"Some water utilities have a 'run it until it breaks' philosophy, but not BWP," Jeff commented. "We have found that it's far less expensive and disruptive to perform regular maintenance on the system and use predictive analytics to replace equipment before it fails."

"In Southern California, water is liquid gold – you can't waste a drop of it," continued Jeff, BWP's Water Maintenance and Construction Superintendent. He has lived in Burbank for 30 years and has worked for BWP for 18 of those years.

Jeff said that water delivery is the ultimate "out of sight, out of mind" activity, but BWP engages in a lot of behind-the-scenes planning, engineering, and construction to make sure the water delivered is available, clean, and affordable.

Jeff's Construction and Maintenance group works alongside Engineering and Planning and Production Operations to ensure that Burbank's water system is running smoothly and the water quality meets or exceeds all state and federal standards.

The 22 people Jeff supervises are responsible for installing and maintaining the 276-mile network of pipes and valves that carry water from BWP's 17 storage tanks to each home or business in our community.

Each day, BWP delivers about 15 million gallons of water to homes and businesses in Burbank.

When Jeff's crew is not working on construction replacing pipes or valves, they're flushing water through Burbank's 1,869 fire hydrants. Flushing the fire hydrants keeps the water from becoming stagnant," he explained. That's important because fire hydrants are part of the same system that delivers drinking water to your home or business.



"I love living in Burbank and I love being part of delivering a life-sustaining service. Working in the water business is more than a job, it's really a calling."

Jeff Beckett, Water Maintenance and Construction Superintendent

"You don't want your water to become stagnant because then it affects water quality," Jeff said. Flushing water from fire hydrants is one of several ways BWP works to maintain its water quality.

Being a pipefitter isn't for everyone, Jeff commented: It's hard physical labor that has to be performed when temperatures exceed 110 degrees, when it's raining, or in the middle of the night during an emergency.

Still, Jeff said he wouldn't live anywhere else or do anything else. "I love living in Burbank, and I love being part of delivering a life-sustaining service. Working in the water business is more than a job, it's really a calling."

MEET THE TEAMS THAT KEEP YOUR WATER CLEAN AND FLOWING



Engineering and Planning

The BWP Water Engineering team plans, designs, and constructs infrastructure projects to maintain and improve the City's potable and recycled water systems.



Construction and Maintenance

Maintenance and Construction are responsible for maintaining and replacing the City's potable and recycled pipeline infrastructures.



Production and Operations

Production and Operations are responsible for the pressurization, storage, and quality of the City's water supply, along with maintaining our connections to water agencies' pipelines.

Got a Question?

Ask Tony, Our Water-Quality Specialist!

Some Burbank residents have questions about their water. Tony Umphenour, BWP's most experienced water-quality expert, is delighted to answer your questions!



Is Burbank's tap water safe to drink?

TONY: Yes, Burbank's water is safe to drink. A federal law, the Safe Drinking Water Act (SDWA) of 1974, established a program to create scientifically based safety standards for drinking water. Under the law, water utilities are responsible for monitoring the water and complying with the standards in the law. States perform the necessary oversight function.

As knowledge and technology improved over the last four-plus decades, the SDWA has been updated. Because of this law, America enjoys among the safest and most reliable drinking water in the world.

Burbank ensures its water is safe for drinking by constant monitoring and regularly testing the water so that it meets or exceeds the strict standards established by federal and state authorities. We employ highly trained water operators to treat and deliver safe water, and we invest in maintaining our 276-mile network of delivery pipes.

Does Burbank's water contain lead and chlorine?

TONY: The water we deliver contains no lead. We call that "undetectable levels." Some homes have plumbing that may have a small amount of lead that has leached out of pipes over the decades, but the lead does not enter the BWP system.

Burbank's water does contain chlorine, which we add to treat the water before delivering it to homes and businesses. Our typical concentration is about 2 milligrams per liter of water (2.0 mg/L), shown as "Chloramines" in the table on page 6.

Does Burbank's water contain fluoride?

TONY: Yes, Burbank's water contains fluoride at a level of about 0.55 mg/L. The state's optimal fluoride level is 0.7 mg/L, with a maximum level of 2 mg/L. You can see this on the table on page 6, under "Fluoride (Naturally Occurring)" and "Fluoride (Treatment-related)."

Fluoride is a naturally occurring part of Burbank's groundwater, at a level of about 0.46 mg/L. We purchase surface water from the Metropolitan Water District (MWD) and they add fluoride to their water at a level of 0.7 mg/L. So on a blended average, our water contains about 0.55 mg/L.

Fluoride strengthens tooth enamel, but in order to do that, the fluoride must be ingested. It is not enough to brush your teeth with toothpaste containing fluoride. Our bodies need minerals like fluoride to function properly. Those minerals need to be ingested to benefit the body.

The state of California has additional information on fluoride in water at BWP-Currents.com/Fluoridation

Can you tell us about Burbank's water recycling process?

TONY: Each day, the Burbank Water Reclamation Plant (BWRP) treats about seven million gallons of recycled water. Three million gallons of that water is then distributed through a network of purple pipes to about 200 commercial and industrial customers that have processes or requirements that don't need drinkable (or potable) water.

Wastewater processed at the BWRP goes through a series of treatment processes and finally is chlorinated to remove 99.99% of all bacteria, viruses, and pathogens.

Recycled water saves three million gallons of potable water each day, stretching our water supply and giving our community an added measure of sustainability.

Here's a link to more information on how the BWRP treats sewage: BWP-Currents.com/bwrp

Investing Today for Tomorrow's Water Needs

The 1920s were an exciting time for Burbank. The city's airport was being constructed. Women were able to vote for the first time, thanks to the passage of the 19th Amendment to the U.S. Constitution. Silent movies gave way to "talkies," many of which would be produced in Burbank. Magnolia Park was built. The city's population soared from less than 3,000 to over 16,000 during that decade.



BWP's water is checked for over 160 different chemicals & contaminants via 25,000 water tests each year. That's about 68 tests per day!



As the city grew, so, too, did BWP's water system. During the 1920s, we installed about 16 miles of water pipelines. Today, a century later, BWP operates a network of 276 miles of pipelines, plus other assorted other infrastructure like the Valley Pumping Plant (VPP), the Burbank Operable Unit (BOU) which treats our groundwater, and 17 other potable water storage facilities. We deliver over 15 million gallons of water every day to our residents and businesses.

Because BWP works hard to maintain its system of water pipes, pumps, valves, and treatment assets, the system has performed exceptionally well. But as time goes on, replacement parts are becoming harder to find and more expensive, if they can be found at all.

Today, more than half of Burbank's 276 miles of pipeline are over 70 years old. Those pipelines are the arteries and veins of Burbank's water system. The heart and lungs of our water system, the Valley Pumping Plant, was built right after World War II, when Harry S. Truman was president and as the first In-N-Out Burger opened in nearby Baldwin Park.

A lot has changed since the VPP began operating. BWP has a strategic plan to replace parts of its water system to make sure it continues to operate well into the future. Later this year, construction is scheduled to begin on a comprehensive rehabilitation of the Valley Pumping Plant. Also, BWP is replacing about one mile of its water pipeline network per year.



5 billion gallons of potable water & 1 billion gallons of recycled water used annually.



BWP serves approximately 18,700 single-family, 3,450 multifamily buildings, and 3,400 commercial water customers through a 276-mile network of pipes.



1,869 fire hydrants for emergencies



BWP surpassed our 20% goal for reducing the City's gallons per capita per day by 2020. We achieved a 30% reduction.

2020 ANNUAL WATER QUALITY REPORT

Burbank Water and Power provides water service for the citizens of Burbank. BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses for over 100 years. Burbank's water not only meets but surpasses all state and federal drinking water standards.

This report shares the results of thousands of sample tests being analyzed for over 162 elements that may be found in drinking water. One important section of this report includes educational information and precautions for people with health issues that require them to avoid certain constituents and/or contaminants.

If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For information

on BWP's water conservation programs, please visit us at BurbankWaterAndPower.com. You can also attend BWP Board meetings held at 164 W. Magnolia Blvd. on the first Thursday of each month at 5:00 p.m.

GROUND WATER TREATMENT

BWP buys untreated water from MWD. The water comes from the San Francisco Bay Delta and the Colorado River in Northern California. We spread the water on the ground (at the Pacoima and Lopez spreading grounds), where it percolates into the San Fernando Ground Water Basin. However, portions of the groundwater basin are contaminated from activities related to the former Lockheed Corporation's aircraft manufacturing

plant in Burbank. The EPA designated the basin as a Superfund site in 1986 and ordered Lockheed to construct the Burbank Operable Unit treatment plant (BOU). BWP runs the BOU, which became operational in 1996.

When we need the groundwater, we pump it out of the ground and treat it at the BOU. It is a facility that is highly regulated by the EPA, and we work closely with them, the State's Division of Drinking Water, and Lockheed-Martin, to ensure that the BOU cleans up the groundwater basin and provides drinking water that meets or exceeds all mandated drinking water standards.

View the groundwater report at BWP-Currents.com/water-reports

MICROBIOLOGICAL SAMPLING RESULTS

Microbiological Contaminants	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a)	%	5.0%	0%	0%	0	Naturally present in the environment
E. coli (Acute Total Coliform)(b)	(b)	(b)	0	0	0	Human and animal fecal waste
Total Coliform Bacteria (c)	%	TT	NA	0%	0	Naturally present in the environment
Federal Revised Total Coliform Rule						
E. coli (d)	(d)	(d)	0	0	0	Human and animal fecal waste
Federal Revised Total Coliform Rule						
Heterotrophic Plate Count (HPC) (e)	CFU/mL	TT	NA	TT	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Constituent	No. of samples collected	Action Level	PHG	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (f)	55	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits leaching from wood preservatives
Copper (ppm) (f)	55	1.3	0.3	0.3	0	

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AT BUSD SCHOOLS

Constituent	No. of Schools Requesting Lead Sampling	Action Level	PHG	No. Sites exceeding AL	No. Sites needing corrective action	Typical Source of Contaminant
Lead (ppb) (g)	22	15	0.2	0	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits leaching from wood preservatives

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS

PARAMETER	Units	State MCL	PHG	Running Annual Average	Lowest - Highest	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (h)	ppb	80	NA	8.0	4 - 13	By-product of drinking water disinfection
Halooacetic Acids (HAA5) (h)	ppb	60	NA	0.6	ND - 2.5	By-product of drinking water disinfection MRDLG = 4.0
Chloramines (i)	ppm	MRDL = 4.0	MRDLG = 4.0	2.0	0.2 - 3.3	Drinking water disinfectant added for treatment
Bromate (i)	ppb	10	0.1	1.4	ND - 4.2	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
Aluminum (l)	ppb	200	600	35	ND - 220	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	54	45 - 93	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	1	1 - 3	Naturally occurring organic materials
Odor	Units	3	NA	1	1 - 2	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	725	451 - 968	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	92	53 - 215	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	439	255 - 593	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.87	ND - 0.98	Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (l)	ppb	200	600	35	ND - 220	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	ND	ND	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	95	ND - 105	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	2.5	ND - 5.3	Discharge from steel and pulp mills, erosion of natural deposits
Fluoride Naturally-occurring	ppm	2	1	0.48	0.4 - 0.5	Erosion of natural deposits in groundwater
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.55	0.4 - 0.8	Water additive for tooth health
Nitrate (as N)	ppm	10	10	4.1	ND - 5.9	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	4.1	ND - 5.9	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES						
Gross Alpha Particle Activity (m)	pCi/L	15	(0)	8.1	ND - 13	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	2.9	ND - 6.0	Decay of natural and manmade deposits
Uranium	pCi/L	20	0.43	8.9	ND - 14	Erosion of natural deposits

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source
Alkalinity	ppm	NA	NA	188	79 - 210	Erosion of natural deposits
Boron	ppb	NL = 1,000	NA	139	120 - 170	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	72	25 - 78	Erosion of natural deposits
Chlorate	ppb	NL = 800	NA	16	ND - 76	By-product of drinking water chloramination; industrial processes
Corrosivity	AI	NA	NA	12.6	12.1 - 12.9	Elemental balance in water
Hardness as CaCO3 (n)	ppm	NA	NA	271	107 - 290	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Hexavalent Chromium (o)	ppb	NA	0.02	2.9	ND - 5.4	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Magnesium	ppm	NA	NA	22	11 - 23	Erosion of natural deposits
Molybdenum (p)	ppb	NA	NA	4.2	ND - 6.9	Erosion of natural deposits
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	2.8	ND - 3.9	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.2	8.1 - 8.4	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.3	2.5 - 4.7	Erosion of natural deposits
Sodium	ppm	NA	NA	45	36 - 97	Refers to the salt present in the water and is generally naturally occurring
Strontium (p)	ppb	HRL = 1,500	NA	890	890	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	0.9	ND - 2.6	Various natural and man-made sources
Vanadium	ppb	NL = 50	NA	2.7	ND - 4.7	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL = 1	NA	0.61	ND - 0.84	Discharge from chemical factories
Perfluorooctanoic Acid (PFOA)	ppt	NL = 5.1	NA	ND	ND	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorooctanesulfonic Acid (PFOS)	ppt	NL = 6.5	NA	ND	ND	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorohexanoic Acid (PFHxA)	ppt	NA	NA	2.5	ND - 2.9	NA

FOOTNOTES

(a) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2020.

(b) E. coli MCL: The occurrence of 2 consecutive total coliform-positive samples, one of which contains E. coli, constitutes an acute MCL violation. The MCL was not violated in 2020.

(c) Total coliform Treatment Technique(TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2020.

ABBREVIATIONS

AI = Aggressiveness Index
 CFU/mL = Colony-Forming Units per milliliter
 HRL = Health Reference Level

(d) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2020.

(e) All distribution samples collected for 2020 had detectable total chlorine residuals and as a result no HPC's were required.

(f) 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 June/July 2020, 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.

NTU = Nephelometric Turbidity Units
 N = Nitrogen
 NA = Not Applicable
 ND = Not Detected
 NL = Notification Level

(g) BUSD requested all 22 schools to be tested for lead at the drinking fountains and kitchen taps. Sampling occurred during the months of March and April of 2017 for a total of 101 sampling sites.

(h) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2020.

(i) Compliance is based on Running Annual Average which is the average within the distribution system in 2020.

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

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

PHG = Public Health Goal
 ppb = parts per billion or micrograms per liter (µg/L)
 ppm = parts per million or milligrams per liter (mg/L)

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

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

(n) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 271 ppm for 2020 which is equivalent to 16 grains/gallon.

(o) There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L (10 ppb) was withdrawn on September 11, 2017.

(p) Data from 2015 sampling.

ppt = parts per trillion or nanograms per liter (ng/L)
 pCi/L = picoCuries per liter
 TT = Treatment Technique
 µS/cm = microSiemen per centimeter

EDUCATIONAL INFORMATION

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 byproducts of industrial processes and petroleum production, 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 Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

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 USEPA Safe Drinking Water Hotline (1-800-426-4791) or visiting their website at 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).

Nitrate: Nitrate (as nitrogen) in drinking water at levels above 10 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 10 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.

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 private 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 drinking. You may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. 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 epa.gov/safewater/lead or at BWP's website BurbankWaterandPower.com

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.

This Water Quality Report reflects changes in drinking water regulatory requirements during 2020. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the

drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.



IMPORTANT WEB LINKS

State Water Resources Control Board, Division of Drinking Water waterboards.ca.gov

California EPA calepa.ca.gov

EPA (Groundwater and Drinking Water) epa.gov/safewater



NO WIPES DOWN THE PIPES

Forget the hype. No matter what the label or advertising says, disposable wipes should never be flushed down the toilet.

This means cleaning, sanitizing, and hygiene wipes are trash because they do not break down as effectively as toilet paper and cause enormous problems for home plumbing systems, as well as City sewer infrastructure. Utilities have to deal with wipes that twist into ropy wads, either in a home's sewer pipe or miles down the line.

As of early April, sales of bathroom cleaning wipes were up 84 percent, and "bath and shower" wipes were up 54 percent in the past 12 months. (Washington Post, April 23, 2021).



FOR MORE INFO ON WIPES
whereitgoes.burbankca.gov

WIPE OUT SEWER PROBLEMS

Only flush the three P's (poo, pee, and TP.)

Remember, wipes don't break down like toilet paper!

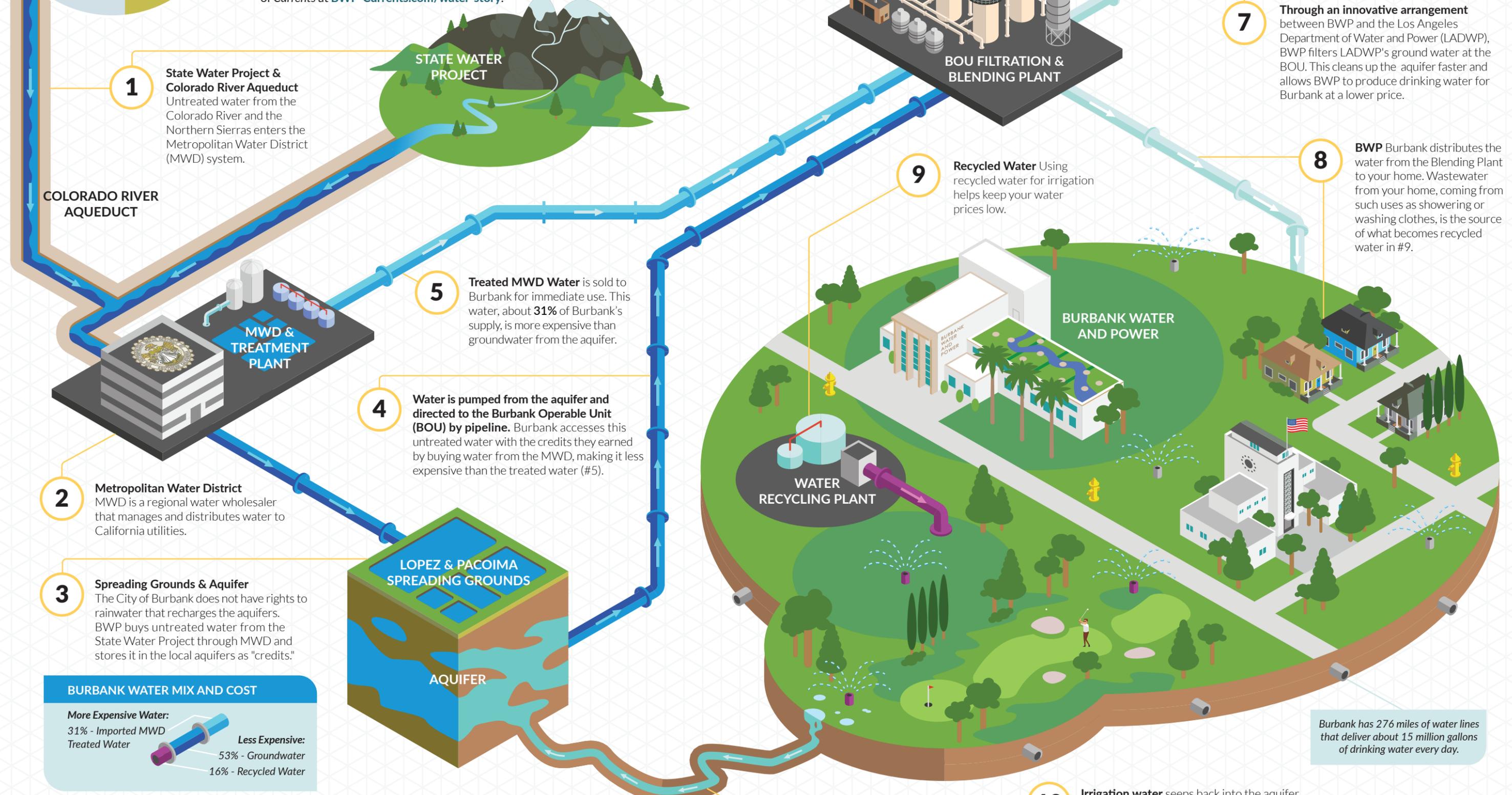
- They get stuck and congeal with cooking fats, creating "fat bergs"
- They clog pipes and back up sewers
- They cause expensive plumbing issues
- Ratepayers pay to clean up these clogs





Ever Wondered Where That Water in Your Glass Came From?

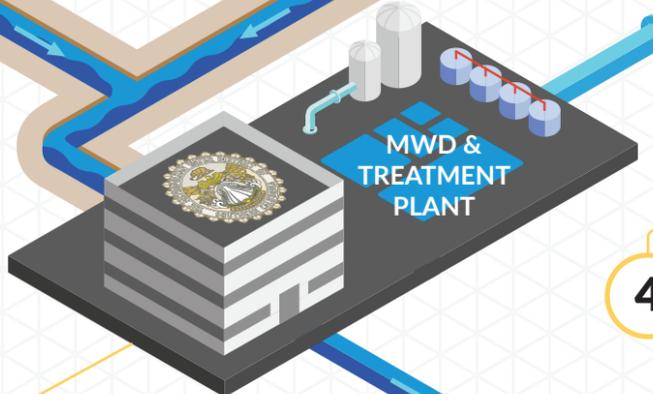
Well, it's a pretty interesting story. Did you know that all of Burbank's water is 100% imported? Even the rainwater that makes its way to the underground aquifers beneath our City does not belong to us. So where does our water come from? We actually get it from a lot of sources and then have to process it in many different ways. The whole process can seem complicated, and that's where the handy diagram below comes in. To learn more about the Burbank Water Story, check out the digital version of *Currents* at BWP-Currents.com/water-story.



1 **State Water Project & Colorado River Aqueduct**
Untreated water from the Colorado River and the Northern Sierras enters the Metropolitan Water District (MWD) system.



5 **Treated MWD Water** is sold to Burbank for immediate use. This water, about **31%** of Burbank's supply, is more expensive than groundwater from the aquifer.



4 **Water is pumped from the aquifer and directed to the Burbank Operable Unit (BOU) by pipeline.** Burbank accesses this untreated water with the credits they earned by buying water from the MWD, making it less expensive than the treated water (#5).

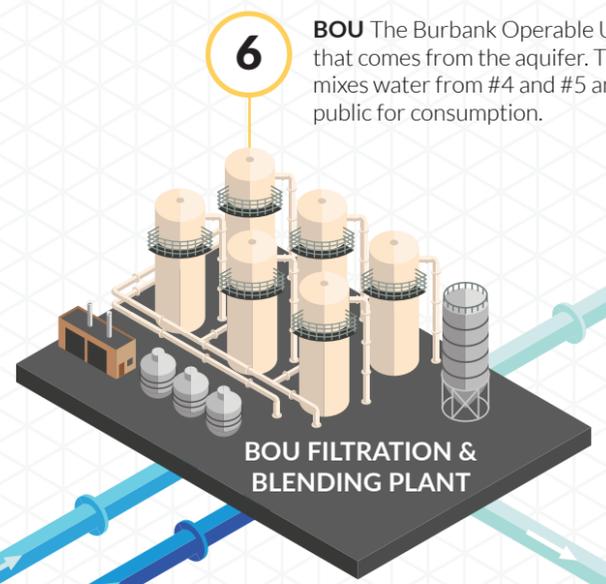


2 **Metropolitan Water District**
MWD is a regional water wholesaler that manages and distributes water to California utilities.

3 **Spreading Grounds & Aquifer**
The City of Burbank does not have rights to rainwater that recharges the aquifers. BWP buys untreated water from the State Water Project through MWD and stores it in the local aquifers as "credits."

BURBANK WATER MIX AND COST

More Expensive Water:	Less Expensive:
31% - Imported Treated Water	53% - Groundwater
	16% - Recycled Water



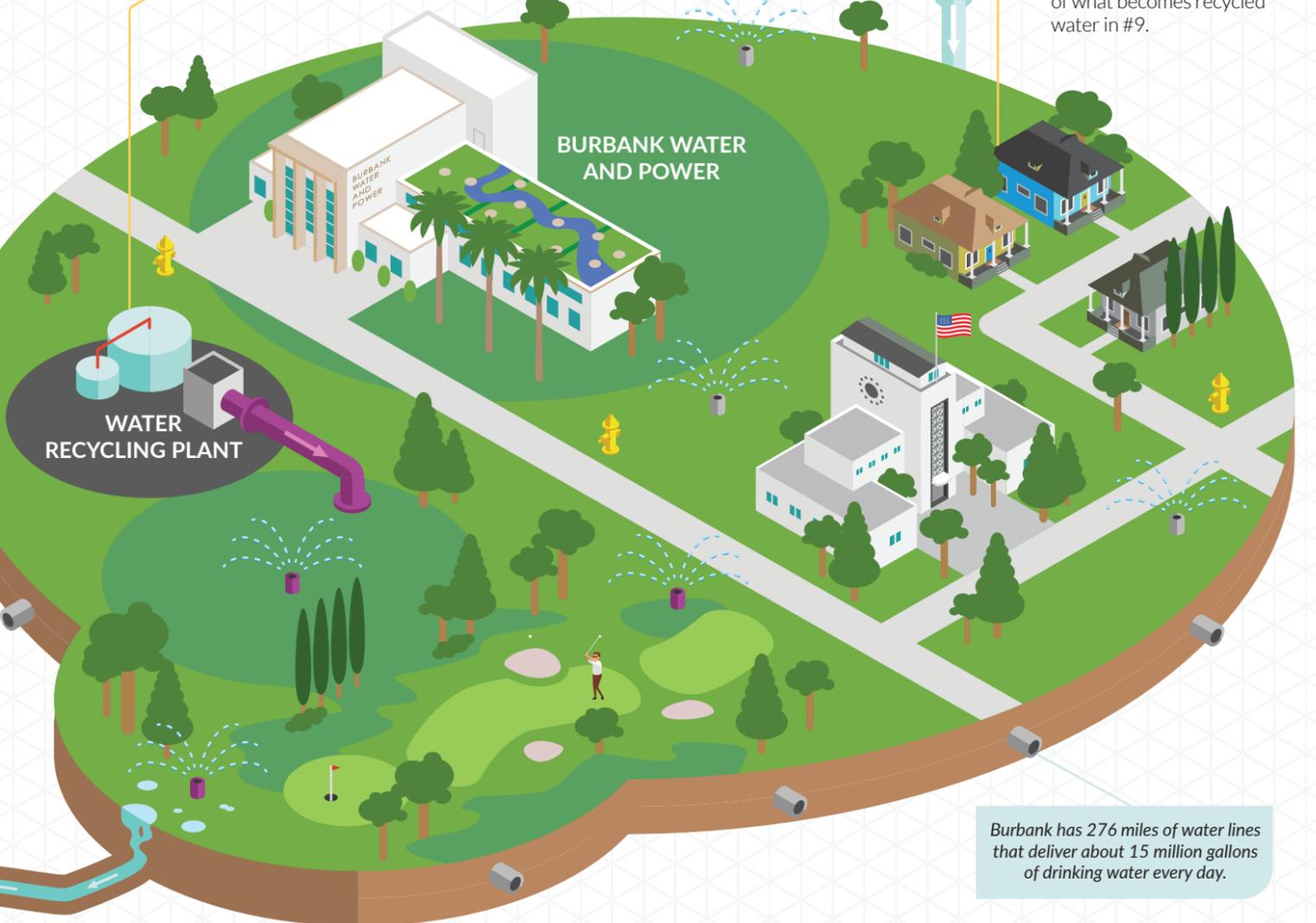
6 **BOU** The Burbank Operable Unit cleans the water that comes from the aquifer. The Blending Plant mixes water from #4 and #5 and sends it to the public for consumption.



LOS ANGELES

7 **Through an innovative arrangement** between BWP and the Los Angeles Department of Water and Power (LADWP), BWP filters LADWP's ground water at the BOU. This cleans up the aquifer faster and allows BWP to produce drinking water for Burbank at a lower price.

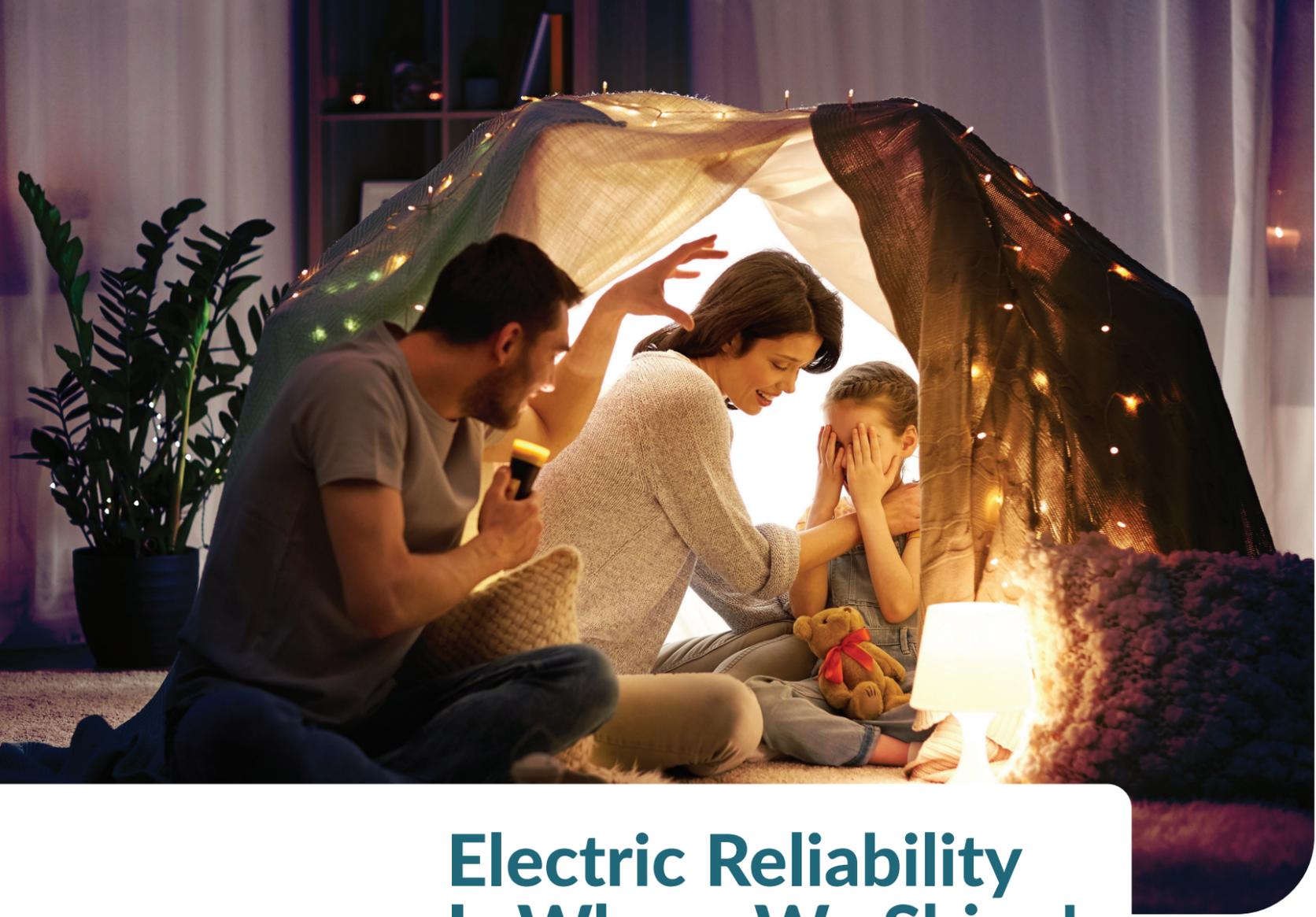
9 **Recycled Water** Using recycled water for irrigation helps keep your water prices low.



8 **BWP Burbank** distributes the water from the Blending Plant to your home. Wastewater from your home, coming from such uses as showering or washing clothes, is the source of what becomes recycled water in #9.

10 **Irrigation water** seeps back into the aquifer creating more groundwater "credits" for Burbank.

Burbank has 276 miles of water lines that deliver about 15 million gallons of drinking water every day.



Electric Reliability Is Where We Shine!



BWP customers experience significantly less downtime than the national average and we've got an award to prove it.

When was the last time you flicked on the light switch and it didn't work? Well, the answer is simple, if you're a Burbank resident ... probably never. That's because BWP customers on average experienced less than five minutes of power outages per year, compared with other national customers who sat in the dark for nearly five hours. [1]

"I am so proud of the entire BWP team ... Their hard work and consistently strong performance delivered top-notch results for our customers."

Dawn Roth Lindell, BWP's General Manager

For that outstanding level of customer service, BWP received the prestigious Reliable Public Power Provider (RP3®) award from the American Public Power Association (APPA) last March at their Engineering & Operations virtual conference. The award recognizes utilities that demonstrate extremely high proficiency in electric reliability, safety, workforce development, and system improvement.

BWP received the Diamond-level designation, boasting a perfect score of 100/100 points.

"I am so proud of the entire BWP team," said Dawn Roth Lindell, BWP's General Manager. "Their hard work and consistently strong performance delivered top-notch results for our customers – delivering affordable, reliable, and sustainable electricity and water to this community. I am grateful that APPA takes the time and effort to recognize outstanding performance."



TO LEARN MORE ABOUT THE RP3 AWARDS, OR THE APPA AND PUBLIC POWER, GO TO:
PublicPower.org/rp3-designated-utilities



BWP received the Diamond-level designation, boasting a perfect score of 100/100 points. To gain perspective on this accomplishment, less than 7% of APPA's 2,000 community-owned utilities currently hold the RP3 Diamond designation. In previous years BWP was awarded the RP3 Diamond-level award in 2018 and 2015. Before that, the utility won APPA's RP3 Platinum-level award four times, in 2006, 2009, 2011, and 2013.

"This was truly a team effort," said Brad Recker, BWP's acting Assistant General Manager, Electric Services Division. "This recognition provides our customers with an assurance, backed by an independent source, that the BWP team is providing excellent electric service and that it cares deeply about the community it serves."



[1] Based on 2019 BWP customers' experience and the U.S. Energy Information Administration, "U.S. power customers experienced an average of nearly five hours of interruptions in 2019" (November 6, 2020), [BWP-Currents.com/eia](https://www.eia.com/bwp-currents.com/eia).

VS.



Water & Energy Saving Programs

Your home is surrounded by opportunities to save money and conserve water. BWP can help with a wide variety of rebates and programs that you can take advantage of right now.

Pool Cover Bill Credit
Up to \$50

Soil Moisture Sensor Systems
Rebates start at \$80 or \$35 per
Irrigation Controller Station
SoCalWaterSmart.com

**Variable Speed
Pool Pump Rebate**
Up to \$400

Rain Barrels & Cisterns
Rebates start at \$35 per Barrel
or \$250 per Cistern

**Weather-Based Irrigation
Controllers \$80/Controller
and \$35/Station**

Turf Replacement Program
\$2/sq. ft.

Rotating Sprinkler Nozzles
\$2/nozzle, minimum
quantity is 30 nozzles

Free Shade Tree Program

Up to 3 free trees for residents,
up to 20 free trees for businesses
BWP-Currents.com/shade-tree

Free Mulch Program

BWP-Currents.com/mulch-program

The City of Burbank Forestry Division offers free mulch to Burbank residents at convenient pick-up locations throughout the City.

George Izay Park
(Parking Lot by Ball Field #4)
1111 W. Olive Ave.
at N. Griffith Park Dr. &
W. Clark Ave.

McCambridge Park
(Parking Lot by Ball Field #1)
1515 N. Glenoaks Blvd.
at Andover Dr.

Robert Gross Park
(Back of the Parking
Lot by the fence)
2800 W. Empire Ave.

TOOLS & RESOURCES

WATERSMART

Our WaterSmart Program helps you understand where and when you are using the most water and provides personalized tips to help you conserve. You can also sign up to receive notifications of potential water leaks at your property.

BWP.WaterSmart.com



BURBANK WATER-WISE GARDENING WEBSITE

The Burbank Water-Wise Gardening website has everything you need to help you create your dream garden. Tour a variety of landscapes, find plants you love, and get inspired by the beauty and endless possibilities of California-native plants landscaping.

Burbank.WaterSavingPlants.com

FREE ONLINE WORKSHOPS FOR CALIFORNIA-NATIVE PLANTS LANDSCAPING AND TURF REMOVAL

Transforming your yard from grass to gorgeous takes a little know-how, and Green Gardens Group (G3) knows how to help you get it done right. Register for a free online workshop to learn all about how you can transform your yard and use water wisely.

GreenGardensGroup.com/turf-transformation





Gabriela Hernandez, Founder and CEO

ONEBurbank: Unparalleled Speed for Bésame Cosmetics



Optical Network Enterprise: Business networking at the speed of light

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

Longing to bring back the simple glamour of her grandmother's beauty routine, designer and cosmetics historian Gabriela Hernandez launched Bésame Cosmetics in 2004. With a brick and mortar location on Burbank's Magnolia Boulevard for the last six years, Bésame Cosmetics now enjoys a cult following for its meticulously designed, historically inspired, and highly pigmented cosmetics. Available in over 170 countries, the company's products have appeared in many film and television productions and are beloved by aficionados of the high quality retro-style Bésame Cosmetics is known for, including numerous celebrities.

Ms. Hernandez, who hails from Buenos Aires, proudly views her cosmetic formulations as a labor of love. All Bésame Cosmetics products are made locally in California, and Ms. Hernandez personally oversees every batch. She works closely with her

chemist to select safe and responsible ingredients that adhere to a clean beauty standard, making certain each ingredient plays a positive role in her offerings. Recently, Ms. Hernandez expanded the Bésame Cosmetics product line to include a series of skincare creams called Bésame Essentials. The company's focus is on safety, transparency, and education, ultimately empowering customers to make informed decisions about the products they choose. The product line is 100% cruelty-free, created for sensitive skin, and contains no gluten, parabens or mineral oils.

Ms. Hernandez talks about her experience with BWP's ONEBurbank fiber service:

When we opened our business in Burbank, we were happy to learn from the building's owner that ONEBurbank's high-speed fiber optic service was an option available to us.

What we found appealing is the variety of speeds offered and the fact that ONEBurbank is a part of Burbank's community infrastructure. Even though we ultimately selected the lowest available option offered to us, we've found the speed is truly unparalleled. No other internet service we've had in the past comes close to the speed we have now with ONEBurbank. At Bésame Cosmetics, we host weekly live YouTube events and this is where we see the biggest benefit from ONEBurbank fiber. It's the backbone of our live broadcasts. And to top it all off, the service has been amazing!

We welcome another satisfied ONEBurbank customer! For more information on Bésame Cosmetics, check out BesameCosmetics.com



Replace Your AC Before It Breaks

Get up to a **\$1,500 rebate** for the replacement of your older, less efficient central AC!

Don't get hit with a surprise bill, or worse suffer a SoCal scorcher. Replace your old AC system now. The typical homeowner could save 20% to 30% on air conditioning costs by replacing a 10-year-old central AC system with a new one.

Combine with other BWP and SoCalGas rebates to earn even more savings

Central AC Replacement	\$1,200
Right-sizing or Multi-stage Inverter	\$300
BWP Residential Rebate Program	\$480
Smart Thermostat Rebates	\$75
TOTAL SAVINGS	\$2,055

Based on 3-ton AC (1,500 sq ft. home)

Be sure to check out other available rebates from SoCalGas at SoCalGas.com and the South Coast Air Quality Management District at AQMD.gov



VISIT OUR COMPREHENSIVE AC REBATE PAGE TO EXPLORE ALL YOUR SAVINGS OPTIONS: BWP-Currents.com/ac-rebate



WHAT IS BURBANK PASS?

The Burbank Program, Activity, and Service Subsidy (PASS) links Burbank residents, who meet the income thresholds, with Citywide programs, activities, and services.

WHAT IS OFFERED?

Financial subsidy to City of Burbank services, including Parks and Recreation programming (recreation and aquatic classes, day camps, after school care programs, etc.), Senior and Disabled Transportation, Fire Services, Animal Shelter Services, and more!

DO YOU QUALIFY?

Applicants must provide proof of the following:

- Burbank Residency
- Household Annual Income

FINANCIAL SUBSIDY AVAILABLE TO BURBANK RESIDENTS

ANNUAL INCOME THRESHOLDS

HOUSEHOLD SIZE	ANNUAL INCOME	HOUSEHOLD SIZE	ANNUAL INCOME
1	\$69,580	5	\$101,871
2	\$76,538	6	\$112,059
3	\$84,191	7	\$123,265
4	\$92,610	8	\$135,591



TO APPLY: Visit www.BurbankCA.gov/BurbankPASS

For more information, contact the PASS Administrator at (818) 238-5317 or BurbankPASS@BurbankCA.gov



Burbank Supports Your EV Choice!

BWP is committed to making charging easy. We added **26 new EV charging ports** throughout the city.

California has more electric vehicle (EV) charging stations than any other state in the nation. As well, California consumers buy more EVs than any other state. However, if we are to make a big difference in our contribution to reversing the effects of greenhouse gas (GHG) emissions in our community, we have a long way to go.

Burbank now has over 66 public EV charging ports at 17 sites.

Statewide, transportation accounts for 41% of all GHG emissions, and Burbank (being home to two major freeways), transportation accounts for 43% of our GHG emissions. Our mission is to change those numbers.

In addition to offering our customers sizable EV vehicle and charger rebates we are also committed to building our public EV charging infrastructure. We want our residents to feel comfortable knowing that there will be an EV charging station nearby when they need it.

Burbank now has over 66 public EV charging ports at 17 sites. BWP recently finished construction on 26 new EV charging ports at five additional sites. One of the largest projects in progress is at the Community Services Building.

BWP General Manager Dawn Roth Lindell explains: “The construction and installation of the 16 EV charger ports at the Community Services Building is exciting because it meets three key community needs including workplace charging, public charging for visitors to downtown, and charging for residents who live within walking distance. People who live in multi-unit dwellings often have the highest barriers to EV adoption given the lack of available EV charging stations.”

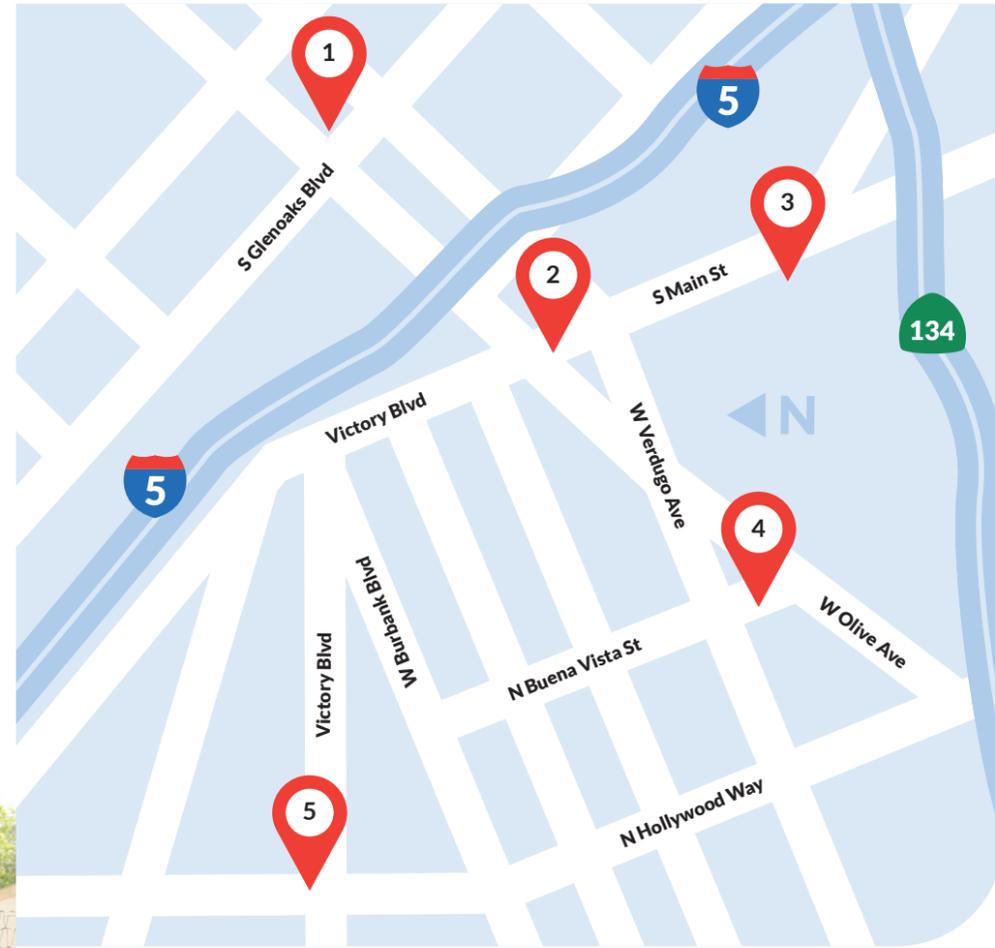


The Lake Street Parking lot has four public EV charging ports thanks to BWP Project Manager, Alfred Antoun.

Looking to the Future: Over the next 5 years, it is BWP’s plan to implement hundreds of charging stations throughout the city. This is an effort to electrify transportation in Burbank so that we meet the ever-growing demands of our residents and their EV needs. Proactive efforts to supply our residents with comprehensive EV resources is an important initiative for BWP as we do our part in the effort to reduce GHG emissions in our community.

Over the next 5 years, it is BWP’s plan to implement hundreds of charging stations throughout the city.

BWP is committed to supporting our residents along their EV journey. We encourage you to visit BWP’s EV Buyers Guide to see the extensive set of resources we have put together to aid in your consideration of or switch to an EV.



CHARGER LOCATIONS

- 1 Community Services Building (CSB)**
16 charging ports with overnight charging.
- 2 BWP’s Campus, Lake Street Parking Lot**
4 charging ports with overnight charging.

CURBSIDE EV CHARGERS

- 3 Alameda Ave. Near Main St.**
2 charging ports (4 total ports available)
- 4 Buena Vista St.**
2 charging ports (4 total ports available)
- 5 Hollywood Way Near Victory Blvd.**
2 charging ports (4 total ports available)



VISIT BWP’S EV BUYERS GUIDE

Search for new or used cars, buy home charging stations, sign-up for incentives and rebates, and use our interactive EV charging station map to find a charger in your area.

EV.BurbankWaterAndPower.com





WATER AND POWER

Please use water and energy wisely.

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Your Voice Matters

Please let us know how we are doing and how we can improve *Currents*. Take our survey at BWP-Currents.com/survey



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Say hi to BWP at
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See what's happening
[Instagram.com/BurbankH2OPower](https://instagram.com/BurbankH2OPower)

How to Contact Us

Conservation Services:
(818) 238-3730

Customer Service:
(818) 238-3700

Electric Services:
(818) 238-3575

Water Services:
(818) 238-3500

ONEBurbank:
(818) 238-3113

Street Light Outages:
(818) 238-3700

After-Hours Emergency:
(818) 238-3778

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