

Currents



**WATER
AND
POWER**



Outdoor watering
is only allowed
on **Saturdays**.

[Learn More on Page 2.](#)



The DROUGHT is here TODAY

We are One State, One City, One Water. This issue of Currents is dedicated to giving Burbank residents the facts and resources to successfully navigate the drought's challenges.

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EDITOR'S NOTE

Burbank and all of California are facing a serious drought.

We've weathered droughts before, but this time it's different. We're facing a particularly difficult challenge after experiencing the driest year in a century. As conditions worsen, Governor Newsom has declared a statewide drought emergency asking all Californians – residents and businesses – to reduce their water usage by 15%.

The City of Burbank has entered Stage II of the Sustainable Water Use Ordinance requiring modified watering schedules, as illustrated in the table below. By watering your outdoor plants only on Saturday, you are helping conserve when plants need less water and making an immediate impact to save a precious resource.

Customers are encouraged to take advantage of enhanced rebates on select water-saving devices, and participate in BWP's Home Improvement Program to receive a no-cost water efficiency assessment and water-saving upgrades for homes, apartments, and condos.

Just like we've done in past droughts, we know the everyone will come together, support each other and do their part to get through these challenging conditions. Together, we will conserve today to ensure a stronger tomorrow for all of Burbank.

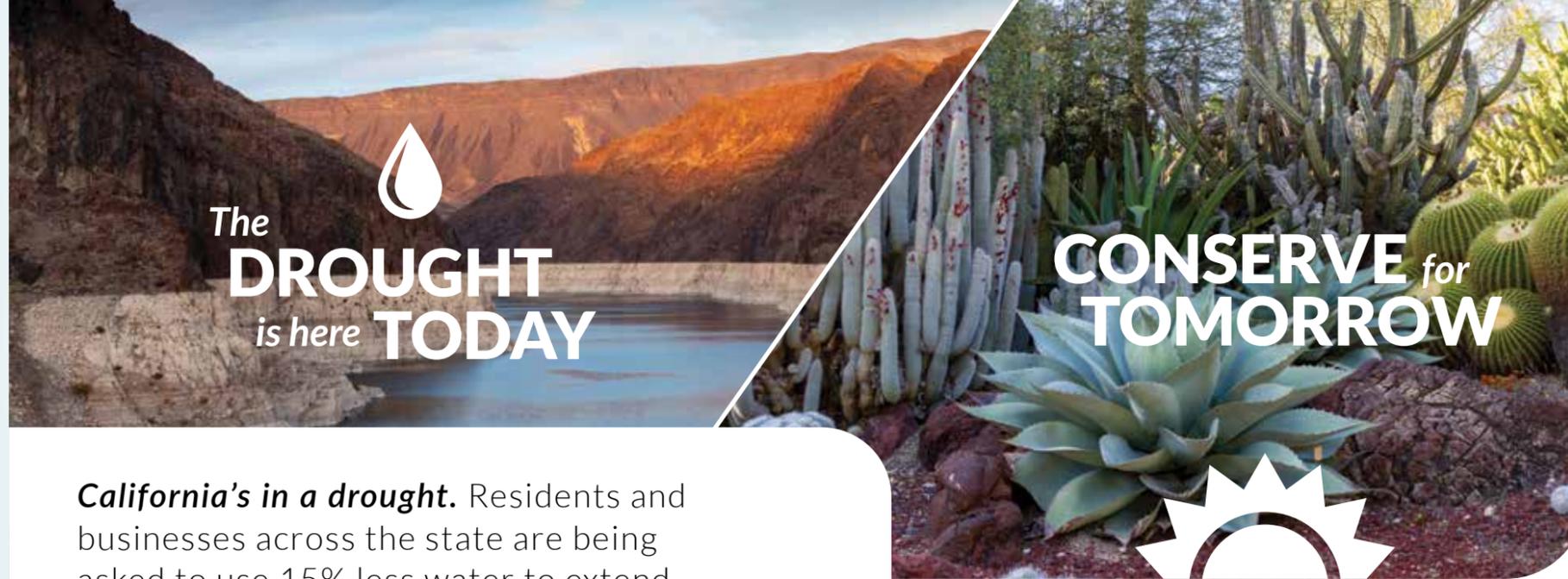
This edition of *Currents* has several helpful tips on how to reduce indoor and outdoor water consumption.



Watering Schedule
of DAYS PER WEEK

Stage	Apr - Oct	Nov - Mar
I	3	3
II	3	1*
III	2	1*

You can read the full Sustainable Water Use Ordinance at BWP-Currents.com/stage-2-facts.
*Starting in Stage II Burbank, residents may only water their outdoor plants on Saturdays.



California's in a drought. Residents and businesses across the state are being asked to use 15% less water to extend California's water resources, which have shrunken to historic lows after two extremely dry years.

In response, the Burbank City Council voted unanimously to move to Stage II of the Sustainable Water Use Ordinance. The ordinance issues stricter water conservation measures, including reducing lawn watering to one time per week (on Saturdays) from November through March.

The measure also included plans to go to an even stricter set of limitations should Burbank not achieve its 15% water reduction goal.

In speaking with the City Council, BWP's Richard Wilson, Assistant General Manager for Water, said water conservation is an important way to fight global warming.

"Water and electricity are [closely] connected in our state. If people want to reduce their greenhouse gas emissions, they can do that by ... conserving water."

"Water is very heavy," Richard said. "One gallon weighs about 8.5 pounds. And our water has to travel long distances – hundreds of miles – to get here. It takes a lot of electricity to operate the pumps that bring the water all that way to Burbank."

"Some of the electricity is produced from hydrocarbons like natural gas," he continued. "We'd like people to understand how closely water and electricity are connected in our state. If people want to reduce their greenhouse gas emissions, they can do that, in part, by conserving water."

BWP has worked closely with the Metropolitan Water District of Southern California (MWD), our water supplier, to plan for dry years by storing excess water during wet years. BWP operates and maintains seven underground reservoirs and 17 above-ground water-storage tanks. Burbank has also increased the use of recycled water in the City. Today, over 160 sites in Burbank have been converted to use recycled water, including many Burbank schools, parks, and major studios.

Burbank has done a great job conserving water during previous droughts. Those efforts have made wise water use a way of life in our community.

"In prior years, when we have asked our customers to conserve water, they have done a great job," Richard said. "I am confident they will once again rise to the occasion. We are all in this together. Every drop counts."

"Reducing water use by an additional 15% is an achievable goal if we all do our part," he continued, "There are many water conservation rebates available to help residents and businesses save water."

BWP and MWD stand ready to help customers use less water through a number of conservation and rebate programs. BWP recently increased rebate amounts for Burbank residents that participate in MWD's regional rebate program. Bigger rebates are available for high-efficiency clothes washers and toilets, rotating sprinkler nozzles, weather-based irrigation controllers, and flow monitoring devices.



Learn More

For a full list of water conservation programs and rebates, visit BurbankWaterAndPower.com/Drought

Make a Big Impact on Your Water Usage With These Programs



INCREASED WATER REBATES

Take advantage of water-saving rebates, programs, and strategies to help you conserve water today.

Learn more at BWP-Currents.com/water-rebate



REBATES	CURRENT	NEW
Flow Monitoring Device (new)	\$100	\$150
High-Efficiency Clothes Washer	\$85	\$150
Premium High-Efficiency Toilet	\$40	\$100
Rotating Nozzle	\$2 each	\$5 each
Weather Based Irrigation Controller	\$80	\$100
Soil Moisture Sensor System	\$80	\$100



HOME IMPROVEMENT PROGRAM (HIP)

The HIP provides Burbank's customers with comprehensive, no out-of-pocket cost energy and water efficiency improvement services. Learn more on page 10.



WATERSMART

This is a digital platform that provides residential customers with water usage information and alerts single-family residential accounts of potential water leaks.

Sign up at BWP.WaterSmart.com



TURF REPLACEMENT

Burbank residents & businesses can replace their existing lawn with a drought-resistant landscape and get a \$2 per square foot rebate.

Learn more at BWP-Currents.com/turf-rebate



3 Ways BWP Tap Water is Better than Bottled Water

Water is in the news and we're discussing it in this issue of Currents. Maybe you're talking about water with friends, neighbors, and work colleagues.



We're all thinking more about water these days, which makes this the perfect time to add bottled water to the conversation.



1 FIRST, YOU SHOULD KNOW THAT BWP TAP WATER IS SAFE TO DRINK.

It exceeds state and federal water-quality standards, as we've documented each June in our annual Water Quality Report. BWP tap

water is tested extensively to ensure that we remove contaminants. Bottled water is tested but finding the results of the testing is difficult.

2 SECOND, ELIMINATING BOTTLED WATER IS GOOD FOR THE ENVIRONMENT.

How can this be? There is a concept known as the water footprint, similar to the often-discussed carbon footprint, that takes into account all of the resources that go into producing, packaging, and transporting bottled water.

It takes at least 32 ounces of water — and in some cases as much as 100 ounces — to produce, package, and transport each 16.9-ounce bottle of water you buy. Most of that water is used in manufacturing and packaging water bottles. So the water footprint of the

bottle you buy is much greater than the amount of water inside the bottle.

There's also a landfill problem. Most plastic water bottles end up in landfills, parks, or the ocean. You may recycle your plastic water bottles, but unfortunately most people don't. It can take as long as 450 years for that 16.9-ounce plastic water bottle to decompose in a landfill. Getting your friends, neighbors, and work colleagues to kick the bottled water habit will conserve landfill space, beautify our parks, and protect our oceans.



3 THIRD, BWP TAP WATER IS GOOD FOR YOUR WALLET.

At a convenience store, you will pay nearly \$2 for a 16.9-ounce bottles of water.

That same \$2 will buy you nearly 800 gallons of BWP tap water — enough to meet one person's water needs for about 6 days, according to Tony Umphenour, BWP's Water Quality Expert.

If you're on the go, we recommend that you fill an environmentally friendly water bottle with BWP tap water and take it with you. Your body, the environment, and your wallet will thank you!

"How Much Water Actually Goes into Making a Bottle of Water?" National Public Radio, [n.pr/3pppzha](https://www.npr.org/2013/03/13/213131313).

"The Truth About Bottled Water," Green America, [bit.ly/3E2fU4u](https://www.greenamerica.org/2013/03/13/213131313).

"The Lifecycle of Plastics," World Wildlife Fund, [bit.ly/3BYlinn](https://www.worldwildlife.org/2013/03/13/213131313).

5 AREAS TO CONSERVE WATER WITH THE MOST IMPACT

California residents have been asked to voluntarily reduce their water use by 15%. This is an achievable goal! BWP has a variety of programs and rebates you can participate in to conserve water.

#1 Adjust Watering Days

Limit your lawn watering to one day per week (on Saturdays).

Save Up to 500 Gallons Per Week



#2 Take 5 Minute Showers

We all know it can be done. Do your part and limit your time in the shower.

Save 8 Gallons Per Shower

#3 Turn Water Off When Brushing

If you count when you brush, or hum a tune, that's all time your water is running.

Save 1.8 Gallons Per Minute

#4 Fix Household Leaks

A little drip adds up to a lot of water over time. Commit to no leaks and you will feel great!

Save Up to 25 Gallons Per Day



#5 Wash Only Full Loads of Laundry

Hold off on doing laundry and use less water, then you can watch your favorite show while you fold.

Save Up to 35 Gallons Per Week

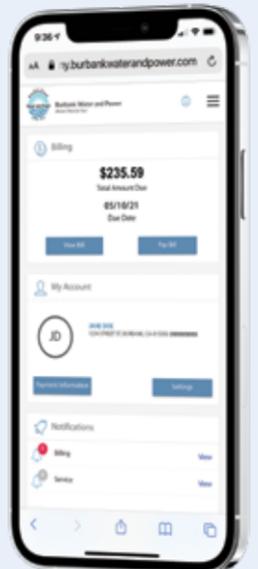


Learn More about what you can do [BurbankWaterAndPower.com/conserves-for-tomorrow](https://www.burbankwaterandpower.com/conserves-for-tomorrow)

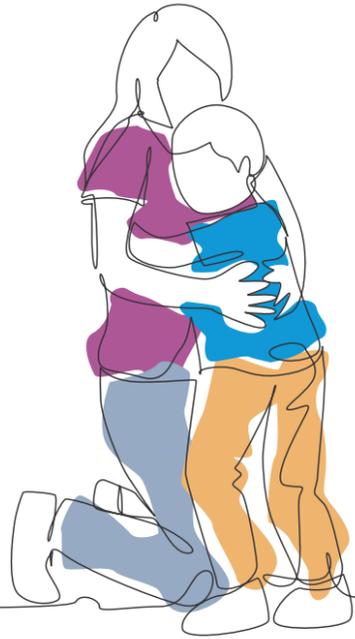


Find Your Zenergy

BWP's Online Account Manager takes the stress out of paying your bill and managing your account.



Register now at: my.burbankwaterandpower.com



Because taking care of them is your bottom line.

The Low-Income Residential Assistance Program (LIRAP) provides new levels of assistance for income-qualified customers impacted by the COVID-19 pandemic.

The impact of COVID-19 continues to be a struggle for many Burbank families. We've expanded our billing assistance so you can focus on what matters most.

The program will continue until funds are exhausted or January 31, 2022, whichever is sooner. If you wish to participate, please apply as soon as possible!

Currently, qualifying residents may apply for these new benefits. To qualify, residents must meet Burbank PASS Program income limits (see table on the next page).

PROGRAM BENEFITS

	Residential Customer	Lifeline Customer
Basic Assistance	\$50	\$50
Outstanding Balance Assistance (91+ days)*	\$300	N/A
Lifeline Enhanced Outstanding Balance Assistance**	N/A	up to \$1,000

Apply Now
BurbankWaterAndPower.com/lirap



*Applicant must have a 91+ days past due balance of \$500 or more in electric service charges on their bill. Residential customers who have participated in the COVID-19 Job Loss Bill Credit Program are NOT eligible to receive the Outstanding Balance Assistance or Lifeline Enhanced Balance Assistance.

** Lifeline customers who have participated in the COVID-19 Job Loss Bill Credit Program are NOT eligible to receive the Outstanding Balance Assistance or Lifeline Enhanced Outstanding Balance Assistance.

PROGRAM ELIGIBILITY

To be eligible for LIRAP, customers must meet the requirements below.

1 BURBANK PASS INCOME REQUIREMENTS

To qualify for the Low-Income Residential Assistance Program, residents must meet the Burbank Program, Activity, and Service Subsidy (PASS) income limits. The Burbank PASS program provides residents in need of financial assistance the opportunity to engage and participate in Citywide services at discounted rates. For more information about the PASS Program call (818) 238-5317 or visit BurbankCA.gov/BurbankPass.

BURBANK PASS PROGRAM GROSS ANNUAL HOUSEHOLD INCOME LIMITS Fiscal Year 2021-22

Household Size	Annual Income Limit
1	\$69,580
2	\$76,538
3	\$84,191
4	\$92,610
5	\$101,871
6	\$112,059
7	\$123,265
8+	\$135,591

2 ACCOUNT HOLDER OR CO-APPLICANT

The Low-Income Residential Assistance Program applicant must be listed on the municipal services account as the account holder or co-applicant. If the Program applicant is not the account holder or account co-applicant, they must be added as a co-applicant on the account in order to participate in the program.

The BWP account holder can add a co-applicant to their account by calling BWP Customer Service at (818) 238-3700, Monday through Friday from 7:30 am to 5:00 pm.

Program enrollment is limited to one approved applicant per household.



3 COVID-19 JOB LOSS BILL CREDIT PROGRAM PARTICIPATION

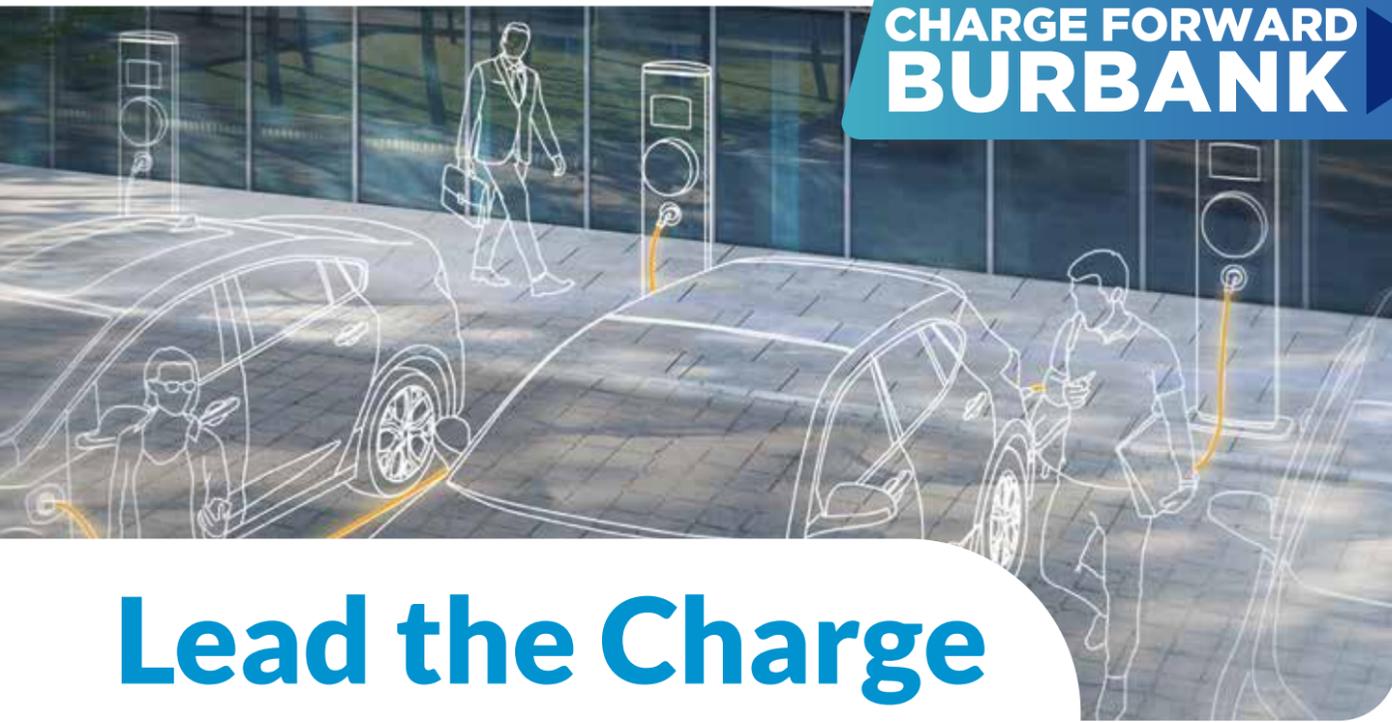
Residential customers who have participated in the COVID-19 Job Loss Bill Credit Program may apply to receive the \$50 Basic Assistance offered through the Low-Income Residential Assistance Program but are NOT eligible to receive the Outstanding Balance Assistance or Lifeline Enhanced Outstanding Balance Assistance.

4 OUTSTANDING BALANCE ASSISTANCE

In order to qualify for the Outstanding Balance Assistance, the applicant must be 91+ days past due and have a balance of \$500 or more in electric service charges on their bill as of October 1, 2021.



CHARGE FORWARD BURBANK



Lead the Charge

Receive up to 40 rebates at a maximum of \$15,000 per station to upgrade your business with BWP.

START YOUR CHARGE TOWARD THE FUTURE

Go to BurbankWaterandPower.com/LeadTheCharge to learn more or download an application. Or call (818) 238-3653.



BWP Wins Two Awards

from The American Public Power Association (APPA)

APPA is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. This year, APPA gave 23 "Awards of Excellence" to utilities doing exceptional work in telling the public power story in their communities. **BWP won two "Awards of Excellence" in October 2021.** One in the "Print & Digital" category for the *Currents* newsletters and one in the "Web & Social Media" category for the Online EV Buyers Guide at ev.burbankwaterandpower.com.

"Our team works hard to turn complex utility topics into materials that help keep our residents and businesses informed about what's happening in our community ... Being recognized by our peers for our communication efforts shows that we care about our customers and the community we serve."

Daniel Tunnicliff, BWP's Assistant General Manager of Customer Service and Marketing.



Burbank Students to be Featured in 2022 "Water is Life" Calendar

This summer, BWP partnered with the Metropolitan Water District (MWD) to find student artists and supporting teachers in Burbank to give us their vision of why water is so vital to our community through the 2022 "Water is Life" student art calendar contest.

The contest's goal was to raise awareness about conserving our most precious natural resource – water – and educate students about the importance of clean and reliable water regarding climate change. The contest provided an opportunity for students to express their understanding of using water wisely through art.

BWP selected nine winners and their teachers to receive prizes. In addition, 15 art submissions selected by BWP moved forward to the regional competition for a chance to be displayed in MWD's 2022 Student Art Calendar. MWD selected artwork from two Burbank students, Emily Unten and Finian Cassada, to be featured in the calendar.

"We're very grateful for all the Burbank students that participated in this contest," said Ruzan Soloyan, BWP's Marketing Associate. "It was very encouraging to see the future leaders of our community care so much about water. We thank everyone who submitted artwork and congratulate our two regional winners for creating such thoughtful pieces of art."



Student Name: Emily Unten
Grade Level: 6th
Teacher's Name: Crystal Bruza
School Name: Dolores Huerta Middle School



Name: Finian Cassada
Grade Level: 6th
Teacher's Name: Mrs. Alison O'Dell
School Name: John Muir Middle School



Let the Improvements Begin!

It's back!

The ever-popular Home Improvement Program is back after an extended time away.

Not only is it back, it's better than ever, with two important upgrades for multifamily housing.

NEW IMPROVEMENTS FOR MULTI-FAMILY PROPERTY **RENTERS AND OWNERS**

- Renters now are eligible to receive a wider range of equipment at no cost, including power strips, ceiling fans, LEDs and more!
- Electric and water efficiency upgrades can now be made to common areas of apartments, condos and co-ops, including outdoor lighting and irrigation measures.

NO-COST PRODUCTS & SERVICES

Some of the services that your property may be eligible for include:



Energy-Saving Light Bulbs



Ceiling Fans



Water Efficient Showerheads



Sprinkler System Check and Sprinkler Controller Programming



A trained specialist will come to your property & conduct an energy- and water-efficiency assessment.

The Home Improvement Program offers all Burbank residents and multi-family property owners the opportunity to elevate their property's comfort and efficiency through energy and water-saving improvements *at no cost*. You could be eligible for these upgrades and more:

- Sprinkler System Check and Sprinkler Controller Programming
- Weatherization Services
- Duct Sealing
- Energy-Saving Light Bulbs
- Water Efficient Showerheads and Faucet Aerators
- Water Pipe Insulation

All products and services offered through the Home Improvement Program are 100% paid for BWP, MWD, and the Southern California Gas Company. The program offers many efficiency improvements such as attic insulation, duct sealing, high-efficiency toilets, energy-saving light bulbs, power strips, and more. Your home may be eligible for many of the services offered.

Schedule your appointment today by calling (747) 277-1599!

After you've made an appointment, a trained specialist will come to your property to conduct energy and water-efficiency assessment and will then install more efficient equipment that will improve the comfort of your home and lower your BWP bill.

Thousands of Burbank residents have taken advantage of this popular program to make their living space more comfortable and efficient.



Learn More at [BWP-Currents.com/hip](https://www.burbankwaterandpower.com/hip)

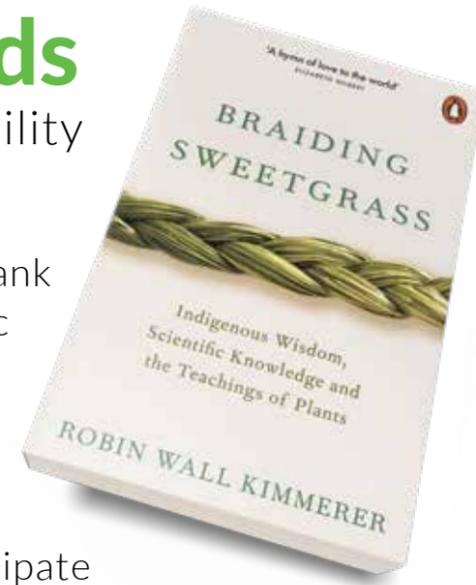
Whether you rent or own, **BWP has up to \$5,000 in energy and water-saving upgrades for your home or property.**

These long-lasting, high-quality upgrades are delivered and installed by trained professionals at no cost to you.



Burbank Reads

About Sustainability



Sustainability was the theme of this year's Burbank Reads program, organized by the Burbank Public Library. With the idea that the shared act of reading can bring a community together, age-appropriate books on this theme were selected for children, young adults, and adults. Residents were encouraged to read these books and participate in discussions about their subject matter.



Dawn Roth Lindell,
BWP General Manager



Laura Tenenbaum, Chair of the
Sustainable Burbank Commission

This year's program sought to stimulate deeper thinking and broader conversations among adults, teens and children around living in harmony with nature.

On October 19, BWP General Manager Dawn Roth Lindell and Laura Tenenbaum, Chair of the Sustainable Burbank Commission, led a book

discussion of *Braiding Sweetgrass: Indigenous Wisdom, Scientific Knowledge, and the Teachings of Plants*.

Robin Wall Kimmerer, a botanist and member of the Citizen Potawatomi Nation, wrote *Braiding Sweetgrass*, which consists of five essays that explore the natural world as seen by Western science and by Native American tradition.

Books Selected for Burbank Reads in 2021

Here's a partial list of the books selected by the Burbank Public Library staff for this year's "Burbank Reads" program on sustainability. All of these titles can be checked out of the Burbank Public Library.

In the book, Robin urges readers to reconnect with the environment, including the plants, air, and water. Using Potawatomi tradition, she shows how Native Americans have respected the environment, considering themselves to be in a reciprocal relationship with all nature. When the environment provides gifts to the people — such as fruits — in return, the Potawatomi show their thanks by planting fruit seedlings near the spot where they harvested the fruit.

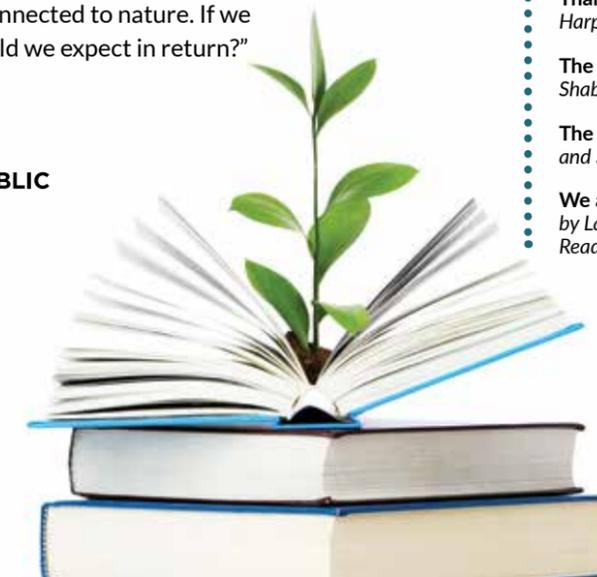
"This is the right time to read and discuss *Braiding Sweetgrass*," Dawn said. "Our community is increasingly concerned about climate change and drought. Our state is burning up. Our water resources are drying up. Smoke from wildfires worsens local air quality while the fires themselves destroy critical ecosystems."

"The book encouraged me to step back and reassess my relationship with nature. I hope it can encourage others to do the same."

Even though the "Burbank Reads" program has wrapped up for 2021, Dawn and Laura encourage Burbank residents to read Robin's powerful book. "It's so easy to get all caught up with our daily to-do lists, diversions, and distractions, but *Braiding Sweetgrass* reminds us that we are all connected to nature. If we don't treat it well, what should we expect in return?"



Learn more about
Burbank Reads



ADULTS

Braiding Sweetgrass: Indigenous Wisdom, Scientific Knowledge and the Teachings of Plants by Robin Wall Kimmerer (2013, Milkweed Editions).

All We Can Save: Truth, Courage, and Solutions for the Climate Crisis, edited by Ayana Elizabeth Johnson and Katherine K. Wilkinson (2020, Penguin Random House).

The California Native Landscape: The Homeowner's Design Guide to Restoring Its Beauty and Balance, by Greg Rubin (2013, Timber Press).

Diet for a Hot Planet: The Climate Crisis at the End of Your Fork and What You Can Do About It, by Anna Lappe (2010, Bloomsbury Publishing USA).

TEENS

How to Change Everything by Naomi Klein, (2021 Atheneum Books for Young Readers).

Climate Changed: A Personal Journey Through the Science, by Philippe Squarzoni (2014, Abrams).

Dry, by Neal and Jarrod Shusterman (2018, Simon and Schuster).

Generation Green: The Ultimate Teen Guide to Living an Eco-Friendly Life, by Linda Sivertsen (2008, Simon and Schuster).

Imaginary Borders: A Call to Action, by Xiuhtezcatl Martinez (2020, Penguin Random House).

CHILDREN'S PICTURE BOOKS

We are Water Protectors by Carole Lindstrom (2020, Roaring Book Press).

Does Earth Feel? by Marc Majewski (2021, HarperCollins Publishers).

Thank You, Earth, by April Pulley Sayre (2018, HarperCollins Publishers).

The Thing about Bees: A Love Letter, by Shabazz Larkin (2020, Lerner Publishing Group).

The Tree Lady, by Joseph Hopkins (2013, Simon and Schuster).

We are Extremely Very Good Recyclers, by Lauren Child (2009, Penguin Young Readers Group).



ONEBurbank Wins Applause from The Osbrink Agency



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

The Osbrink Agency is a full-service boutique talent agency representing some of the most visible clients in film, television, commercials, voiceover, and print. Founded by Cindy Osbrink in 1993, the agency has grown over the years from a one-room office to one of the most prestigious talent firms in the industry, fostering numerous alumni who have gone on to become Oscar and Golden Globe winners. With thousands of major print campaigns, placing lead performers in the most sought after films and television pilots, and becoming a major player in the voiceover world, the agency continues its mission to develop talent and build careers. Recognizing the importance of a strong digital presence for its clients, the Burbank-based agency is well-positioned to serve brands and talent looking to maximize online engagement. From creating brand partnerships and influencer campaigns to social media development, The Osbrink Agency is on the cutting edge. For its internet provider, the agency chose BWP's ONEBurbank fiber service.

"When we moved to Burbank, it was important for us to find the best internet service that would understand the demands of the industry. We asked top studios and production companies in the area who they used. The glowing reviews we heard about ONEBurbank sealed the deal for us and gave us the confidence to know we'd be taken care of," explained Angela Strange, Vice President of Operations.

Founder and CEO Cindy Osbrink added, "ONEBurbank has been exceptionally reliable and has not gone down once. Our last service went down daily, sometimes for hours, literally putting us out of business." When the COVID-19 pandemic arrived, Ms. Osbrink continued, "Our business dramatically changed. We went from being able to send clients out for in-person casting appointments to uploading audition tapes for casting agents to review so our clients could hopefully get work. ONEBurbank's upload and download speeds have been excellent. Without

ONEBurbank, we would not have been able to successfully transition to this new way of doing business."

Ms. Strange said, "The service has been great. When we need assistance, the ONEBurbank team is friendly and ready to help, whether we call them or they come on-site to our office. When we needed to upgrade our services, they were very knowledgeable and accommodating."

"We are beyond grateful that we found ONEBurbank," Ms. Osbrink remarked.

We welcome another satisfied ONEBurbank customer! For more information on The Osbrink Agency, check out osbrinkagency.com



Burbank Linemen Lend A Helping Hand

BWP helps restore power in Calipatria.



Burbank Water and Power is part of a group of community-owned utilities in Southern California that help one another in emergency situations.

On August 31, 2021, high winds and flash flooding struck during a surprise storm in the Calipatria, CA area. The Imperial Irrigation District, or IID, tallied over 100 broken utility poles and downed wires across three key transmission lines.

The BWP Line Mechanics were quickly dispatched on the 200-mile journey to assist the IID. BWP, IID, and several other utilities worked together to restore power as soon as possible and get the affected geothermal power plants back on line.

Facing 110-degree weather, BWP cleared over a mile of road, set 17 new electrical poles, and pulled in over a mile and a half of wire in under a week.

As a community-owned utility, BWP is proud to provide support to other utilities when in need.

"We are extremely *proud of our crews for their commitment, craftsmanship, and skill,*" said Riad Sleiman, BWP's Assistant General Manager, Electric Services. "Responding when others need help is what being a public power provider is all about."



For more information, visit BWP-Currents.com/calipatria



HAVING LANDLORD OR TENANT PROBLEMS?

THE LANDLORD TENANT COMMISSION CAN HELP.



818-238-5180 | bit.ly/3nFFYf3





WATER AND POWER

Please use water and energy wisely.

PRRTSTD
U.S. Postage
PAID
Van Nuys, CA
Permit No. 72

ECRWSS

Postal Customer



There's more to Currents

Check out the online expanded version of Currents for a deeper dive about the stories in this issue.

BWP-Currents.com/more



For the latest news and updates, follow us!

 Follow BWP at
[Twitter.com/BurbankH2OPower](https://twitter.com/BurbankH2OPower)

 Say hi to BWP at
[Facebook.com/BurbankH2OPower](https://facebook.com/BurbankH2OPower)

 See what's happening
[Instagram.com/BurbankH2OPower](https://instagram.com/BurbankH2OPower)

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Always There for You!