

Pasadena



IN FOCUS

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PWP on the Web

FOR ANYONE WITH A PERSONAL COMPUTER, it's easier than ever before to get comprehensive, up-to-date information about Pasadena Water and Power's services, programs and activities.

To begin, go to www.PWPweb.com and take a look at the home page. You'll be greeted by the smiling faces of PWP employees. To the left, you'll find clickable buttons that will take you to everything PWP has to offer.

The buttons include **Your Home, Your Water, Your Power, Customer Care, About PWP** and more. At the bottom of the homepage, you'll find a direct link to information about green power (and, of course, that link is the color green!).

- **Your Home** takes you to a wide range of information from how to pay your bill online and how to read your water and electric meters to an online gardening guide and an online energy analysis.

- **Your Water** leads to some of the same water links as on the Your Home page plus annual water quality reports, water conservation rebates, tips for using water during emergencies, a watering index and calculator to help you create a customized schedule for your automatic sprinkler timer and according to changes in the weather, and more.

- **Your Power** goes directly to a number of links including some of the energy links on the Your Home page plus PWP's power content (like a nutrition label for electricity), rates and service requirements, and that all-important green power information.

- **Customer Care** takes you to new and upgraded services, a list of key PWP phone numbers and addresses, and the ability to email PWP with your questions, suggestions or concerns.

- **About PWP** features links to annual reports, the history of PWP, the utility's community goals, information about the various business units, or divisions, of PWP (Customer Care, Power Supply, Power Delivery, Water Services, and Finance and Administration) and more.

So grab that mouse and start clicking!

Not connected to the Internet at home? Visit Pasadena Central Library or any branch library for free Internet access. Still not technologically inclined? Call the PWP AnswerLine at 744-6970 and speak to one of our friendly customer service representatives who will use low-tech methods to relay any or all of the online information to you.

Conservation – It's Good for Everyone

WE ALL KNOW THE DRILL: Conserve water and electricity for lower utility bills and a cleaner environment.

It's very simple, really, but for many Pasadena residents the hustle and bustle of daily living doesn't always make it easy to remember. After all, it has been some time since the terms "energy crisis" or "water shortage" have been part of our vocabulary.

The fact remains that water and electricity usage have never been higher than in the past 30 years. Let's look at the statistics: The population in California has nearly doubled in the past 30 years but the water supply remains limited. What's more, total electricity use in California has more than doubled in the same time frame.

Energy use this summer will most likely strain available supplies in California as in years past, and tight supplies means higher prices Pasadena Water and Power has to pay for energy that is not produced locally.

PWP customers know that when they flip a switch and turn on a faucet the lights will glow and the water will flow. Pasadena Water and Power provides electricity to about 57,000 households and businesses in Pasadena and delivers water to 37,000. For 99 years PWP has been encouraging customers to conserve and today is no different. Remember, PWP is not a privately owned utility – it is owned by the community and therefore provides customers with low rates and local control. It is not obliged to create huge dividends for investors.

It's a good thing for individual customers, PWP, the community and the planet when everyone in Pasadena uses less water and electricity. PWP leads the way in offering incentives and information so you can make the right choices and use energy and water wisely.

In this special edition of *Pasadena In Focus* you'll learn more about how to cut back on your water and electricity use, why it matters and how to sign up for "green power."

You'll be helping the environment and the community.

Greening Pasadena

Greening Pasadena means making a conscious choice to take an active role in promoting a healthier environment, supporting renewable energy sources and incorporating energy and water conservation practices into our daily lives.

Greening Pasadena also means rebates, incentives and helpful information given directly to participating customers by Pasadena Water and Power.

Buy an approved EnergyStar® product and you could be eligible for a rebate of up to \$200. Sign up for green power and your rebate will be even higher.

Tap into the power of the sun! Solar power is clean, limitless, reliable and inexpensive. You'll qualify for a rebate of \$4 per watt on a solar panel system (offer is good for the first 2,500 watts). A 2,500 watt system meets about 2/3 of a typical Pasadena household's annual energy use.

Is your home all-electric? You'll qualify for rebates when you purchase an energy-efficient heat pump and water heater plus an EnergyStar clothes washer and dishwasher.

Visit www.PWPweb.com or call the PWP AnswerLine at 744-6970 for more information.

Noticias En Breve

Esta edición especial del boletín informativo de la comunidad en pleno se trata de los programas de Agua y Energía de Pasadera (PWP) que promueven la conservación del agua y energía. Para mayor información sobre cualquiera de estos programas favor de llamar al la línea de respuesta del PWP al 744-6970.

¡Ahorre Agua y Luz y Gane un Reembolso en Efectivo!

Los clientes del Departamento de Agua y Energía de Pasadera pueden calificar para recibir reembolsos desde \$20 a \$200 cuando compran artefactos que ayudan a conservar energía, equipo para podar árboles, tazas de baño que utilizan poco agua y mucho más. Los reembolsos podrían ser mayores cuando los clientes se inscriben para el "green power" (poder verde) y participan en el programa Greening de Pasadera.

Recibir su reembolso es simple: en la mayoría de los casos, compre un artefacto que este aprobado, ahorre su recibo, llene una solicitud y envíelo por correo al PWP.

Usted Puede Hacer la Diferencia

Tradicionalmente, la electricidad ha sido generada del carbón, el gas natural y otros recursos que son cargas para el medio ambiente y

Se continua adentro . . .

The Switch is On!

MANY PASADENA HOUSEHOLDS have switched to green power. We don't have space in this newsletter to provide feedback from all those customers, but here are three among those who have led the way.

Tim Sale moved to Pasadena four years ago from Seattle, a progressive community that strongly encourages environmental programs. So when Tim saw an article about green power in *Pasadena In Focus*, he went to www.PWPweb.com, downloaded an application form and sent it in. Did he notice a difference once the switch was completed? "It was a flawless transition," he said. "I'm paying only slightly more to behave responsibly."

For Rick Dinkel and Kathy Fogerty, a drive to the desert was the impetus for signing up for green power. "Our six-year-old son, Christopher, asked about the windmills and we told him they were making electric power," said Kathy. "When PWP made green power available to customers, my husband and I decided it's our responsibility to do everything we can to save energy and not have a negative impact on the Earth." Rick and Kathy have several EnergyStar® appliances, drive cars that get good mileage, recycle proactively and more. And Christopher is a chip off the old block: "Our son is very conscious of his energy use."

"I knew it would cost a little more but it was worth it." These are the words of Danielle Raines, another PWP customer who has gone green. As soon as Danielle saw information about PWP's green power option, she decided to sign up right away. "Anyone who is able to do so should subscribe to green power to promote a cleaner environment," she said. "It's the responsibility of all of us to do what we can. I'm all for it!"



The Dinkel family.

Photo: David Ng

A drive to the desert was the impetus for signing up for green power.

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You Have the Power to Make a Difference

TRADITIONALLY, ELECTRICITY HAS BEEN GENERATED from coal, natural gas and other sources that have placed a burden on the environment and eventually may become limited in supply.

Why not go green? There is a growing demand for green power worldwide. It is a cleaner way of producing electricity and is continuously replenished by nature so it never runs out. Because green power has little or no environmental impact and its sources are nearly limitless, it continues to be replenished naturally. There are a variety of sources, including wind, solar, geothermal, hydro and biomass, that emit no pollutants and have no net increase on greenhouse gases.

Pasadena Water and Power is among more than 500 utilities that have implemented or announced plans to offer green power as an option to give customers an opportunity to support a greater level of investment in renewable energy technologies. Currently all of PWP's green power comes from wind power generated in Northern California.

Signing up for green power for one year creates a significant environmental benefit. For every 1,000 green power customers with a typical monthly energy use of 500 kilowatt hours (kWh), the reduction in carbon dioxide emissions is equivalent to removing 820 cars from our roads for one year or growing 97,000 new trees for 10 years.

When you sign up for green power, you'll choose to pay either \$5 or \$10 a month in addition to your regular bill to cover incremental costs. If you want all your electricity to come from green power, you'll only pay an 2.5¢ per kWh above the base rate. There are great perks: You'll receive rewards and incentives that are not available to customers who do not use green power.

Even though it costs slightly more, you can still save with green power by cutting back on your electricity use and participating in Greening Pasadena. A list of energy conservation tips is included in this newsletter and there are even more on the website. Or you can call one of our friendly employees who operate the PWP AnswerLine. It's a win-win situation: You'll be environmentally responsible and you'll save on your electric bill!

PWP staff will make presentations at neighborhood association meetings over the next few months, so be sure to attend! You'll be able to speak face-to-face with a PWP representative and get all your questions answered. Can't attend a meeting? Call 744-6970 to talk with a representative over the phone.

Ready to sign up? Fill out the attached application, seal it and mail it back to PWP. We've already paid the postage, so all you really need is the account number from your Pasadena electric bill.



The new High Winds Energy Center rises above six farms and ranches in Solano County. The turbines are taller, more powerful and more efficient than those found at older farms throughout the state, which means the project can generate more energy with fewer machines. These newer turbines swivel to face oncoming breezes. The blades turn more slowly, greatly minimizing the high bird mortality experienced at older wind farms. Small clusters of turbines are spaced far apart to provide compatibility with farming and grazing. Pasadena, Anaheim and Glendale are among the cities that have long-term agreements with High Winds Energy Center.

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eventualmente llegarán a ser limitado su suministro.

Hay una creciente demanda para el "green power" en todo el mundo. Es una manera más limpia de producir electricidad y es continuamente repuesta por la naturaleza por lo que nunca se acaba. Debido a que el poder verde tiene poco o casi nada de impacto en el medio ambiente y sus recursos son casi ilimitados, continúa siendo repuesto naturalmente.

Actualmente todo el poder verde del PWP viene del poder que generan las turbinas en el Norte de California. Por cada 1,000 clientes en la cual una casa promedio utiliza 500 horas de kilovatios (kWh) por mes, el inscribirse en el Green Power por un año otorga un beneficio ambiental equivalente a quitar 820 automóviles de las autopistas por un año o el plantar 97,000 nuevos árboles por 10 años.

Todos los clientes que se inscriban en el green power recibirán premios e incentivos adicionales que no están disponibles para otros clientes.

Aunque cuesta un poquito más, usted aun puede ahorrar con el green power conservando el uso de la electricidad. Se incluirá una lista de consejos para conservar energía en este boletín informativo.

¿Está listo para inscribirse? Llene la solicitud adjunta, ciérrela y envíela por correo al PWP. Ya nosotros hemos pagado la estampilla postal, lo único que tiene que hacer es poner el número de cuenta de su factura de electricidad.

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Customers Help Fund Water System Repairs

IN 2003, AFTER A SERIES OF PUBLIC MEETINGS throughout the community and approval by the City Council, PWP launched an 18-year, \$234 million program to refurbish Pasadena's aging water system completely. The plan includes replacing more than 200 miles of pipeline and making sure our wells and reservoirs can stand up to major earthquakes.

Since the project began, PWP crews have replaced more than 12 miles of pipeline including a 117-year-old section of pipe along Colorado Boulevard in front of the Norton Simon Museum. The new pipes should last another 100 years.

Some of the funding for this vital program comes from the City Council-approved Capital Improvement Charge (CIC) that appears on all Pasadena water bills. This past summer the CIC increased to 41¢ per billing unit (100 cubic feet or 748 gallons). An average residential customer who uses 12 billing units each month will pay just under \$5; the CIC totals about \$6.3 million per year for badly needed improvements.

Learn more about Pasadena's water resources and infrastructure by watching "Waterways" on 55 KPAS and at www.cityofpasadena.net (click on City News) Mondays at 4 p.m., Tuesdays at 8:30 p.m., Wednesdays at 3:30 p.m., Saturdays at 9 p.m. and Sundays at 8 a.m.



Implementation of the Water System Master Plan is well underway, with more than 12 miles of aging pipeline already replaced.

Recycled Water Could Save Millions of Gallons

PASADENA RESIDENTS HAVE BEEN RECYCLING everything from aluminum cans to newspapers. Pasadena Water and Power is exploring the possibility of adding water to that list.

Recycled, or reclaimed, water is treated wastewater used for landscape irrigation, industrial cooling processes, toilet flushing and many other uses. Because it is never used for drinking, it cannot be distributed through regular water lines that provide tap water. Instead, recycled water requires a separate distribution system to get from the original source to residential and commercial customers who have installed the appropriate piping necessary to have the recycled water delivered to their properties.

There are a number of important benefits to recycled water, including conservation of millions of gallons of potable (drinkable) water from underground and from surface sources such as lakes and rivers; and it provides a reliable supply for landscape irrigation and other uses during droughts.

The city of Glendale is using reclaimed water for landscape irrigation at parks, high schools, golf courses, cemeteries and medians. Some customers in Pasadena have expressed interest in using recycled water for similar purposes.

PWP has hired an engineering firm to study the feasibility of building a distribution system for recycled water and to gauge customer interest. If the final report is approved, it would be a few years before infrastructure could be put in place in Pasadena.

A pipeline has already been built from a water treatment plant to Scholl Canyon in northeast Glendale. The decision that must be made is how extensive the distribution system should be within Pasadena and whether there is enough demand to match supply.

More information about efforts to bring recycled water to Pasadena will be available in future editions of *Pasadena In Focus*.



Water-Wise and Energy-Efficient

Greening Pasadena means saving water and electricity – it all starts with you!

WATER

- Run your washing machine and dishwasher only when they're full to save up to 1,000 gallons a month.
- Purchase a new, high-efficiency clothes washer with a water factor (gallons per cycle) of 9.0 or less and save up to 9,000 gallons a year. You'll also receive a \$200 rebate from PWP. If you have an all-electric household, you may be eligible for an additional \$100 rebate.
- Install a new EnergyStar® dishwasher and save more than 800 gallons a year. If you have an all-electric household, you may be eligible for a \$75 rebate.
- Install a new ultra-low-flow or dual-flush toilet and save more than 2,000 gallons a year. You may be eligible for a rebate of up to \$80.
- Listen for dripping faucets. Fixing a leak can save 500 gallons a month.
- Turn off water while you shave and save more than 100 gallons a week.
- Turn off water while you shampoo and condition your hair and save more than 50 gallons a week.

AGUA

Encienda su lava ropa y lavaplatos sólo cuando estén llenas; agarre una llave inglesa y arregle las perdidas de agua de la llave; instale una calentón de ducha de bajo consumo; apague el agua cuando se lave los dientes, se afeita y lave el pelo.

LUZ

Selle, enmasille y los daños en el techo, paredes, pisos, alrededor de las ventanas, puertas, chimeneas y rajaduras; ponga insulación donde sea posible, incluyendo los áticos, paredes del sótano, espacios que se puedan gatear, calentones de agua y los ductos; asegúrese que su refrigerador este puesto a 37° y limpie de manera regular el espiral en la parte de atrás y de abajo (vea el manual de su artefacto para las instrucciones de mantenimiento); baje su termostato 10 grados en la noche; si tiene un aire acondicionado de ventana, quite y limpie el filtro periódicamente; utilice el extractor de aire de la cocina y el baño sólo cuando los necesite; los focos fluorescentes (CFL) utilizan 75% menos electricidad que los focos incandescentes (normales) y duran 10 veces más (nota de seguridad: no a todas las lámparas se les puede poner los focos CFL; use las instrucciones de seguridad de los focos antes de instalarlos).



Power Master Plan is in the Works

NOW THAT THE WATER MASTER PLAN IS FULLY UNDERWAY, what about Pasadena's power distribution system? In the next few months the City Council will consider plans for determining the state of the community's power infrastructure, including vaults, circuit breakers and more, plus how to fund infrastructure upgrades that will extend the life of the power distribution system for many years to come. More information will be published in a future edition of *Pasadena In Focus*.



Landscape Classes Offer Water-saving Advice

YOU DON'T NEED TO USE LOTS OF WATER to enjoy a beautiful garden. Attend a free, PWP-sponsored class and learn from experts how to plan, develop and create beautiful residential landscaping using drought-tolerant and native plants. Meet others and share your ideas, ask an expert your questions and enjoy free refreshments. You'll help conserve our precious water resources and build a legacy for your home's future.

Four-hour classes will be held at Eaton Canyon Nature Center, 1750 N. Altadena Dr., on April 8, April 9 and May 21. To reserve your spot call the PWP AnswerLine.



Water and Energy Glossary

Biomass – An energy resource derived from organic matter including wood, agricultural waste, algae and other organic substances.

Geothermal – Heat energy extracted from reservoirs in the earth's interior, including geysers, molten rock and steam spouts.

Greenhouse Gases – Heat-trapping gases that increasingly create a warming of the planet. These include carbon dioxide, methane, nitrous oxide, chlorofluorocarbons and water vapor.

Hydro – Energy produced from the movement of water.

Renewable Energy – Energy derived from sources that cannot be depleted.

SEER – Seasonable Energy Efficiency Ratio, which is a comparison between the cooling output achieved vs. the energy input necessary.

ENERGY

- Your refrigerator accounts for about 15% of your total home electric bill! A new EnergyStar refrigerator uses 40% less energy than models sold in 2001. Buy one and receive a rebate of up to \$200 from PWP. We'll even pick up your old refrigerator, recycle it and give you \$50!
- Stay cool this summer with an EnergyStar window air conditioner or a new central air conditioner (minimum 13 SEER) and receive a rebate up to \$750.
- If you have an all-electric household, beat the heat with a new, energy-efficient heat pump. Buy one with a minimum 12 SEER and receive a rebate of up to \$160 a ton.
- Use the power of the sun to cool your home. Purchase and install a solar-powered attic fan to pull hot air out of your attic and receive up to \$100 in rebates.
- Keep your home bright without using your lights. Skylights and light tubes bring sunshine into your home without bringing heat. Install new EnergyStar skylights or light tubes and receive up to \$170 in rebates.
- Programmable thermostats save energy by automatically adjusting your temperature setting while you are asleep or away. Buy an EnergyStar programmable thermostat and get a rebate of up to \$25.
- Dual pane windows keep cool air in and hot air out, reducing the amount of time your air conditioner runs. Buy EnergyStar dual pane windows and doors and receive a \$1 rebate for every square foot.
- Compact fluorescent (CFL) bulbs use 75% less electricity than incandescent (standard) bulbs and last 10 times longer. You'll save nearly \$50 a year by replacing five of your incandescent light bulbs with CFLs. In addition, PWP will reward you with up to \$5 a bulb. (Safety note: Not all lamps can take CFL bulbs safely; see lamp instructions before installing CFLs and take all warnings of fire hazards seriously.)



Preventive Maintenance in Your Home

BY DOING SIMPLE MAINTENANCE CHECKS, you can save every dollar possible on your water bill.

Aerators

Most faucets are equipped with aerators that mix air and water for a smoother flow. Cleaning your aerators once a year removes mineral and debris buildup. Simply follow these easy steps: First, unscrew the aerator. Then lay the parts on the counter in the order in which you removed them or make a sketch of their order so you can put them back correctly. Next, rinse each part with water and clean all screen holes with a toothbrush or toothpick. To remove hard water scale, soak the parts in vinegar or lime dissolver, then rinse with water before putting them back together. If a part is worn, replace it or install a new aerator.

Toilets

So you think your toilet doesn't leak? You may have to think again. Try this simple test to help detect the most common cause of toilet leaks: Put some food dye in the tank and then leave for 15 minutes. When you return, look in the toilet bowl. If the water in the bowl is the same color as the dye, it's time for a new flapper. After installing the flapper or calling a plumber to do it for you, run the dye test again to ensure that your toilet is not still leaking. If the leak persists, you may have to replace the entire flush valve.

Refrigerators

Water lines for cold water dispensers and ice makers are usually connected from under the sink to the back of the refrigerator. They often run behind or under kitchen cabinets or walls. Because water lines are not in full view, leaks can go undetected until they become big and expensive, potentially damaging other appliances, cabinets, walls and floors. So check for leaks or call a plumbing or refrigeration expert to do this important job for you.

For more information visit www.PWPweb.com or call the PWP AnswerLine at 744-6970.