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GWP's Smart Grid Project Among Best In Nation
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GLENDALE, California – Glendale Water & Power’s (GWP) Smart Grid Project received the highest customer score of all smaller utilities and among the highest customer scores for all 93 utilities responding to the Smart Grid Maturity Model (SGMM) Survey facilitated by the California Energy Commission Public Interest Energy Research Division’s project, Defining the Pathway to California’s 2020 Smart Grid for Publicly Owned Utilities.

According to the findings, Glendale achieved the highest maturity level of all utilities surveyed in the areas of Strategy, Management and Regulatory and Organization and Structure. Glendale’s Smart Grid Maturity Level is more advanced than most other utilities and Glendale is a pioneer in developing a corporate level Smart Grid strategy. Glendale’s overall strategy focuses strongly on its customers.

“We are extremely pleased with the results from the CEC SGMM survey as it shows us we have laid down a strong foundation for our Smart Grid Project, and we can now focus on the customer experience and on the responsibility, sustainability and the efficiency of moving GWP into the Smart Grid,” stated Glenn Steiger, GWP General Manager.

The Smart Grid Maturity Model is a management tool that helps utilities plan smart grid implementation, prioritize options, and measure progress. Developed by utilities for utilities, the model is hosted by the Software Engineering Institute as a resource for industry transformation with the support of the U.S. Department of Energy and input from a broad array of stakeholders.

The Smart Grid Maturity Model measures utilities in eight domains from Strategy Implementation to Societal and Environmental responsibility and ranks them from levels 1-5 on their maturity model. Glendale Water & Power scored in the highest maturity level 5 for breaking new ground, having an industry leading innovation in the strategy and the organizational structure of its Smart Grid project. Two of the most important domains that will ensure a successful project down the line.

“As utilities are all underway to modernize their electric grids they have to strike an appropriate balance between all the hype and the real progress they are making,” stated Steiger. “Findings from the Smart Grid Maturity Model and the Software Engineering institute help utilities determine their progress and where to focus their efforts on achieving their goals,” added Steiger.



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Smart Meters, Our First Step Towards a Smarter Grid

Glendale *Water & Power* (GWP) is replacing all electric and water meters in Glendale with new Smart Meters. The installation of Smart Meters will greatly enhance efforts by GWP and its customers to conserve water and energy use.

For more information read below, check out our

Frequently Asked Questions and watch the short video on this project.

Thanks to your new Smart Meter you can view your usage online in September. [Click here](#) to see what it will look like.

Smart Meters Benefit the Customers and the Community - An Op-Ed Piece for the Glendale News Press.

GWP's Move into the Smart Grid Era...

What is the Smart Grid?

The Smart Grid is a set of technologies that will:

- Provide the tools necessary to transform our customers into informed, involved, and active consumers. These tools include access to in-home displays, web portals, demand response, and distributed energy resource options.
- Integrate new sources of electrical generation.
- Improve power quality, and provide a variety of price options.
- Support a new mature, well-integrated wholesale market as the market grows to meet customer demand.
- Greatly expand data acquisition and data sharing across business units with an eye toward improving load factors, lowering system losses, preventing energy theft, and dramatically reducing outage durations.
- Improve asset management and reduce maintenance and capital costs.
- Incorporate the latest in cyber security standards to make the system resilient to attack and provide for rapid restoration capabilities.

Why install a Smart Grid?

The Smart Grid will provide the tools to reduce energy consumption and lower

customer's bills. It allows for the incorporation of more renewable resources in our power mix, reduce our reliance on foreign oil, reduce the need to build more fossil fuel consuming power plants, and reduce greenhouse emissions contributing to climate change.

About Our Smart Meters:

Smart Meters are the first step toward the Smart Grid. We are installing the Itron OpenWay and SaveSource Smart Meters for electric and water. These meters work in combination with fiber optic and Tropos Wi-Fi system to bring the data back to GWP securely and safely, while protecting the privacy of your usage data. This is the same system being used by many utilities, including Southern California Edison and San Diego Gas & Electric. Modernizing the electrical system grid and moving GWP into the Smart Grid era will take up to ten years. The first step is the installation of the Smart Meters.

Our Installation Schedule:

Our Smart Meters will completely be installed by the summer of 2011. Customers will be notified of installations via letter and postcard.

How do customers participate in the benefits?

The Smart Grid system will provide customers with the tools they need to control energy and water bills. A recent study by the American Council for an Energy Efficient Economy found that when customers have near real time access to energy usage information they can save 12% or more on their bills. With this in mind, GWP will be rolling out a number of programs over the next year that will give our customers access to usage data through a variety of media, including mailed reports, web access, in home displays, smart phones and other technologies. Customers will be able to view their usage data online, or with mobile devices, playing a more active role in managing their energy and water consumption and costs.

How does GWP benefit?

The Smart Grid will provide GWP with the tools to better detect outages and water leaks. The Smart Grid provides us with automatic meter reading capabilities and will instantly notify us of meter tampering. The collection of usage data will help identify problems, if any, during high-demand periods, so we can reduce outage durations. And the move into the Smart Grid will help GWP provide better rate plans for customers to better fit their lifestyles and can help lower their energy bills.

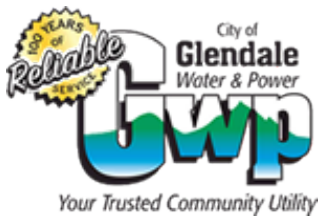
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Home Energy Reports Just Got Smarter

Your new Smart Meter was installed now what? You want to see your usage online? Soon you can! You will be able to review your energy use by the day, or even the hour to help take the surprise out of your bill, and help you take control of your energy use. Below is one example of what you will be able to see online to help you conserve.

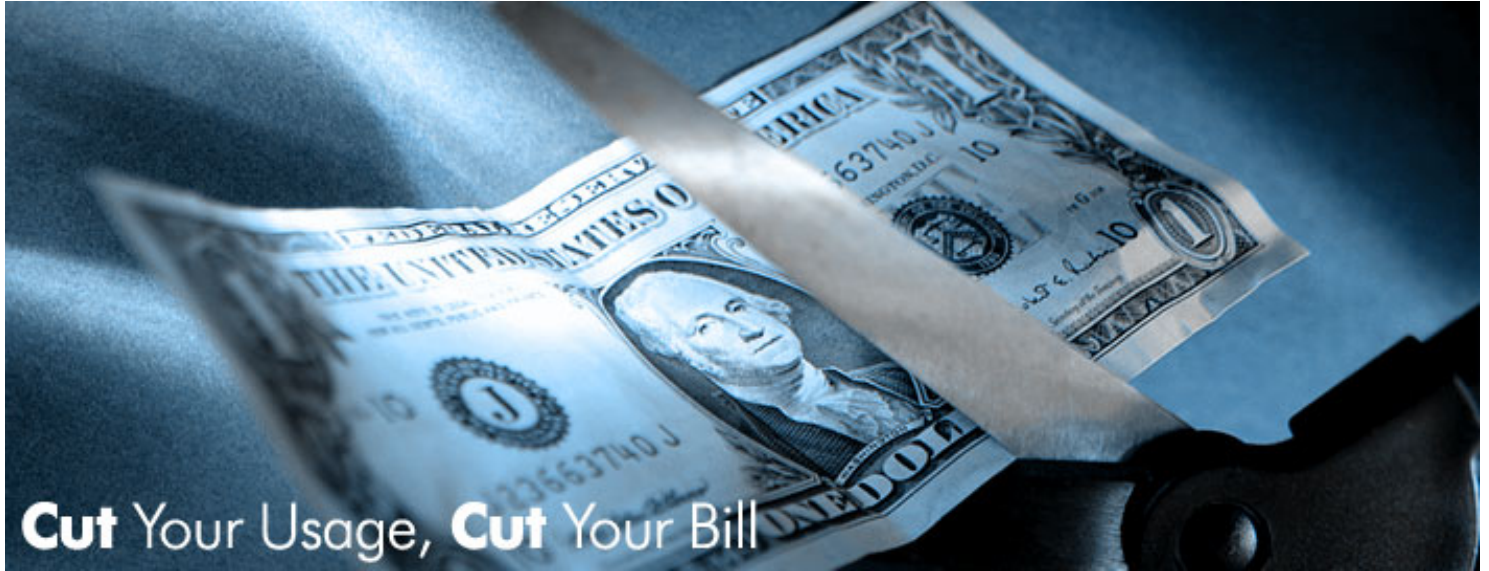
The screenshot shows the 'My Energy Use' section of the City of Glendale Water & Power website. It features a navigation bar with 'Home', 'My Energy Use', 'My Plan', and 'Ideas & Advice'. Under 'My Energy Use', there are sub-tabs for 'My usage details', 'Compare my bills', and 'My goal'. A dropdown menu shows 'Show my electricity by day'. A line graph displays 'Last Bill My usage information' with a y-axis from 0 to 60 kWh and an x-axis for days of the week. Below the graph are buttons for 'Similar homes', 'Usage', and 'Costs'. A callout box points to the graph's navigation arrows, stating: 'See your usage daily, weekly or monthly by using arrows to navigate.' Another callout points to the 'Last Bill' link, stating: 'Use arrows to see your last bill, your usage the day before and your usage every hour to compare'. A third callout points to a box titled 'Find tips to reduce your use:' which lists: 'Free steps to take', 'Smart purchases', and 'Great investments'. A fourth callout points to the 'Similar homes' button, stating: 'Compare your usage to that of similar homes near you that are the same size square footage wise.' The footer includes 'Help · Contact · Terms of Use · Privacy Policy' and '© 2010–2011 OPOWER®. All rights reserved.'



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GWP Money Saving Programs



Best Bang For Your Buck



- Energy Savings Rebates

Helps customers save money on energy and water bills by offering cash rebates on eligible products.

Money Saving Tips



- Energy Saving Tips

Lowering your energy bill is as simple as making a few minor adjustments. It takes surprisingly little effort to make a big difference.



- Water Saving Tips

Our water conservation goal is to reduce our water use by 10%. If we each save 20 gallons of water per day, we can meet our water conservation goal.



- Water Calculator

A simple water usage calculator with helpful hints on how you help the environment and lower your water bill by adjusting your usage habits.

Low Income Programs



- Cool Care

A refrigerator replacement and recycling program for low-income customers which helps reduce low-income electric bills by replacing old refrigerators with brand new money saving models.



- Guardian

Provides low income customers monthly electronic bill discounts for users of approved medical equipment.



- Helping Hand

Helps customers continue electric service by providing up to \$150 in one-time GWP bill payment or deposit assistance.



- Glendale Care

\$10.00 monthly discount for low income customers.

Residential Programs



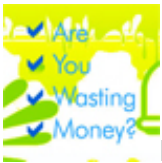
- AC Tune-Up

Save money and energy throughout the summer by tuning up your AC system, GWP will help connect you with qualified professionals and provide rebates of up to \$100.



- Energy Savings Rebates

Helps customers save money on energy and water bills by offering cash rebates on eligible products.



- Energy & Water Saving Survey

Receive a free in-person energy survey of your home by our highly qualified energy saving specialists.



- Peak Hogs

Incentives for apartment owners to replace old, inefficiency AC units and reduce tenant electric bills



- Refrigerator Recycling

Get rid of that old secondary refrigerator and get 6 free energy efficient light bulbs and a one time reduction off your bill



- Tree Power Free Shade Trees

Free shade trees to cool your home

Large Business Programs

Geared towards businesses whose GWP bill exceeds \$3000/month



- Incentives Program

Incentives for medium and large businesses to complete pre-approved energy audits and energy saving projects



- Save Water, Save a Buck

Rebates are available for several water-efficient technologies to help businesses lower bills, reduce energy costs and address environmental impact

Small Business Programs

Geared towards businesses whose GWP bill is under \$3000/month



- Energy Saving Survey

receive up to \$2,000 in free energy and water saving upgrades through this simple hassle-free program.



- Peak Hogs

Small business owners and small business property owners are eligible to replace

inefficient air conditioning units with new ENERGY STAR® qualified units. Peak Hog incentives can equal as much as 50% of the installed cost of a new ENERGY STAR system!



- Save Water, Save a Buck

Rebates are available for several water-efficient technologies to help businesses lower bills, reduce energy costs and address environmental impact

Solar Solutions



- Provides incentives to Glendale residents and businesses to promote the installation of grid-connected solar photovoltaic systems.