City of Glendale Water & Power

Your Trusted Community Utility

CITY OF GLENDALE WATER & POWER
2024 Consumer Confidence Report

- This report contains important information about your drinking water. Please contact Glendale Water & Power at (855) 550-4497 for assistance.
- Այս զեկույցը պարունակում է կարևոր տեղեկություններ ձեր խմելու ջրի մասին: Խնդրում ենք դիմել Glendale Water & Power ջրի համակարգի հեռախոսահամարով (855) 550-4497 հայերենով օգնություն ստանալու համար:
- Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Glendale Water & Power a (855) 550-4497 para asistirlo en español.
- Этот отчет содержит важную информацию о вашей питьевой воде. Пожалуйста, свяжитесь с Glendale Water & Power по (855) 550-4497 для получения помощи на русском языке.
- Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa Glendale Water & Power o tumawag sa (855) 550-4497 para matulungan sa wikang Tagalog.
- 이 보고서는 당신의 식수에 관한 중요한 정보를 포함하고 있습니다. 한국어로 된 도움을 원하시면 Glendale Water & Power, (855) 550-4497 로 문의 하시기 바랍니다.
- この報告書には上水道に関する重要な情報が記されております。
ご質問等ございましたら、Glendale Water & Power, (855) 550-4497 まで日本語でご連絡下さい。
- 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 Glendale Water & Power 以获得中文的帮助: (855) 550-4497.

GlendaleCA.gov/WaterQualityReports

GWPCustomerService@GlendaleCA.gov

(855) 550-4497

@GlendaleWaterandPower @COGWaterPower @GlendaleWaterandPower

CITY OF GLENDALE WATER & POWER
2024 Water Quality Report to Our Customers

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The water delivered to you by Glendale Water & Power continuously passes tough state and federal quality standards. This booklet is a detailed report on the water we delivered to you in 2024.

State and Federal Regulation

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Board (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Customer Participation and Assistance

Comments from the public are welcome and may be presented at the Glendale Water & Power Commission meetings held the first Monday of each month, at 4:00 PM, at Council Chambers, 613 E. Broadway, 2nd Floor, Glendale, CA 91206. Please write to: Martin Manucharyan, Water Quality Manager, Water Quality Section, Glendale Water & Power 141 N. Glendale Ave., Suite #420, Glendale, CA 91206 or call (818) 548-2011.

This report can also be downloaded on GWP's website GlendaleCA.gov/WaterQualityReports

City of Glendale Water & Power

Your Trusted Community Utility

A Message from Chisom Obegolu

Clean, safe, and reliable water service is one of Glendale Water and Power's (GWP) highest priorities.

To deliver on that commitment, GWP conducts more than 80,000 rigorous water quality tests throughout the year. State-of-the-art laboratories independently analyze the tests to ensure adherence to the safety standards as required by the United States Environmental Protection Agency, and the California State Water Resources Control Board.

On behalf of the many dedicated employees who contribute towards the protection, treatment, and distribution of water to our nearly 200,000 customers, I am pleased to present GWP's annual Consumer Confidence Report. This report covers water quality testing for the 2024 calendar year and summarizes everything you need to know about your water. It includes detailed results of water quality tests conducted at various stages of treatment and delivery within our water system.

GWP takes great pride in providing you safe, clean, and reliable drinking water.

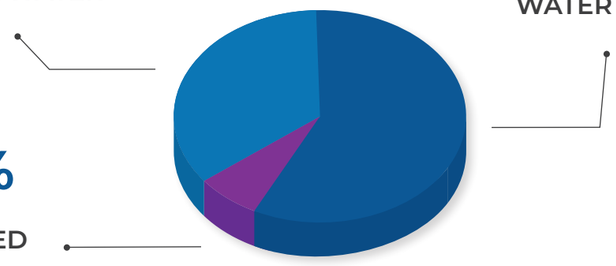
Chisom Obegolu

Assistant General Manager of Water Services

WHERE DOES OUR WATER COME FROM? (CALENDAR YEAR 2024)

32.6%
7,338 AC-FT
GROUNDWATER

62.1%
14,021 AC-FT
IMPORTED WATER



5.3%
1,215 AC-FT
RECYCLED WATER

How much water is in an Acre-Foot?

An acre-foot = 325,851 gallons of water. That is enough to cover a football field one foot deep.

GLENDALE'S WATER SNAPSHOT

36,074
SERVICE CONNECTIONS

28
LOCAL WATER STORAGE TANKS
(BOTH POTABLE AND RECYCLED)

385.3
MILES OF PIPELINE
(BOTH POTABLE AND RECYCLED)

OVER
80,000
ANNUAL WATER TESTS

7.0
BILLION GALLONS OF WATER SERVED TO CUSTOMERS IN 2024

185
MILLION GALLONS OF WATER STORAGE CAPACITY
(BOTH POTABLE AND RECYCLED)

Glendale Water and Power

Glendale Water and Power (GWP) water was established in 1914. GWP provides water service to almost all residential, commercial and industrial consumers located within the incorporated areas of the City. GWP is the retail provider of water service to all consumers in the city except for a small area in the northern portion served by Crescenta Valley Water District. GWP currently has approximately 36,074 service connections within 30.6 square miles. The potable water system has thirteen main pressure zones and consists of 385.3 miles of water mains, 28 pumping stations, 28 reservoirs and tanks, and 2 treatment plants: Verdugo Park Water Treatment Plant and Glendale Water Treatment Plant.

Sources of Glendale's Water

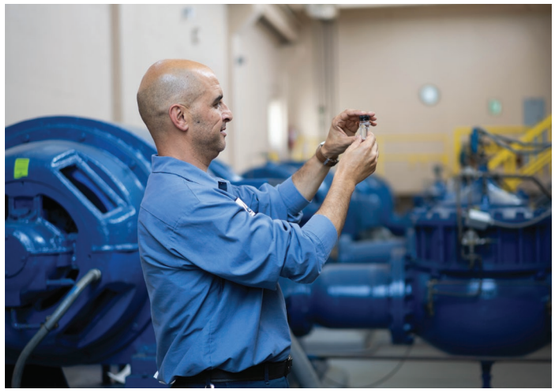
In 2024 Glendale Water and Power delivered 7.0 billion gallons of potable water to our customers. 62.1% was purchased from the Metropolitan Water District, after being imported and treated from Northern California and the Colorado River. 32.6% comes from local groundwater sources extracted from the Verdugo and San Fernando Basins. In addition, 5.3% of total water used in 2024 was recycled water delivered by the Los Angeles-Glendale Water Reclamation Plant. The plant's highly treated wastewater meets or exceeds the water quality standards for recycled water and is used ONLY for irrigation and industrial processes.

Important Information for People with Compromised Immune Systems

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. U.S. EPA/ 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.

Explanation Regarding Contaminants

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 U.S. EPA's Safe Drinking Water Hotline 1 (800) 426-4791.



Recycled Water: A Vital Resource for Glendale

In response to the severe drought of the late 1980s, Glendale took a bold step toward water sustainability by developing an alternative water source—recycled water. Our city now operates two separate water systems: one for drinking water and another for recycled water, which is specially treated for non-potable uses.

Recycled water in Glendale begins as domestic wastewater, undergoing an extensive multi-step treatment process at the Los Angeles/Glendale Water Reclamation Plant. This facility produces 12 million gallons of high-quality recycled water each day. Although the treated water meets both Federal and State water standards, it is currently strictly reserved for non-drinking purposes.
By using recycled water, Glendale conserves precious drinking water supplies and reduces the impacts of drought. Currently, recycled water accounts for about 5% of our city's total annual water use. With 77 service connections, it supports a wide range of essential uses, including irrigating public areas, supplying cooling towers, cleaning streets, controlling dust, and flushing toilets and urinals in dual-plumbed buildings.

Beyond its environmental benefits, recycled water offers cost savings for Glendale businesses and agencies, allowing them to reduce water expenses without sacrificing performance. As the need for water conservation becomes ever more critical, expanding our use of recycled water will help Glendale achieve its conservation goals, lower the costs of imported water, and enhance our city's resilience in the face of future droughts.

Nitrate

Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. Nitrate 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. Glendale's water is tested at the source for contamination then treated to maintain levels below the MCL to ensure the water delivered to our customers is safe to drink.

Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. GWP is responsible for providing high quality drinking water, but cannot control the variety of materials used in 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 using water for drinking or cooking. 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/Lead.

Protecting Our Drinking Water

Understanding Cross-Connection Control and Backflow Prevention

At Glendale Water & Power, our top priority is providing safe, high-quality drinking water to our customers. One of the key ways we protect our water system is through our Cross-Connection Control Program, which prevents contaminants from accidentally entering the public water supply.

What Is a Cross-Connection?

A cross-connection is any actual or potential connection between the drinking water system and a source of contamination or pollution. These connections can occur in both residential and commercial settings. Common examples include:

- Irrigation systems
- Fire sprinkler systems
- Hose bibs connected to garden chemicals or left in a swimming pool
- Boilers or cooling towers

How Does Contamination Occur?

Contaminants can enter the water system through a process called backflow, which happens when the normal direction of water flow is reversed. This can occur due to:

- **Backpressure**, when pressure from a non-potable system exceeds the pressure in the drinking water system.
- **Backsiphonage**, when a sudden drop in water pressure (like during firefighting or a main break) creates a vacuum that pulls contaminants back into the system.

What Are Backflow Prevention Assemblies?

To prevent backflow, specially designed devices called backflow prevention assemblies (BPAs) are installed at potential cross-connection points. These mechanical devices allow water to flow in only one direction—into your home or business—and automatically close if flow reverses, stopping potential contaminants from entering the water supply.

There are several types of BPAs, including:

- **Reduced Pressure Principle Assemblies (RP)** – commonly used in higher hazard situations like chemical processes or medical facilities.
- **Double Check Valve Assemblies (DC)** – used in moderate hazard situations, like commercial boilers or fire sprinkler systems.
- **Pressure Vacuum Breakers (PVB)** – often used in residential irrigation systems.

Why Do Backflow Devices Need Testing?

Over time, mechanical parts in backflow assemblies can wear out or fail. To ensure continued protection, California state regulations require that these devices be tested annually by a certified backflow tester. If a device fails, it must be repaired or replaced promptly to remain in compliance and to protect public health.

Working Together to Keep Water Safe

Cross-connection control is a shared responsibility. Our team works closely with property owners, businesses, and certified testers to ensure all backflow prevention devices are properly installed, tested, and maintained.
By understanding the importance of backflow prevention and staying current with testing requirements, our community helps ensure Glendale's drinking water remains safe and clean for everyone.

Programs to Help Customers Save Water

Glendale's water supply comes from a diverse and resilient portfolio of sources, and GWP's team is always working to keep the supply reliable and to operate the water system efficiently. The total amount of water needed every year depends on you. GWP offers various programs and services aimed at helping customers conserve water.

The WaterInsight Portal

This portal gives you the ability to view your near real-time water usage, check for potential water leaks, sign up for water leak alerts, compare your usage, and view water saving tips.

GlendaleCA.gov/HomeWaterReports

Rebates Offered by GWP

Customers save money on energy and water bills by receiving rebates on energy and water efficient products.

GlendaleCA.gov/Rebates

Rebates Offered by Metropolitan Water District (MWD)

MWD offers rebates for water-saving devices and sustainable landscaping. Rebates are available for water-saving equipment like high-efficiency toilets and washing machines, rain barrels and cisterns, irrigation controllers, soil moisture sensor systems and rotating sprinkler nozzles.

SocalWaterSmart.com

Turf Replacement Program

Through the Turf Replacement Program, homeowners and commercial customers are eligible to receive $3 per square foot rebate for replacing turf with drought tolerant and native plants, retrofitting to a drip/efficient irrigation system, and capturing rainwater.

GlendaleCA.gov/TurfReplacement

Waterwise Gardening Website

Need help planting a CA Friendly landscape? The Waterwise Gardening website gives you access to over 200 photos of local gardens with CA friendly landscapes.

MySmartGarden.com/GlendaleCA

Koi pond, at Brand Park, nestled at the foot of the Verdugo Mountains in Glendale .

LEAD AND COPPER RULE (c)

	Units	Action Level	PHG	No. of Samples	90th Percentile	No. of sites exceeding action level	Major Sources of Contaminants in Drinking Water
SAMPLES FROM CUSTOMERS' TAPS (COLLECTED EVERY 3 YEARS)							
Copper (d)	ppm	1.3	0.3	51	0.76	3	Internal corrosion of household pipes; erosion of natural deposits; wood preservative leaching
Lead	ppb	15	0.2	51	ND	0	Internal corrosion of household pipes; discharges from industrial manufacturer; erosion of natural deposits

CITYWIDE SAMPLING

	Units	State MCL [MRDL]	MCLG [MRDLG] (PHG)	Citywide Average	Range	Major Sources of Contaminants in Drinking Water
SAMPLES FROM DISTRIBUTION SYSTEM						
Total Coliform Bacteria	%	5.0 (b)	0	0.855	0.66 - 1.05	Naturally present in the environment
Total Trihalomethanes (TTHM) (k)	ppb	80	NA	22.0	9.1 - 39	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (k)	ppb	60	NA	3.8	ND - 5.7	By-product of drinking water disinfection
Total Chlorine Residual	ppm	[4]	[4]	1.25	0.00 - 3.1	Drinking water disinfectant added for treatment
Bromate (m)	ppb ppb	10 10	(0.1) (0.1)	3.1 (mi) 2.0 (mii)	ND - 5.4 (mi) ND - 9.2 (mii)	By-product of drinking water ozonation

Abbreviations

CU = Color Units

DLR = Detection Limits for purposes of reporting

DPH = Department of Public Health

DDW = Division of Drinking Water

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

mg/L = milligrams per liter

MRDL = Maximum Residual Disinfectant Level

MRDLG = Maximum Residual Disinfectant Level Goal

MWD = Metropolitan Water District of Southern California

NA = Not Analyzed

ND = None Detected

NL = Notification Level

NS = No standard

NTU = Nephelometric Turbidity Units

pCi/L = picoCurries per liter

PHG = Public Health Goal

ppb = parts per billion

ppm = parts per million

ppt = parts per trillion

ppq = parts per quadrillian

TON = Threshold Odor Number

TT = Treatment Technique

Footnotes

a. Aluminum has a secondary MCL of 200 ppb.

b. Total coliform MCL: No more than 5% of the monthly compliance samples may be total coliform-positive.

c. Lead and Copper Rule compliance based on 90th percentile of all samples being below the action level. Samples were taken from 51 customer taps. Testing is required every three years. This data was collected in 2023. In 2018, GWP conducted Lead testing at 25 schools per the request of Glendale Unified School District.

d. Copper has a secondary MCL of 1000 ppb.

e. Analysis was before water blending with MWD supply.

f. Compliance is based on Locational Running Annual Average (LRAA) for the stage 2 DBPR. "Citywide Average" represents highest LRAA.

g. Hardness in grains/gallon can be found by dividing ppm by 17.1.

h. For GWP sources, data represents the amount of naturally occuring fluoride. For MWD sources, data is after fluoride added at MWD treatment plant.
Glendale's distribution system fluoride levels were monitored in 2024 - range 0.47 ppm - 0.77 ppm with an average of 0.67 ppm.

i. Foothill Well and Glorietta Well #4 were offline throughout 2024. Glorietta Wells # 3 and #6 were taken out of service on 4/12/24

j. AI < 10.0 = Highly aggressive and very corrosive water. AI >= 12 = Non - aggressive water. AI (10.0 - 11.9) - Moderately aggressive water.

k. Compliance was based on RAA. Bromate was tested at effluent of Jensen (mi) and Weymouth (mii) Treatment Plants where ozone is used as a disinfectant.

l. The State allows GWP to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. Radiological sampling was last conducted in **June 2023 for Well 6**.

m. 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.

DETECTED CONTAMINANTS AT GLENDALE'S WATER SOURCES (i)

	Units	State MCL	PHG or [MCLG]		MWD Weymouth Plant	MWD Jensen Plant	Glendale Water Treatment Plant	Glorietta Well 3 (i)	Glorietta Well 6 (i)	Major Sources of Contaminants in Drinking Water
ORGANIC CHEMICALS										
Tetrachloroethylene (PCE)	ppb	5	0.06	Range Average	ND	ND	ND	0.79 - 1.3 1.05	0.77 - 1.2 0.99	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
INORGANIC CHEMICALS										
Aluminum (a)	ppb	1000	600	Range Average	ND - 150 93	52 - 91 62	ND	ND	ND	Erosion of natural deposits; residue from some surface water treatment processes
Barium	ppm	1	2	Range Average	124	ND	0.07 -0.09 0.07	0.13	0.11	Discharges of oil drilling waste and from metal refineries; erosion of natural deposits
Chromium VI	ppb	10	[0.02]	Range Average	ND	ND	2.9 - 8.7 5.1 (e)	0.38	0.35	Runoff and leaching from natural deposits; discharge from industrial waste factories.
Chromium Total	ppb	50	[100]	Range Average	ND	ND	3.1 - 9.2 5.6	ND	ND	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (h)	ppm	2.0	1	Range Average	0.3 - 0.8 0.7	0.6 - 0.8 0.7	NA	0.17 - 0.18 0.18	0.19 - 0.20 0.20	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (As N)	ppm	10	10	Range Average	ND	0.5	4.3 - 5.4 4.8	8.6 - 9.1 8.8	11 - 12 11	Runoff and leaching from fertilizer use; septic tanks and sewage; erosion of natural deposits
Prechlorate	ppb	6	1	Range Average	ND	ND	0.85	2.4	1.7	Prechlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of prechlorate and its salts.
RADIOLOGICALS								(l)	(l)	
Gross Alpha Particle Activity	pCi/L	15	[0]	Range Average	ND	ND	NA	4.9 2020	7.45 2023	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	[0]	Range Average	ND - 5 ND	ND	NA	NA	NA	Decay of natural and man-made deposits
Uranium	pCi/L	20	0.43	Range Average	ND - 3 ND	2 - 3 2	NA	7.1 2020	10 2023	Erosion of natural deposits
REGULATED CONTAMINANTS WITH SECONDARY MCLS										
Color	units	15	NS	Range Average	1	2	ND	ND	ND	Naturally occurring organic materials
Chloride	ppm	500	NS	Range Average	96 - 116 106	39 - 41 40	57 - 68 63	160	160 - 180 170	Runoff/leaching from natural deposits; seawater influence
Foaming Agents [MBAS]	ppb	500	NS	Range Average	ND	ND	ND	ND	110	Municipal and industrial waste discharges
Iron	ppb	300	NS	Range Average	ND	ND	ND	ND - 23 6	ND	Leaching from natural deposits; industrial waste
Manganese	ppb	50	NS	Range Average	ND	ND	ND - 9.8 1.0	ND	ND	Leaching from natural deposits
Specific Conductance	uS/cm	1600	NS	Range Average	912 - 1,080 996	498 - 522 510	910	1200	1300	Substances that form ions when in water; seawater influence
Sulfate	ppm	500	NS	Range Average	200 - 250 225	89 - 92 90	150 - 180 166	180 - 190 185	200 - 210 208	Runoff/leaching from natural deposits; industrial waste
Total Dissolved Solids (TDS)	ppm	1000	NS	Range Average	573 - 690 632	291 - 322 306	550 - 650 607	780 - 850 810	800 - 920 865	Runoff/leaching from natural deposits; seawater influence
Turbidity (m)	NTU	5	NS	Range Average	ND	ND	ND - 0.15 0.07	4.6	0.10	Soil runoff

DETECTED CONTAMINANTS AT GLENDALE'S WATER SOURCES (i) CONTINUED

	Units	EPA MCL	PHG or [MCLG]		MWD Weymouth Plant	MWD Jensen Plant	Glendale Water Treatment Plant	Glorietta Well 3 (i)	Glorietta Well 6 (i)	Major Sources of Contaminants in Drinking Water
PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)										
Perfluorooctanoic acid (PFOA)	ppt	4	[0]	Range	ND	ND	ND - 2.0	11	13	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
				Average			0.2			
Perfluorooctanesulfonic acid (PFOS)	ppt	4	[0]	Range	ND	ND	ND	13	13	
				Average						
perfluorohexanesulfonic acid (PFHxS)	ppt	10	[10]	Range	ND	ND	2.1	4.3	4.1	
				Average						
perfluorobutanesulfonic acid (PFBS)	ppt	None	[2000]	Range	ND	ND	ND	11	10	
				Average						

WHAT IS PFAS?

PFAS stands for per- and polyfluoroalkyl substances—a large family of man-made chemicals that have been used since the 1940s. There are thousands of different PFAS compounds, all sharing a strong carbon-fluorine bond that makes them extremely resistant to heat, water, and oil. Because of these properties, PFAS compounds have been used in a wide variety of products and industries—from non-stick cookware and waterproof clothing to firefighting foam, food packaging, and even electronics. Their widespread use and persistence in the environment have led to PFAS being found in soil, air, water, and even in the blood of people and animals around the world.

At Glendale Water & Power (GWP), PFAS has been on our radar since it was first detected in some of our groundwater sources in the San Fernando Basin during the EPA's Unregulated Contaminant Monitoring Rule 3 (UCMR 3), which began in 2013. However, wells in that area known to contain PFAS have been treated using a proven removal technology since as early as 2000. In April 2024, GWP conducted PFAS testing in the Verdugo Basin using a more advanced detection method. While PFAS compounds had not been detected there in the past, the new method revealed their presence. In response, we immediately took those wells offline and began working on a treatment solution that will allow us to safely restore them in the future. Although PFAS exposure can come from many everyday sources, GWP is taking proactive steps to ensure that our drinking water is not one of them.

As technology and industry continue to advance, it's more important than ever for manufacturers to consider the long-term impacts of the products and chemicals they release into the world. The responsibility to ensure that technological and industrial progress does not come at the expense of human or environmental health is one that must be shared by all sectors. Regulatory agencies and water providers like GWP play a critical role in this effort by staying alert to emerging contaminants of concern and responding quickly and decisively when they are detected. Our top priority is the health and safety of our community, and that means continuously adapting to new scientific findings and regulatory guidance to protect our water supply now and into the future.

WATER CONSTITUENTS OF INTEREST TO THE PUBLIC (i)

	Units		MWD Weymouth Plant	MWD Jensen Plant	Glendale Water Treatment Plant	Glorietta Well 3 (i)	Glorietta Well 6 (i)
Alkalinity	ppm	Range	109 - 127	94 - 101	200	180	180
		Average	118	98			
Calcium	ppm	Range	59 - 76	38 - 39	97	110 - 130	120 - 150
		Average	68	38		121	134
Corrosivity (j) Aggressive Index	AI	Range	12.4 - 12.6	12.2	NA	12	12
		Average	12.5				
Corrosivity (j) Saturation Index	SI	Range	0.60 - 0.65	0.36 - 0.39	NA	7.0 - 7.1	7.0 - 7.1
		Average	0.62	0.38		7.1	7.1
Hardness (g)	ppm	Range	241 - 303	143 - 153	350	440 - 510	470 - 580
		Average	272	148		488	535
Magnesium	ppm	Range	23 - 29	13 - 14	26	39 - 47	42 - 52
		Average	26	14		44	48
pH	pH Units	Range	8.2	8.2 - 8.3	8.1 - 8.4	6.7 - 7.6	6.7 - 7.6
		Average		8.3	8.3	7.3	7.2
Potassium	ppm	Range	4.6 - 5.4	2.6	NA	3.4 - 4.0	3.2 - 4.1
		Average	5.0			3.8	3.8
Sodium	ppm	Range	93 - 117	46	NA	52 - 62	49 - 61
		Average	105			58	56
Total Organic Carbon (TOC)	ppm	Range	2.1 - 2.6	2.0 - 2.5	0.35	NA	NA
		Average	2.4	2.4			

Water Quality Terms in This 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.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs and treatment techniques (TTs) for contaminants that affect health along with their monitoring and reporting requirements.

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.

Regulatory Action Level:

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Source Water Contaminants

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, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

Radioactive Contaminants, that can be naturally occurring or be the result of oil and gas production and mining activities.

Water Quality FAQ

Why does my water leave a white residue on glass and metal surfaces?

The white, chalky residue you sometimes see on glassware, faucets, or metal surfaces is caused by water hardness. Hard water contains naturally occurring minerals, primarily calcium and magnesium, which can leave behind a white, crusty deposit when the water evaporates. These mineral deposits are harmless but can be more noticeable in places where water is frequently heated or cooled, like tea kettles and ice makers. For fresh deposits, a mild vinegar solution is usually effective at cleaning glass and metal surfaces.

Why is my drinking water reddish brown?

Reddish-brown water is typically caused by rust, which can be dislodged from water pipes in the street, the pipes leading to your home, your home's plumbing, or even your hot water tank. If your water is discolored but your neighbors are not experiencing the same issue, the problem is likely within your plumbing system. Run your water until it clears before using it. If the problem persists, consider having a certified plumber inspect your pipes.

Should I install a home water treatment device?

Installing a home water treatment device is a personal choice. GWP's water meets or exceeds all federal, state, and local water quality standards, so a home treatment system is not necessary for safety. However, some customers choose to use these devices to modify the taste, odor, or appearance of their water. Keep in mind that poorly maintained devices can introduce their own issues, including bacterial growth or chemical imbalances.

How are pipes cleaned after a water main break?

After repairs are completed on a water main, the affected section of the pipeline is thoroughly disinfected with a chlorine solution to eliminate harmful microorganisms. In many cases, crews will also flush the main with high-velocity water by opening fire hydrants, which helps remove any remaining sediment or debris.

Why do GWP crews let water run down the street?

You may occasionally see GWP crews allowing water to flow down the street. This is part of our routine pipeline maintenance program. Our crews use a process called "flushing," which removes sediment, refreshes water in the pipes, maintains disinfectant levels, and prevents bacterial growth. While it may seem wasteful, this is a necessary and beneficial practice to maintain high water quality throughout our distribution system.

Why does my water look cloudy when it comes out of the faucet but then clears up?

Cloudy or milky water is usually the result of tiny air bubbles trapped in the water. This is a common occurrence, especially during colder months when cold water can hold more dissolved air. When water flows through your plumbing, pressure changes can cause this dissolved air to form tiny bubbles, making the water appear cloudy. These bubbles will rise to the top and disappear within a few minutes. This cloudiness is harmless.

Why does my water smell like rotten eggs?

A rotten egg or sulfur-like odor is most often caused by gases produced by bacteria in drain pipes, not the water supply itself. When you run the faucet, water pushes these gases out of the drain, creating the unpleasant smell. To determine if the odor is coming from the water or the drain, fill a glass with water, take it to another room, and smell it. If the water in the glass does not smell, the issue is with your drain. Cleaning the drain with a mild bleach solution can usually solve this problem.

Why does my water smell like chlorine?

GWP is required by state and federal regulations to maintain a disinfectant residual in the water distribution system to protect against bacteria and other harmful microorganisms. We use chlorine and chloramines to maintain this protection. Customers may, at times, notice a slight chlorine taste or odor, especially in areas closer to our disinfection points. If you find the taste or odor unpleasant, running the taps in your home will usually resolve the issue.

2024 CONSUMER CONFIDENCE REPORT

Glendale Water & Power's Water Quality Report or "Consumer Confidence Report" will be available online by JULY 1, 2025. A hard copy will not be mailed out unless requested.

The Consumer Confidence Report (CCR) is an annual water quality report that the Safe Drinking Water Act requires Glendale Water & Power (GWP) to deliver to all customers by July 1st of every year. The purpose of the report is to inform customers about the quality of their drinking water, where it comes from, what it takes to deliver water to their home, and the importance of protecting drinking water sources. The State Water Resources Control Board, Division of Drinking Water now allows for the electronic distribution of the CCR to customers.

For electronic 2024 CCR, scan here or visit GlendaleCA.gov/WaterQualityReports

REQUEST A HARD COPY

If you prefer a hard copy of the CCR to be mailed to you, contact our Customer Service Department at:

GWPConservation@GlendaleCA.gov

(855) 550-4497

- This report contains important information about your drinking water. Please contact Glendale Water & Power at (855) 550-4497 for assistance.
- Այս զեկույցը պարունակում է կարևոր տեղեկություններ ձեր խմելու ջրի մասին: Խնդրում ենք դիմել Glendale Water & Power ջրի համակարգի հեռախոսահամարով (855) 550-4497 հայերենով օգնություն ստանալու համար:
- Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Glendale Water & Power a (855) 550-4497 para asistirlo en español.
- Этот отчет содержит важную информацию о вашей питьевой воде. Пожалуйста, свяжитесь с Glendale Water & Power по (855) 550-4497 для получения помощи на русском языке.
- Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa Glendale Water & Power o tumawag sa (855) 550-4497 para matulungan sa wikang Tagalog.
- 이 보고서는 당신의 식수에 관한 중요한 정보를 포함하고 있습니다. 한국어로 된 도움을 원하시면 Glendale Water & Power, (855) 550-4497 로 문의 하시기 바랍니다.
- この報告書には上水道に関する重要な情報が記されております。 ご質問等ございましたら、Glendale Water & Power, (855) 550-4497 まで日本語でご連絡下さい。
- 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 Glendale Water & Power 以获得中文的帮助: (855) 550-4497.

GlendaleWaterandPower.com

City of Glendale Water & Power GWP Your Trusted Community Utility

ELECTRIC BILL DISCOUNTS

Glendale Water & Power offers four Public Benefit Programs to provide electric bill discounts to eligible customers.

Glendale Care

Income-qualified customers may be eligible to receive a monthly discount of $35 discount on the GWP electric bill, or $70 on a bi-monthly bill.

Guardian

Running medical equipment around-the-clock can get expensive. This program provides monthly bill discounts to customers who have household members using qualified doctor prescribed medical equipment or are suffering from afflictions requiring special space conditioning.

UUTE

The Utility Users Tax is charged to all users of electricity, water, gas, telephone, and cable services within the City of Glendale. GWP offers two types of exemptions, senior and disabled.

Helping Hand

This Program assists eligible income-qualified customers who are experiencing a temporary financial emergency and having trouble paying for their utility services by providing $150 towards a bill payment or deposit.

To apply, scan here or visit GlendaleCA.gov/LowIncomeProgram

@GlendaleWaterandPower
@COGWaterPower
@GlendaleWaterandPower

City of Glendale Water & Power
Your Trusted Community Utility

July From the Source Newsletter: Your Bi-Monthly GWP News

Glendale, California sent this bulletin at 07/08/2025 08:17 AM PDT

FROM THE SOURCE
Glendale Water & Power News

July 2025, Volume 25, Issue 3

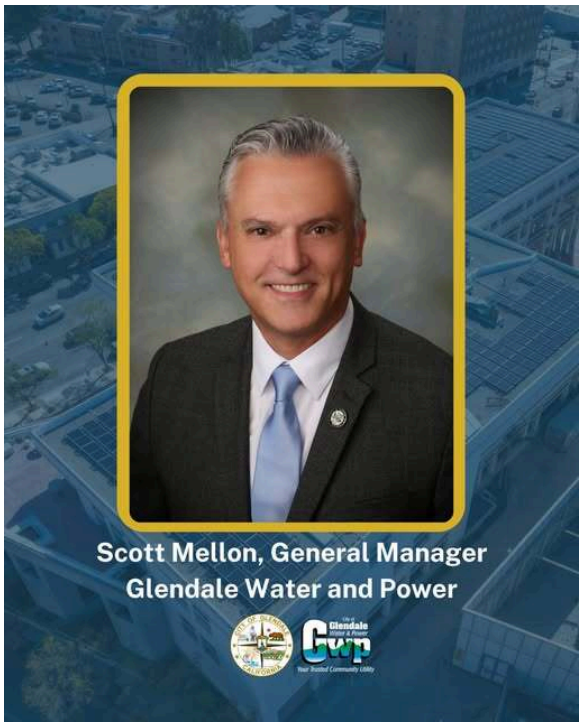
Quick Links

- Pay Your Bill / Access Your Account
- Enroll In Outage Text Alerts
- Report/View Outage Map

Contact Us

- **Customer Service:** 855-550-4497
- **Phone Payments**: 855-798-1539
- Email Us
- Report A Broken Street Light

Scott Mellon, the New General Manager of Glendale Water and Power



The City of Glendale is proud to announce the appointment of Scott Mellon as the new General Manager of Glendale Water and Power (GWP). With more than two decades of engineering and utility experience, Scott brings a forward-thinking vision and deep technical expertise to this critical leadership role.

Scott joined GWP in September 2022 as the Assistant General Manager of GWP's Power Management section. In this role, he oversaw utility-scale energy projects, managed renewable energy contract negotiations, and led efforts to support grid stability through advanced technologies. Prior to his tenure in Glendale, he spent over 20 years at Burbank Water and Power, where he served as Principal Electrical Engineer and Project Manager, most recently leading the implementation of an Advanced Distribution Management System.

Learn More

2025 Summer Readiness

You recently received our summer readiness mailer, packed with tips to help you conserve energy and avoid those surprise high bills that often come with warmer weather. Summer is when air conditioning use — and energy costs — tend to spike, so taking a few simple steps to prepare for the heat and conserve during warmer days can really pay off. The mailer also includes advice on how to prepare for outages, so you're ready if extreme temperatures lead to power disruptions. For more tips and info, click the link below and stay cool without the extra cost this summer!

Learn More

2025 Art Contest Winners Announced!

1st Place Winner, Sydney Kim, a 9th grade student from Crescenta Valley High School!

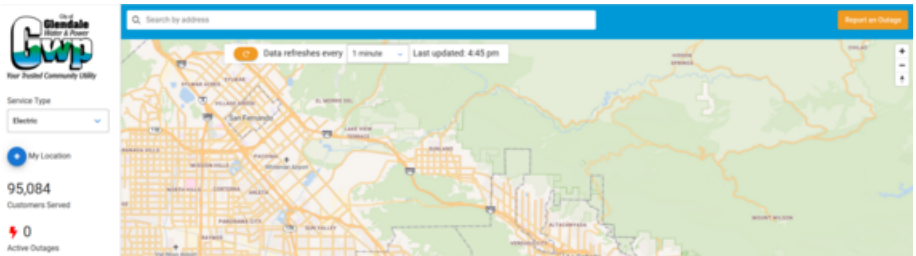
We are excited to reveal the winners of this year's "Being Water Wise Is..." Art Contest, which showcased a remarkable array of creative talent and commitment to water conservation. Over 80 Glendale students impressed us with their stunning artwork, making the selection process incredibly challenging. A big thank you to all the participants, and congratulations to our winners!

Taking first place, Sydney Kim, a 9th-grade student from Crescenta Valley High School. In second place, we have Alyssa Lara, a 10th-grade student from Glendale High School., and Sena Matsudaira, a 5th-grade student from Dunsmore Elementary School, earned third place!

Additionally, a total of 15 outstanding entries were selected by GWP and submitted to the Metropolitan Water District (MWD) for the final round of competition. To see the incredible winning artworks, click on the button below and enjoy our winners' gallery.

Learn More

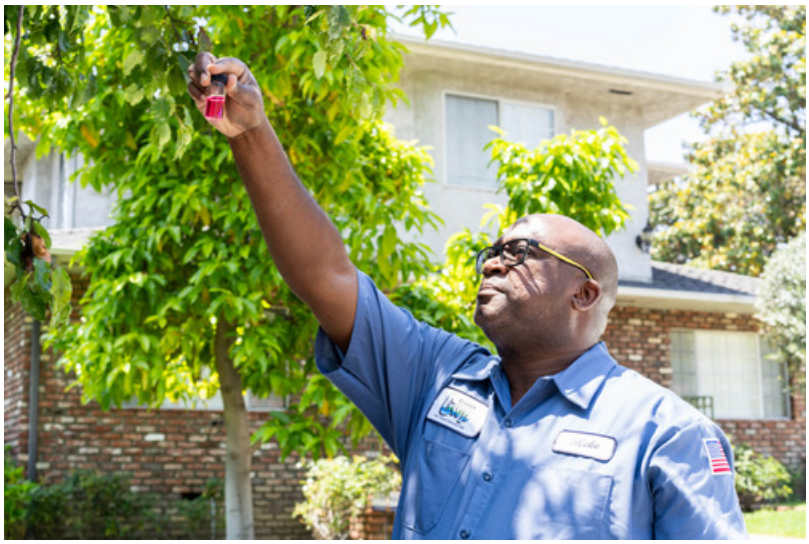
Sign Up for Outage Alerts



Don’t Forget to sign-up for Outage Alerts to be notified if there is a water or power outage in your area. By signing up you will receive information, text updates and the status of restoration. Sign-up here. You can always view outage information on our live outage map on our website at www.GlendaleWaterAndPower.com and click on the outage map icon.

Sign up For Text Alerts

Water Quality Report is Now Available!



The Consumer Confidence Report or Water Quality Report is now available to view online. It informs customers about the quality of their drinking water, its source, and the efforts involved in delivering water to their homes in 2024. We are proud to provide safe, clean water that our customers can trust.

If you prefer a hard copy, email GWPConservation@glendaleca.gov to request one be mailed to your home. To view the report online, click on the button below.

Click Here

We're at Cruise Night – Come Check Out Our Booth!

Stop by our booth on **July 19th from 5:30 PM - 10:30 PM** during Cruise Night in the heart of Glendale on Brand Blvd. There will be live entertainment and lots of fun activities.
We'll be sharing information about our programs, giving away conservation coloring books and GWP bags with participation in one of our table top activities. We can't wait to see you there!

Learn More

MYGWP Portal Revamp

We are excited to announce the launch of our new customer payment portal, **MYGWP**, powered by SilverBlaze. Starting **July 22, 2025**, this upgraded portal will offer a more user-friendly experience for managing your account, viewing bills, and making payments online.

Key Features Include:

- View your digital meter consumption data
- Pay your bills online and view billing history
- Review transaction and payment history
- Analyze and download electricity and water usage
- Add multiple accounts to a single web profile
- Report power and water outages

Important Information for Current Portal Users:

- **Password Reset:** A password reset will be required. In July, you'll receive an email from SilverBlaze with a secure link to reset your MYGWP password.
- **Auto-Pay:** While all other account information will transfer automatically, Auto-Pay settings will not. You will need to re-enroll in Auto-Pay after July 22.
- **Accessing the Portal:** The portal web address remains the same: **mygwp.glendaleca.gov**. You can also access it via the "Pay Your Bill" link on our website: GlendaleWaterAndPower.com.

For New Users:

- **Sign Up:** After July 22, visit **mygwp.glendaleca.gov** to register. Please have your most recent bill available to complete the registration form.
- **Video Demo:** Watch our demo video at **bit.ly/MyGWPVideo** to explore the tools and services available to you.

Watch the Portal Demo

Off Peak EV charging Rebate!

Did you know you can earn **$12 each month** just for charging your electric vehicle during off-peak hours? Simply plug in your EV overnight on weekdays between 9:00 p.m. and 12:00 p.m. the next day, or any time on weekends, and start receiving monthly incentives.

By shifting your charging habits, you'll not only help reduce strain on the electric grid — you'll also enjoy up to 1,900 miles of free driving every year. It's a win-win for your wallet and the environment!

Sign up today and make your EV work for you, even while you sleep.

Sign up Today!

Follow us on social media and stay current on GWP news!

If you choose to unsubscribe by visiting the subscriber preferences page below, then you will be removed from all future important notifications from Glendale Water & Power, including emergency notifications, program and service information and our newsletter.

GLENDALE WATER AND POWER

PRESS RELEASE

141 N. GLENDALE AVE. GLENDALE, CA 91206

FOR IMMEDIATE RELEASE

July 2, 2025

GWP Media Contact: Atineh Haroutunian
Email: AHaroutunian@GlendaleCA.gov
Phone: (818) 548-3381

City Media Contact: Communications and Community Relations
Email: Communications@GlendaleCA.gov
Phone: (818) 548-3342

GWP's Water Quality Report Now Available Online

GLENDALE, California – Glendale Water & Power (GWP) is pleased to announce that its Water Quality Report, also known as the Consumer Confidence Report (CCR), summarizing water quality monitoring data for the calendar year 2024, is now available online on GWP's website. This report aims to inform customers about the quality of the water delivered by GWP and emphasizes the importance of protecting drinking water sources.

The Safe Drinking Water Act mandates that GWP provide the CCR to all customers by July 1st of every year. "Clean, safe, and reliable water service is one of GWP's highest priorities. To deliver on that commitment, GWP conducts more than 80,000 rigorous water quality tests throughout the year. State-of-the-art laboratories independently analyze the tests to ensure adherence to the safety standards as required by the United States Environmental Protection Agency, and the California State Water Resources Control Board. I'm pleased to announce that our treated water continually meets or exceeds all regulatory requirements," stated Chisom Obegolu, GWP's Assistant General Manager of Water.

To save resources, the California Department of Public Health has allowed for the electronic distribution of the CCR to customers. The report can be downloaded at GlendaleCA.gov/WaterQualityReports. Customers who prefer to receive a mailed copy of the CCR can email GWP at GWPConservation@GlendaleCA.gov or call GWP's Customer Service Department at 855-550-4497 to request a printed version. For any questions regarding the CCR, customers can contact Martin Manucharyan, Water Quality Manager, at (855) 550-4497.

###

Glendale Water & Power (GWP) is the City of Glendale's water and electric utility. GWP provides water to over 34,000 customers and generates, transmits, and distributes electricity to over 89,500 residential, commercial, and industrial customers in Glendale, California. Visit www.GlendaleWaterandPower.com.

X- @COGWaterPower
Facebook - Facebook.com/GlendaleWaterAndPower
Instagram - @GlendaleWaterAndPower

About Glendale

Known as the “Jewel City,” Glendale is the fourth largest city of Los Angeles County. With a population of more than 200,000, Glendale is a thriving cosmopolitan city that is rich in history, culturally diverse, and offers nearly 50 public parks, and easy access to a municipal airport. It is the home to a vibrant business community, with major companies in healthcare, entertainment, manufacturing, retail, and banking.

https://outlooknewspapers.com/glendalenewspress/gwp-water-quality-report-available-online/article_de5c2777-9375-49b7-b415-fbb274b1affc.html

GWP Water Quality Report Available Online

Jul 5, 2025

Glendale Water & Power's Water Quality Report, also known as the Consumer Confidence Report (CCR), is now available online at GlendaleCA.gov/WaterQualityReports.

The report summarizes water quality monitoring data for calendar year 2024, aims to inform customers about the quality of the water delivered by GWP, and emphasizes the importance of protecting drinking water sources.

The Safe Drinking Water Act mandates that GWP provide the CCR to all customers by July 1 of every year.

"Clean, safe, and reliable water service is one of GWP's highest priorities," said Chisom Obegolu, GWP assistant general manager of water. "To deliver on that commitment, GWP conducts more than 80,000 rigorous water quality tests throughout the year. State-of-the-art laboratories independently analyze the tests to ensure adherence to the safety standards as required by the United States Environmental Protection Agency, and the California State Water Resources Control Board. I'm pleased to announce that our treated water continually meets or exceeds all regulatory requirements."

To save resources, the California Department of Public Health has allowed for the electronic distribution of the CCR to customers. The report can be downloaded at GlendaleCA. gov/WaterQualityReports. Customers who prefer to receive a mailed copy of the CCR can email GWP at GWPConservation@GlendaleCA.gov, or call GWP's Customer

Service Department at (855) 550-4497 to request a printed version. For any questions regarding the CCR, customers can contact Martin Manucharyan, water quality manager, at (855) 550-4497.