

Currents



Always There for You!



2019 ANNUAL WATER QUALITY REPORT

For over 100 years, Burbank Water and Power (BWP) has provided high-quality water service for the citizens and businesses of Burbank.

We invite you to see how BWP, your community-owned public utility, is able to consistently deliver high-quality water that not only meets but, in many cases, surpasses all state and federal drinking-water standards. Burbank is 100% dependent on imported water. BWP uses innovative methods to treat and manage our supplies to provide our community with high-quality water at the lowest price in the region.

This report shares the results of thousands of sample tests being analyzed for over 160 elements that may be found in drinking water.

In one section of this report, we have included educational information and precautions for people with health issues to avoid certain constituents and/or contaminants.

If you have any questions about this report, please email BWP Water Quality Analyst Tony Umphenour at AUmphenour@Burbankca.gov. For more information on BWP's water conservation programs, please visit us at BurbankWaterAndPower.com. You can also watch BWP Board Meetings online. The meeting and agenda information are posted on the City's website at Burbankca.gov.

In This Issue

- 02 Got a Question? Ask Tony, Our Water-Quality Specialist!
- 03 BWP Removes PFAS from Drinking Water
- 04 BWP Water Operators Keep Your Tap Water Safe and Clean
- 06 2019 Annual Water Quality Report
- 07 Burbank's Water Story Foldout
- 08 Educational Information
- 10 ONEBurbank Partners with Visit Burbank
- 11 COVID-19: We're Here for You



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

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

Mahalaga ang impormasyong ito Mangyaring ipasalin ito.

SPECIAL FEATURE:
Burbank's Water
Story, pg. 7



Got a Question?

Ask Tony, Our Water-Quality Specialist!

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



Does BWP test for arsenic?

TONY: Yes, BWP tests for arsenic. Arsenic was not detectable in the over 25,000 water-quality tests we performed, so it was not reported in last year's water-quality report. We only report the chemicals and contaminants that we can detect. I understand that customers may hear about arsenic in the news and could have concerns. The water we deliver to you meets and often exceeds standards set by state and federal regulators. This year, we decided to include arsenic in the water quality report as a line item, with a note that we did not detect it.

I'm reading about per- and polyfluoroalkyl substances (PFAS) in the water. What are PFAS and should I be concerned?

TONY: This is an important topic, which is why we included an article on PFAS in this issue of *Currents* (see next page).



We invite you to review other sections of this newsletter to learn more about what BWP does to maintain Burbank's water quality. And if you do have a question, please email Tony at AUmphenour@burbankca.gov — he'd be glad to help!

Should I be concerned about COVID-19 getting in Burbank's water? Should I buy bottled water instead of drinking water from the tap?

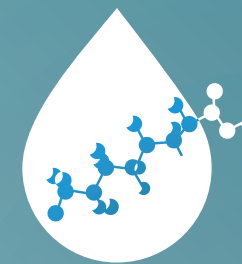
TONY: Purchasing bottled water is a personal choice, but customers should not be concerned about COVID-19 in Burbank's tap water. COVID-19 is not a water-borne illness. It is a respiratory illness that is passed on by an infected person sneezing or coughing, or through personal contact with an infected person. In last year's water-quality report, we explained that bottled water has to meet far less rigorous standards than Burbank tap water. BWP's water is regularly checked for over 160 different chemicals and contaminants. During the water-treatment process, we add chlorine to the water to kill viruses, bacteria, and fungus.

My water is starting to taste metallic. Should I get my water tested?

TONY: I received this inquiry from a customer who lives in an apartment above a business that had been closed due to the COVID-19 pandemic. I thought the apartment's plumbing could have been connected to the business' system. If so, that would mean that some water had become stagnant from sitting in the pipe while the business was closed. Water can become stagnant in people's homes or businesses if their facilities are unoccupied for a while.

I suggested the customer run his tap for a few minutes to get the stagnant water out of the system and bring in fresh water. The customer did, and he told me the water tasted fine.

I expect we will get more calls about the taste/smell/color of water, most likely due to stagnant water in the plumbing. I would advise any residential or business customer to run their taps for a few minutes if they detect a different taste, smell, or color in their water.



BWP Removes PFAS from Drinking Water

You may have heard about PFAS, either from a news report, a post on Nextdoor, or a discussion with a neighbor. PFAS are a large family of man-made chemicals known as per- and polyfluoroalkyl substances, which is why most people prefer just to say PFAS.

What are PFAS? Sometimes referred to as "forever chemicals," PFAS have been used for decades in aerospace manufacturing, take-out food cartons, water-resistant outerwear, stain resistant carpeting, some personal care products, and non-stick cookware.

PFAS have been widely used in consumer and industrial products since the 1940s, which means those chemicals can be found in nearly every U.S. home and business. Today there are over 5,000 types of PFAS in use worldwide, and their widespread use means there are innumerable ways people can come into contact with PFAS.



Burbank's PFAS information is shown in the Water Quality Report table on page 7.

The scientific community is still learning about how PFAS may affect human health. But enough is known that companies have voluntarily stopped using two types of PFAS called Perfluorooctanoic Acid (PFOA) and Perfluorooctanesulfonic Acid (PFOS). Neither of these types of PFAS were detected in Burbank's water.

Customers can obtain more information about PFAS from the U.S. Environmental Protection Agency at epa.gov/pfas/basic-information-pfas.

Should you be concerned about PFAS in Burbank's water? No. The two PFAS chemicals that

companies have stopped using, PFOS and PFOA, are not in the water we deliver to our community.

The water that BWP purchases from MWD has one of the 5,000 PFAS chemicals called Perfluorohexanoic Acid (PFHxA) at a low detection of 2.8 parts per trillion (ppt). One ppt would be equal to one drop of water in 15 Olympic-sized swimming pools!

Burbank's PFAS information is shown in the Water Quality Report table on page 7.

For the past two decades, BWP has been removing the extremely low trace amounts of PFAS from our groundwater wells using a granular activated carbon-removal process as water passes through the Burbank Operable Unit (BOU), a state-of-the-art water-cleaning system.

BWP conducts over 25,000 water-quality tests annually to ensure that our water meets, and often exceeds, rigorous state and federal drinking water standards. Analyses are performed by highly skilled staff both on site and in state-certified laboratories, including the water operators described in the article in this issue, "BWP Water Operators Keep Your Tap Water Safe and Clean," found on page 4.

What's Next: More stories may be in the news as state and federal regulators tighten the standards for PFAS. Regulations have changed recently for PFOS/PFOA, lowering the Notification Levels and Response Levels. Burbank's water already meets these new regulations. For more info see: [Waterboards.ca.gov](https://waterboards.ca.gov).

If you have any questions or concerns about PFAS or any other aspect of BWP's water system, please call our Water Division at (818) 238-3500 or send an email to our water quality expert Tony Umphenour at AUmphenour@burbankca.gov.



BWP Water Operators Keep Your Tap Water Safe and Clean



BWP’s water operators have a personal passion to serve you. They work hard to ensure Burbank’s water meets, and in many cases exceeds, state and federal requirements for water quality.

Water is essential to life, and BWP’s water operators are essential workers who aid in the reliable delivery of safe and clean water. We have taken proactive steps during the COVID-19 pandemic to protect the health and safety of our employees and become a more resilient organization.

COVID-19 does not travel through the water supply

Among other things, we created a staggered work schedule that minimized personal interaction between our 10 water operators. Should the need ever arise, our response to future crises will be guided by the lessons we learned during the pandemic.

"COVID-19 has not interfered with any of the tests the operators perform each day," said BWP Water Supervisor Tim Lyneis, a lifetime Burbank resident who has worked in BWP’s

water department for nearly 19 years. "We work hard, each and every day, to make sure the water we deliver to homes and businesses is safe and clean," he said. "We have redoubled our efforts during the pandemic."

Tim emphasized that COVID-19 does not travel through the water supply, which means the quality and supply of Burbank’s tap water has not been threatened by the pandemic. "Our residents can trust BWP to deliver high-quality water," he said.

BWP has a modern and highly automated water system, and dedicated, highly skilled professionals like Tim who test and treat the water before it gets to customers. Water operators perform dozens of tests on the water each week, making sure that hundreds of contaminants are removed before it enters BWP’s 276-mile network of pipes that bring water to your home or business. Each day, BWP delivers about 15 million gallons of water to customers.

To be a water operator takes a strong personal commitment to service. Sometimes, that means sacrifice: some operators have to work on Christmas day, while others have to miss their children’s birthday parties. "I feel the sacrifices are worth it because we are serving the communities’ needs by providing Burbank customers with high-quality water," Tim said.

Although most of their work days are spent indoors, performing tests and maintaining equipment, operators also work outdoors, checking BWP’s seven underground reservoirs and 17 above-ground water-storage tanks. All told, those water-storage facilities can hold about 56 million gallons of water on a given day. They are refilled, on average, about three times a week to meet the city’s demand for water.

"Many of our 17 storage tanks are located in neighborhoods and our drivers are on a first-name basis with several residents," Tim commented. "That’s why I like to live in a City with small-town friendliness and big-town amenities."

Tim recalled that one day when he was out checking on the water-storage facilities, he encountered a distressed resident who flagged him down after she saw that an owl had become entangled in the netting at the DeBell Golf Club on East Walnut Avenue.

Tim called the City’s Animal Control department. When their officer arrived, Tim helped him extract the owl from the netting. "Owls are really beautiful and impressive animals," Tim said. "The officer had special gloves that protected his hands and arms when working with raptor-like owls. While he held the owl, I cut the netting to free it. You don’t want to go near an owl’s talons — they can slice your arm to ribbons."

Water plant operators can also be found in all corners of the City of Burbank, as they perform water quality analysis throughout the distribution system.

Tim and his fellow water operators enjoy staying sharp by challenging each other with "what if" questions: "What if a pump was to fail or a large fire created a need for additional water supply — what would you do?" Although those "what if" scenarios are once-in-a-career occurrences and are not always predictable, the operators want to be sure they are on their toes if they occur.

"The water operators take their responsibilities very seriously," Tim said. "We take pride in serving the public and we are vigilant to ensure the water we deliver is the best it can be."

"There’s a powerful intrinsic reward that comes from providing a vital service to homes and businesses in the

community," Tim continued. "Before being employed at BWP, I worked in other jobs where the work was repetitive and boring. The employees tended to have a ‘same stuff, different day’ mentality."

That’s not the case for BWP’s water operators. "We do a lot of planning and make a lot of adjustments. For example, how does demand for water change with the weather? We’re running measurements and calculations all the time here. We’re huge on math!"

Tim’s final thought: "Water plant operators are proud to serve the community and play an important role in the delivery of high quality water. Every time someone in Burbank takes a drink from their tap they’re interacting with our dedicated water operators."



"Every day one of our operators is responsible for checking on all of our storage facilities."

Tim Lyneis, BWP Water Supervisor

2019 Annual Water Quality Report

MICROBIOLOGICAL SAMPLING RESULTS						
MICROBIOLOGICAL CONTAMINANTS	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a) State Total Coliform Rule	%	5.0%	0%	0.93%	0	Naturally present in the environment
E. coli (Acute Total Coliform) (b) State Total Coliform Rule	(b)	(b)	0	0	0	Human and animal fecal waste
Total Coliform Bacteria (c) Federal Revised Total Coliform Rule	%	TT	NA	0%	0	Naturally present in the environment
E. coli (d) Federal Revised Total Coliform Rule	(d)	(d)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (e)	CFU/mL	TT	NA	TT	NA	Naturally present in the environment

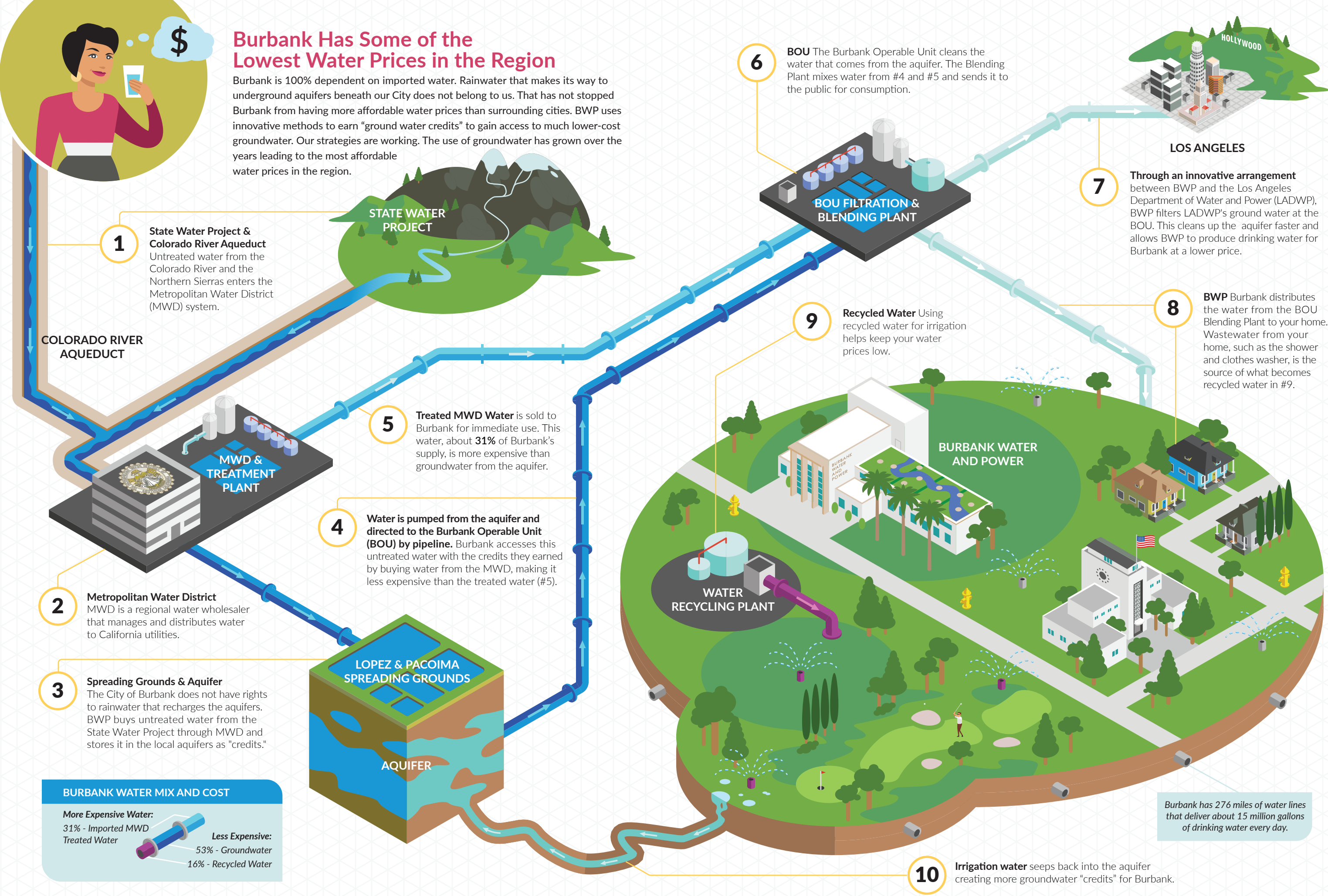
SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER						
CONSTITUENT	No. of samples collected	Action Level (AL)	Public Health Goal (PHG)	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (f)	53	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits leaching from wood preservatives
Copper (ppm) (f)	53	1.3	0.3	0.25	0	

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AT BURBANK UNIFIED SCHOOL DISTRICT (BUSD)						
Constituent	No. of Schools Requesting Lead Sampling	Action Level (AL)	Public Health Goal (PHG)	No. Sites exceeding AL	No. Sites needing corrective action	Typical Source of Contaminant
Lead (ppb) (g)	22	15	0.2	0	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits leaching from wood preservatives

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS						
PARAMETER	Units	State MCL (MRDL)	PHG (MCLG) (MRDLG)	Running Annual Average	Lowest - Highest	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (h)	ppb	80	NA	10	5 - 18	By-product of drinking-water disinfection
Haloacetic Acids (HAA5) (h)	ppb	60	NA	1.3	ND - 2.5	By-product of drinking-water disinfection
Chloramines (i)	ppm	(4)	(4)	2.2	0.2 - 3.1	Drinking-water disinfectant added for treatment
Bromate (i)	ppb	10	0.1	1.9	ND - 8.4	By-product of drinking-water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING-WATER STANDARDS						
PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
INORGANIC CHEMICALS						
Aluminum (l)	ppb	200	600	26	ND - 290	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	ND	ND	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	79	ND - 118	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	2.9	ND - 4.6	Discharge from steel and pulp mills, erosion of natural deposits
Fluoride Naturally-occurring	ppm	2	1	0.46	0.4 - 0.5	Erosion of natural deposits in groundwater
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.53	0.4 - 0.9	Water additive for tooth health
Nitrate (as N)	ppm	10	10	4.8	0.5 - 6.0	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	4.8	0.5 - 6.0	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES						
Gross Alpha Particle Activity (m)	pCi/L	15	(0)	6.8	ND - 11	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	5.5	ND - 8.5	Decay of natural and manmade deposits
Uranium	pCi/L	20	0.43	9.7	ND - 15	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING-WATER STANDARDS						
PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
Aluminum (l)	ppb	200	600	26	ND - 290	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	55	46 - 59	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	ND	ND - 2	Naturally occurring organic materials
Odor	Units	3	NA	1	ND - 1	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	685	435 - 720	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	76	56 - 84	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	401	244 - 410	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	<0.1	<0.1	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.



OTHER PARAMETERS OF INTEREST TO CONSUMERS						
PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source
Alkalinity	ppm	NA	NA	196	67 - 200	Erosion of natural deposits
Boron	ppb	NL = 1,000	NA	160	120 - 160	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	70	23 - 75	Erosion of natural deposits
Chlorate	ppb	NL = 800	NA	0.5	ND - 42	By-product of drinking water chloramination; industrial processes
Corrosivity	Al	NA	NA	12.7	12.1 - 12.9	Elemental balance in water
Hardness as CaCO3 (n)	ppm	NA	NA	261	101 - 281	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Hexavalent Chromium (o)	ppb	NA	0.02	2.7	ND - 4.0	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Magnesium	ppm	NA	NA	21	11 - 23	Erosion of natural deposits
Molybdenum (p)	ppb	NA	NA	5.9	0 - 6.1	Erosion of natural deposits
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	3.2	ND - 4.1	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.1	7.7 - 8.5	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.5	2.2 - 5.0	Erosion of natural deposits
Sodium	ppm	NA	NA	40	38 - 54	Refers to the salt present in the water and is generally naturally occurring
Strontium (p)	ppb	HRL = 1,500	NA	890	890	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	1.0	ND - 2.6	Various natural and man-made sources
Vanadium	ppb	NL = 50	NA	2.7	ND - 4.2	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL = 1	NA	0.74	ND - 0.91	Discharge from chemical factories
Perfluorooctanoic Acid (PFOA)	ppt	NL = 5.1	NA	ND	ND	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorooctanesulfonic Acid (PFOS)	ppt	NL = 6.5	NA	ND	ND	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorohexanoic Acid (PFHxA)	ppt	NA	NA	2.4	ND - 2.8	NA

Footnotes

- (a) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2019.
- (b) E. coli MCL: The occurrence of 2 consecutive total coliform-positive samples, one of which contains E. coli, constitutes an acute MCL violation. The MCL was not violated in 2019.
- (c) Total coliform Treatment Technique(TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2019.
- (d) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2019.
- (e) All distribution samples collected for 2019 had detectable total chlorine residuals and as a result no HPC's were required.
- (f) Lead and copper compliance based on 90th percentile being below the Action Level. Samples were taken from customer taps to reflect the influence of household plumbing. 50 homes were sampled in June/July 2017, none exceeded the action level for lead or copper. Water agencies are required to sample for lead and copper every 3 years according to EPA's Lead and Copper Rule.

- (g) BUSD requested all 22 schools to be tested for lead at the drinking fountains and kitchen taps. Sampling occurred during the months of March and April of 2017 for a total of 101 sampling sites.
- (h) Compliance is based on Locational Running Annual Average, which is the average of the last four quarters in 2019.
- (i) Compliance is based on Running Annual Average which is the average within the distribution system in 2019.
- (j) Value shown is the average of the blended water (MWD water and local groundwater).
- (k) The lowest and highest values from an individual source of water.
- (l) Aluminum has primary and secondary MCL's.
- (m) State MCL for Gross Alpha excludes radon and uranium. Compliance is based on adjusted gross alpha where radon and uranium are deducted.
- (n) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 261 ppm for 2019, which is equivalent to 15 grains/gallon.
- (o) There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L (10 ppb) was withdrawn on September 11, 2017.
- (p) Data from 2015 sampling.

Abbreviations

- AI = Aggressiveness Index
- CFU/mL = Colony-Forming Units per milliliter
- HRL = Health Reference Level
- NTU = Nephelometric Turbidity Units
- N = Nitrogen
- NA = Not Applicable
- ND = Not Detected
- NL = Notification Level
- ppb = parts per billion or micrograms per liter (µg/L)
- ppm = parts per million or milligrams per liter (mg/L)
- ppt = parts per trillion or nanograms per liter (ng/L)
- pCi/L = picoCuries per liter
- TT = Treatment Technique
- µS/cm = microSiemen per centimeter



Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming. Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals that are 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, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems.

Educational Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

State Water Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA Safe Drinking Water Hotline (1-800-426-4791) or visiting their website at epa.gov/safewater.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Nitrate: Nitrate (as nitrogen) in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the

capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. BWP is responsible for providing high-quality drinking water, but we cannot control the variety of materials used in private plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at epa.gov/safewater/lead or at BWP's website BurbankWaterandPower.com

The following definitions may be helpful in your understanding of our Water Quality Report:

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking-water disinfectant below which there is no known or expected risk to health.

MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.



Important Web Links

- State Water Resources Control Board – Division of Drinking Water waterboards.ca.gov
- California EPA calepa.ca.gov
- EPA (Groundwater and Drinking Water) epa.gov/safewater

ONEBurbank Partners With Visit Burbank

Enhancing the Tourist Experience with Ultra-High Speed Internet



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](https://www.oneburbank.com)

Visit Burbank is the official destination marketing organization of the City of Burbank. Its mission: to boost hotel occupancy by positioning Burbank as a desirable tourist destination. Eighteen hotels make up the not-for-profit hospitality association which targets leisure and family travelers through digital advertising, social media campaigns, strategic event partnerships, influencers, trade shows, and a dedicated website at [visitburbank.com](https://www.visitburbank.com). Last year, the association's programs generated more than 85 million media impressions and 366,000 website visits.

Tourism is a growth industry for Burbank. In 2018, Burbank attracted 3.48 million visitors who spent \$869 million, generated \$38 million in local tax revenues, and sustained nearly 9,000 jobs. Burbank hotels experienced near record occupancy rates of just under 83% in 2019.

In such a dynamic market, Burbank hotels must be competitive and exceed the expectations of guests visiting the "Media Capital of the World." For that reason, Visit Burbank opted for ONEBurbank's ultra-high speed internet service as the preferred internet provider for Burbank hotels.

"ONEBurbank is one of the most reliable high speed network options available," stated Mary Hamzoian, Economic Development Manager for the City of Burbank. "This service is heavily used by media and entertainment companies in Burbank, and providing this to our guests adds value to their stay and to their experience while visiting this world-class city."

Tony Garibian, Visit Burbank's Board Chairman and owner of the Coast Anabelle and Safari Inn on Olive

Avenue, added, "We are very pleased with the service and reliability of ONEBurbank, and so are our guests. In addition to Burbank's unique attractions and neighborhoods, visitors are excited to learn that we offer superior surfing technology beyond anything they've experienced. All of this helps to brand Burbank an exceptional destination and 'A Better Way to See LA.' Thank you ONEBurbank!"

We welcome another satisfied ONEBurbank customer! For more information on Burbank hotels, attractions and amenities, check out [visitburbank.com](https://www.visitburbank.com).



COVID-19 We're Here for You

We are committed to the health and safety of our community.

BWP has suspended late fees and shut-offs so that all of our residential and commercial customers have water and power through these challenging times. If you are having difficulty paying your utility bill, please contact BWP Customer Service by calling (818) 238-3700 between 7:30 am and 5:00 pm, Monday through Friday.



Here are some additional resources that may help:

- ▶ Visit [BurbankWaterAndPower.com/PaymentOptions](https://www.burbankwaterandpower.com/PaymentOptions) for financial assistance and payment options.
- ▶ Visit [BurbankWaterAndPower.com/CovidBWP](https://www.burbankwaterandpower.com/CovidBWP) for updates on BWP services and to see how to manage your BWP account from the comfort of your home.
- ▶ Learn about the many relief programs and services available at [Burbankca.gov/what-s-new/coronavirus](https://www.burbankca.gov/what-s-new/coronavirus)





Always There for You!

Please use water
and energy wisely.

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

ECRWSS

Postal Customer



Your Voice Matters

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



For the latest news and
updates, follow us!



Follow BWP at
twitter.com/BurbankH2OPower



Say hi to BWP at
facebook.com/BurbankCA

How to Contact Us

Customer Service:
(818) 238-3700

Water Services:
(818) 238-3500

Electric Services:
(818) 238-3575

Conservation Services:
(818) 238-3730

Street Light Outages:
(818) 238-3700

After-Hours Emergency:
(818) 238-3778

ONEBurbank:
(818) 238-3113

Currents Editors

JOE FLORES
jlflores@burbankca.gov

TRACIE NEISWONGER
tneiswonger@burbankca.gov

• Visit us online at
• BurbankWaterAndPower.com
• Always There for You!



PRINTED ON RECYCLED PAPER

This newsletter was printed on recycled paper as certified by the Forest Stewardship Council. The paper came from trees harvested in well-managed forests.

