Currents

CITY OF BURBANK
WATER AND POWER

SAVE WATER BURBANK

California's historic drought reminds us how precious water is to Burbank. We take great care in ensuring that Burbank's drinking water is clean and safe for our residents and businesses to enjoy. But with less drinking water available across the state, we all have to do our part to reduce our water use by 15% so that water remains available in the long term. Learn more about what you can do to help save water in this issue of *Currents*.

BURBANK'S 2021 ANNUAL WATER QUALITY REPORT IS INSIDE

This report contains vital information about your drinking water.

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:

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ARE YOU A WATER SAVER?

TAKE THE H_2O QUIZ ON THE NEXT PAGE!

ARE YOU A H_2O-HERO?

SEE HOW MANY POINTS YOU COLLECT!

If every Burbankian made small water use changes around their home or business, we can achieve our 15% goal and improve our water sustainability. Take this quiz to find out how your small changes add up to big savings!

1 Do you follow Burbank's Outdoor Watering Schedule? ☐ ***5 POINTS***

2 Do you turn off the faucet when brushing your teeth? That can save about 2.5 gallons of drinking water per minute! ☐ ***3 POINTS***

3 Do you use a broom instead of your water hose to clean dust and debris from your driveways or decks? ☐ ***3 POINTS***

4 Do you pay attention to the weather and turn off your lawn sprinklers when there is rain? ☐ ***3 POINTS***

5 Have you added mulch around your trees and flower beds? Mulch helps keep trees and plants moist, and it minimizes weed growth too! You can get free mulch at one of three locations in Burbank. ☐ ***3 POINTS***

Learn More
BWP-Currents.com/mulch-program

7 Have you replaced your water-using appliances with high-efficiency ones? We would like to encourage customers with replacing inefficient equipment before it breaks. Replace your inefficient clothes washer or toilet with a more water efficient one. Rebates are available to help offset the cost of water-efficient appliances, and installing one will effortlessly reduce your water use! ☐ ***3 POINTS***

WHAT KIND OF WATER SAVER ARE YOU?

TALLY UP THE POINTS FROM THE QUIZ ON THE LEFT TO FIND OUT IF YOU ARE A WATER SAVER.

SCORING

0-3 POINTS: WATER-SAVER STARTER

Hey, we all have to start somewhere. We hope this quiz gives you some ideas on how you can save water in your home.

4-12 POINTS: SUPER-SAVER

Congratulations! You are a pro at saving water. Thank you for doing your part to help Burbank save water!

13-25 POINTS: LEAN, GREEN, WATER-SAVING MACHINE

Whoa! And we mean - whoa! You are an expert at saving water. We hope you share your knowledge to help others be as mindful about saving water as you.

Need help saving water? We are here to help you with that. As a reminder, cut out and stick the watering schedule we have supplied on your fridge to help keep you on track.

There's lots of ways to save water. Here's some of the programs we offer.

Drought Info
BWP-Currents.com/drought

Water-Saving Programs & Resources
BWP-Currents.com/conserve-for-tomorrow

Stage III Info
BWP-Currents.com/stage-3-facts

STAGE III
Watering Schedule

April - October

SUN	MON	TUE	WED	THU	FRI	SAT
✕	✕	💧	✕	✕	✕	💧

November - March

SUN	MON	TUE	WED	THU	FRI	SAT
✕	✕	✕	✕	✕	✕	💧

Attended hand watering is allowed any day before 9 am or after 6 pm.

Low flow irrigation is allowed on watering days, they are exempt from the 15-minute rule.

No outdoor evaporative cooling devices, such as misters.

Pools must be covered to decrease water evaporation. Visit bit.ly/pool-cover-credit for bill credit information.

BURBANK REDUCES OUTDOOR WATERING TO 2 DAYS PER WEEK

California is in the third year of a historic drought and conditions have worsened. Water supplies are limited. We all need to do our part. to reduce water use to ensure that water is available in the long-term.

Last summer, Governor Gavin Newsom asked California residents and businesses to voluntarily reduce water use 15% compared to a 2020 baseline.

As for many communities across our state, Burbank's response has been uneven. We missed our 15% reduction goal for four of the past seven months. In some months, water usage actually increased.

YEAR	MONTH							
	November	December	January	February	March	April	May	June
2020 (baseline)	136	132	125	126	104	112	141	149
2021	134	110						
2022			106	128	127	131	133	127
% decrease (-) or increase (+)	-1.5%	-16.7%	-15.2%	1.6%	22.1%	17.0%	-5.7%	-2.7%

🔴 *goal not achieved* 🟢 *goal achieved*

All values are in gallons per capita per day (gpcd).
The % decrease or increase is compared to the 2020 baseline, per the governor's order.

BURBANK MOVES TO STAGE III OF THE WATER USE ORDINANCE TO HELP SUSTAIN BURBANK'S WATER SUPPLY

Burbank moved to Stage III of the Sustainable Water Use Ordinance on June 27, 2022. Stage III limits lawn watering to two days per week, Tuesday and Saturday, between April through October. Watering is allowed before 9 a.m. or after 6 p.m., and up to 15 minutes per irrigation station. Attended hand watering of plants and shrubs can take place any day of the week, as long as it's done before 9 a.m. or after 6 p.m.

The use of outdoor evaporative cooling devices, such as misters, is prohibited at this stage. Swimming pools, wading pools, and spas must also be covered when not in use.

More information on the different stages of Sustainable Water Use Ordinance can be found at **BWP-Currents.com/stage-3-facts**.

TURF LAWNS CONSUME THOUSANDS OF GALLONS OF DRINKING WATER PER MONTH

"We understand people want their homes to have great curb appeal, and for many that means having a lush green turf lawn," said Richard Wilson, Burbank Water & Power's Assistant General Manager for Water. "But turf lawns are extremely thirsty — they can consume thousands gallons of water per month."

This means that Californians are living at cross purposes to their natural environment. "Turf lawns are perfectly appropriate in the Midwest or East Coast, where there is plentiful rain," Richard said. "But Southern California is an arid area, and we're three years into an historic drought. We all need to do better at conserving water."

He added, "We can't keep supporting grass lawns when our region is experiencing a persistent water shortage. We need to conserve our water for drinking, bathing, and other health and safety purposes."

CONSIDER DROUGHT-TOLERANT PLANTS FOR YOUR YARD

For customers who are thinking about removing their turf lawns, Richard noted that there are many beautiful, native, drought-tolerant flowers and trees that could be planted in front or back yards.

Other stories in this issue of *Currents* show the variety of colorful native flowers and trees that could replace turf lawns. And we're offering an incentive of $2 per square foot to remove turf lawns. To learn more, check out **BWP-Currents.com/turf-rebate**.

"We understand that not everyone likes the idea that 'Brown Is the New Green' when it comes to our yards," Richard said. "But it doesn't have to be that way. Please consider the experience of one of our customers, Sarah Lariviere, who in the sidebar tells an interesting story about the benefits — expected and unexpected — from her home's turf-removal project."

HAVING MORNING COFFEE WITH BIRDS

Sarah Lariviere started eliminating her home's turf as soon as she moved into her Media District home last summer. "Our family has two children, and we wanted to teach them to live in harmony with nature, rather than acting as if water was an unlimited resource," she said.

"I really am passionate about creating and maintaining a habitat for birds and bees and butterflies. There's an amazing diversity of native drought-tolerant flowers, shrubs, and trees available — all shapes, sizes, and colors. The beauty really blew me away."

Sarah, an author of young-adult books, said there was an unexpected benefit to replacing the home's turf: She got to meet her new neighbors.

"Whenever I'm outside, day or night, people stop, look, and talk to me. Replacing our turf lawn really connected us with others. As a new resident in the neighborhood, that really helped get my family settled in."

The $2 per square-foot rebate covered all of the costs of installing flowers and trees at her 2,500-square-foot property. The family all got dirt underneath their fingernails as they worked together during the do-it-yourself turf removal and new-planting process.

"There are tons of free online resources on how to remove turf and select drought-tolerant native flowers and trees," Sarah said. "I took a Green Gardens Group Turf Removal class online, through SoCalWaterSmart at **bewaterwise.com/classes.html** and an in-person class with theTheodore Payne Foundation at **theodorepayne.org**."

She added: "Another great resource is **InlandValleyGardenPlanner.org**."

STAGE III HELPS BURBANK SAVE WATER

Learn more about the Sustainable Water Use Ordinance and what Stage III means for outdoor watering in Burbank.

Southern California has an arid climate that is prone to drought cycles. In 2008, the Burbank City Council adopted the Sustainable Water Use Ordinance, which provides guidelines for reducing water use citywide to help mitigate the effects of water shortages. The ordinance puts restrictions on outdoor water use in Burbank.

Effective June 27, 2022, Burbank will be in Stage III of the Sustainable Water Use Ordinance. Here are the restrictions that apply in Stage III and how you can use water outdoors.

SWIMMING POOLS AND SPAS

- **Cover your pool when you aren't using it.** Cover all swimming pools, wading pools, or spas when you are not using them. Use a cover that is designed to decrease water evaporation. Don't have a cover? BWP offers a $50 bill credit to residents for purchasing a pool cover. Get the full details at **BWP-Currents.com/residentialrebates**.
- **Do not refill fountains and other ornamental bodies of water.** Filling or refilling an artificial or decorative body of water, such as a fountain, is prohibited in Stage III unless that container is filled with recycled water. Ponds with fish and other wildlife are exempt from this restriction.
- **Use umbrellas or pop-up tents to help keep cool this summer.** Outdoor evaporative cooling devices, such as misters, are not allowed to be used while Burbank is in Stage III.

LANDSCAPE IRRIGATION

- **Follow Burbank's Outdoor Watering Schedule.** In Stage III, outdoor irrigation is limited to two days per week, Tuesday and Saturday, between April through October. Watering is allowed for 15 minutes per irrigation station before 9 a.m. or after 6 p.m. Hand-watering plants and shrubs in person can take place any day of the week as long as it's done before 9 a.m. or after 6 p.m.
- **Adjust your sprinklers when it rains.** If Burbank is getting some much-needed rain, remember to adjust your sprinklers to skip watering on rainy days and for at least two days after rainfall.
- **Adjust your sprinklers to eliminate water overspray and runoff.** If you notice water is running off your lawn and onto streets, sidewalks, parking lots, alleys, or other paved surfaces, adjust your sprinklers to avoid the run off. Watering for shorter periods of time may help eliminate water waste. If you need to repair broken sprinkler nozzles, you can get a rebate for rotating sprinkler nozzles up to $5 per nozzle. Learn more at **BWP-Currents.com/sprinkler-rebate**.

- **Use a broom to clean sidewalks and other hard surfaces instead of a hose.** Don't use a hose to clear off driveways, patios, sidewalks, or other paved surfaces. If you have to use water to alleviate safety or sanitary hazards, use a hand-held bucket or similar container, and a high-pressure, low-volume spray hose with no cleaning agents.
- **Repair leaks as soon as possible to prevent water waste.** Promptly repair all leaks in your irrigation systems. Leaks from other sources, such as toilets, sinks, and other plumbing fixtures, should also be fixed right away. BWP offers water-efficient showerheads and faucet aerators to customers at no cost. These items can be picked up at the Conservation Counter at 164 W. Magnolia Boulevard, Burbank, CA 91502.

DINING OUT AND TRAVELING

- **Only order water at restaurants if you intend to drink it.** Burbank restaurants, hotels, cafes, cafeterias, and other places where food is sold are asked to serve water only to customers who specifically request it.
- **Use towels and linens more than once before washing.** Hotels, motels, and other commercial lodging establishments must give customers the option of not having towels and linens laundered daily. If you happen to stay at a Burbank establishment, please consider reusing your towels and linens to save water.

WASHING VEHICLES

- **Use a hand-held bucket to wash your vehicle.** If you're washing your vehicle at home, please use a hand-held bucket or similar container and/or a hand-held hose equipped with a self-closing water shut-off device. This will help you use less water to clean your vehicle.

Burbank must reduce its water use by 15%. Residents and businesses can help achieve this goal by following the Stage III rules and recommendations listed here. You can learn more about Stage III and find water-saving programs on the BWP website at BurbankWaterAndPower.com/drought.

SAVE A LITTLE BIT TODAY TO MAKE SURE THERE'S WATER FOR TOMORROW

As California's three-year drought intensifies, using water as efficiently as possible has become a basic civic duty.

Last summer, Governor Gavin Newsom asked every resident and business to voluntarily reduce water use by 15% compared to their 2020 usage. However, in many communities, including ours, water use is rising.

HOW TO GET STARTED SAVING WATER

The easiest way members of our community can help save water is to follow Burbank's outdoor watering schedule. Outdoor watering is allowed two days per week, on Tuesdays and Saturdays, between April and October. Watering is allowed for 15 minutes per irrigation station, before 9 a.m. or after 6 p.m.

Want to do more to save water? Schedule a no-cost water-efficiency consultation through our Home Improvement Program. You can learn more at **BWP-Currents.com/hip**. Or call (747) 277-1599 today to schedule your appointment! The Home Improvement Program also offers energy-efficient improvements at no cost.

You also could take advantage of our increased rebates for water-efficient appliances and equipment. **Learn more at BWP-Currents.com/water-rebate**. The chart below shows a wide range of water conservation practices that you may be able to adapt to help conserve our most precious resource.

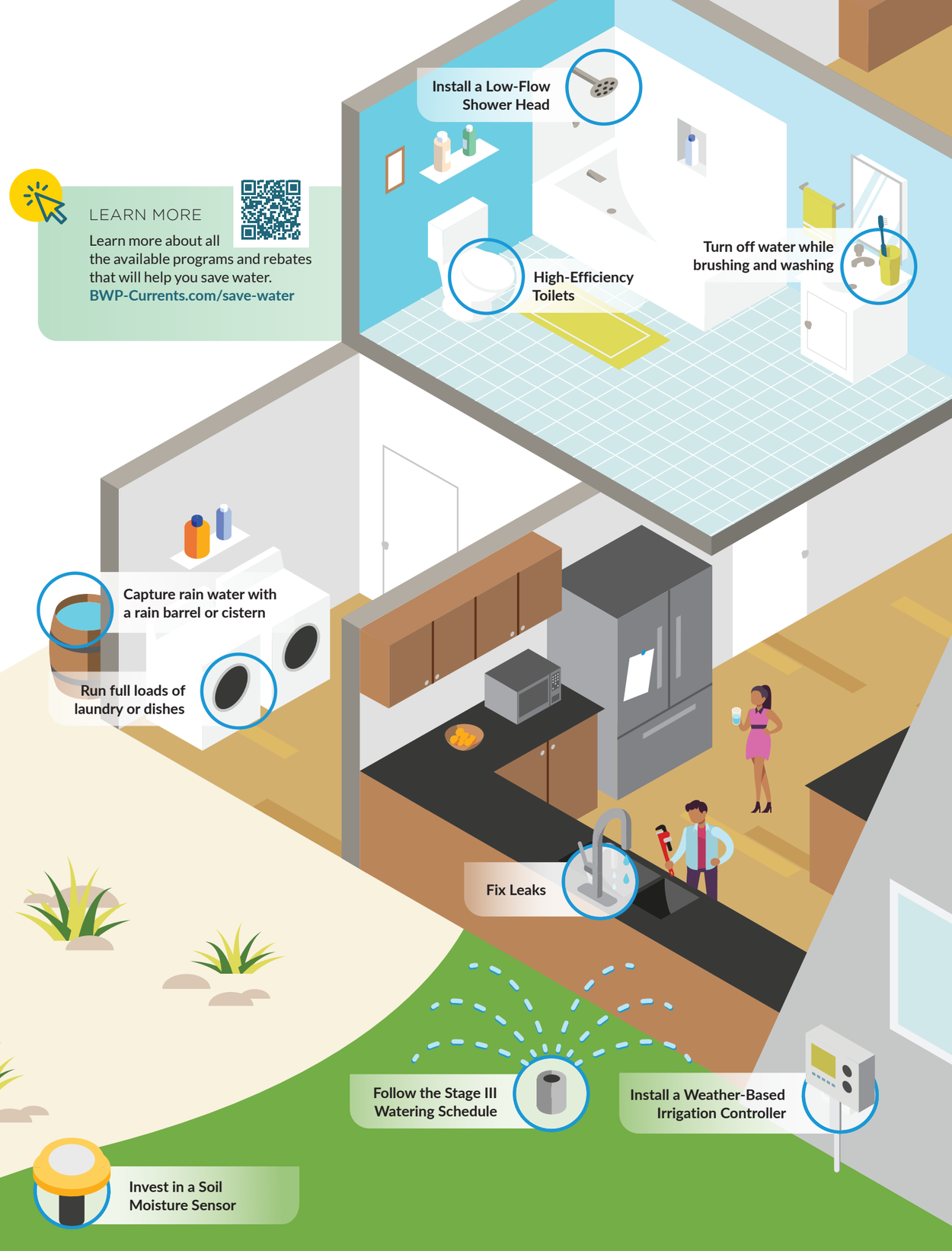
DO YOU WANT TO JOIN YOUR NEIGHBORS IN REPLACING TURF LAWNS?

A growing number of customers have chosen to replace their thirsty turf lawns with drought-tolerant plants, shrubs, and trees. Customers interested in learning more about the turf replacement program can go to **socalwatersmart.com/en/residential**. And BWP continues to offer an incentive of $2 per square foot of turf removed.

If you're considering replacing your turf, you can view beautiful, local low-water plants at the California Native Plant Society, **calscape.org**.

We understand not everyone is ready to say goodbye to their turf lawns. But we also realize that we need to make long-term changes to how we use our limited water supply so that we can become a more sustainable community.

Everyone has a role to play in making every drop count. It starts with being more conscious and intentional about your water use.



LESS WATER, LESS MAINTENANCE, MORE BEAUTIFUL

JENNIFER'S JOURNEY TO SAVING WATER

Jennifer Dibs grew up in Ohio, where lush, rolling turf lawns were the norm. No one worried about rain, because it always came. Lawn irrigation systems were unnecessary.

But after a quarter-century as a Californian and years of drought, Jennifer decided to replace her lawn with native drought-tolerant plants. She couldn't be happier with the results.

"I may have inspired some of my neighbors to make the switch," she said. "People may feel helpless about climate change, but there are things everyone can do. I have no special training in this area, but I have always loved to garden."

"When I first came to California, I was surprised that everything was so green," said the resident of the Foothills neighborhood. "How could this be? We live in a desert. But I realized that when people moved to a new area, they carried with them their mental maps of what a yard should look like."

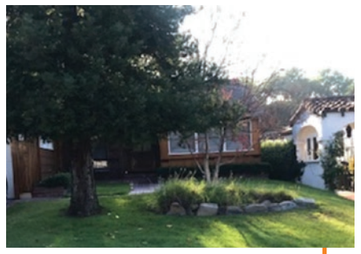
Why did Jennifer decide to replace her turf grass? It wasn't the drive to lower her water bill or to stop mowing her lawn. Rather, it was an effort made to live in greater harmony with nature.

"I was using water I didn't need to use to sustain a lawn that was out of sync with life in an arid region," she said. "All this grass, and all the water needed to sustain it, doesn't make sense to me. Turf grass isn't native to Southern California. Your lawn is not happy when it is 100°."

"I'm really excited by the change," she continued. "I love to see bees, birds, and hummingbirds in my yard. There are twin girls from down the street who come over to watch the wildlife and play with my dog. It's been a great way to build connections with the neighbors."

Jennifer said replacing her turf lawn was worth it. "It feels really good as an individual to make a decision that supports the environment."

She replaced about 1,400 square feet of turf herself after visiting several local botanical gardens and noting which flowers caught her fancy. "That's a great way to see how big the plants get and what they look like at different times of year. Botanical gardens also label their plants which makes it easy to learn their names."



Before

After

HERE ARE THE WEBSITES JENNIFER FOUND PARTICULARLY HELPFUL:

huntington.org | descansogardens.org
arlingtongardenpasadena.org

Jennifer also recommended visiting the Theodore Payne Foundation at **theodorepayne.org**.

And she found a nursery in Pasadena that was staffed by "really nice, helpful people." That nursery carries plants and also does landscape design and installation. Visit **thestandarddesigngroup.com**.

Jennifer added there were many YouTube channels devoted to drought-tolerant gardening, and some even explain in detail how to plant and care for specific plants.

Finally, she offered this tip: "Fall is the best time of year to plant drought-tolerant plants. They don't look their best at that time of year, but fall and winter is when native plants do their best growing — expanding their roots — deep underground, which is what allows them to tolerate droughts. Spring and summer are when they do their best growing above ground."

Jennifer purchased a variety of seed packets and seedlings, which she cultivated before planting in her front yard. As she worked in her yard, she said many neighbors stopped by to ask what she was doing.

To anyone interested in beginning their own water conservation journey, Jennifer recommends checking out the social media hashtag #lifenotlawn or visiting the website **pacifichorticulture.org/articles/life-not-lawn-campaign**.

"Less water, less maintenance, more beauty, and more impact," Jennifer said. "What more could you want?"

WHY REPLACE THE TURF AT THE VALLEY PUMPING PLANT?

Last summer, we removed about 1,000 square feet of turf lawn at our Valley Pumping Plant and replaced it with drought-tolerant native California trees and shrubs.

"We wanted to create a landscape that demonstrated how beautiful, colorful, and resource-efficient xeriscaping can be," said Asif Sheikh, BWP's Acting Manager for Water Engineering and Planning. "It turned out really nice, and the water we're saving by eliminating that turf grass is enough to supply three average Burbank households for a year," he added.

The trees and shrubs BWP used are not only colorful, but they also have colorful names. The shrubs included Spanish Bayonet, Firesticks, Red Yucca, Blue Elf Aloe, and Tilt Head. We also planted Palo Verde and Desert Willow trees.

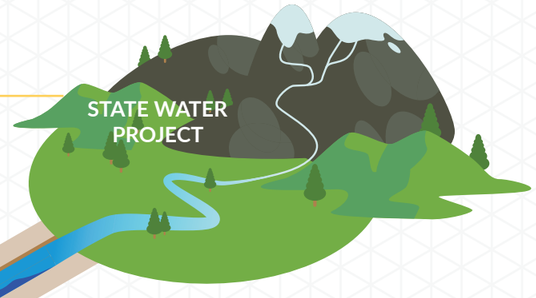
Asif encourages people to come to the Valley Pumping Plant, located at 2030 North Hollywood Way, to see for themselves that beauty and water-efficiency can go hand in hand.

What is xeriscaping? A combination of the Greek word "xeros," meaning dry or arid, and the English word "landscape," xeriscaping is the use of native plants that are naturally able to thrive in dry climates.

THE 300 MILE H_2O JOURNEY

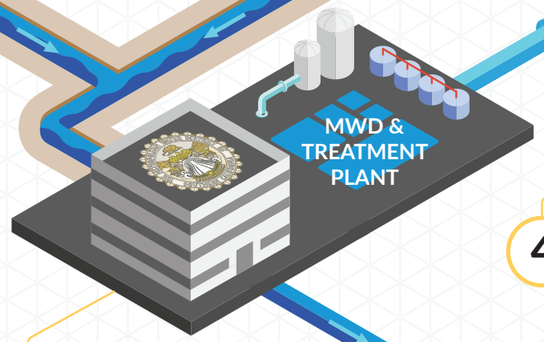
Burbank Depends On Imported Water That Travels Hundreds Of Miles To Get To Our Community

Did you know that Burbank is 100% dependent on imported water purchased from the Metropolitan Water District (MWD)? Even the rainwater that makes its way into the underground aquifers beneath our city does not belong to us. Water travels hundreds of miles to get to Burbank, using electricity to move heavy water to Burbank. On top of that, MWD can restrict how much water member agencies like BWP can get when supplies are limited. The graphic below explains where we get our water from and how it gets to you.



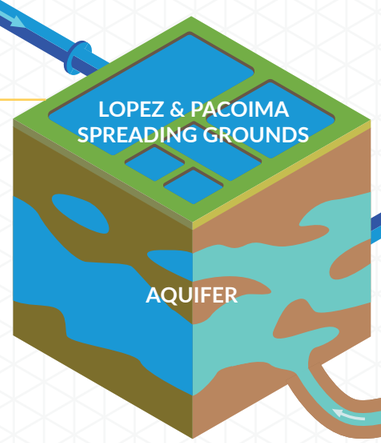
1 **State Water Project & Colorado River Aqueduct** Untreated water from the Colorado River and the Northern Sierras enters the Metropolitan Water District (MWD) system. This year, because of the drought, BWP is not getting water from the State Water Project.

COLORADO RIVER AQUEDUCT



2 **Metropolitan Water District** MWD is a regional water wholesaler that manages and distributes water to California utilities.

3 **Spreading Grounds & Aquifer** The City of Burbank does not have rights to rainwater that recharges the aquifers. BWP buys untreated water from the State Water Project through MWD and stores it in the local aquifers as "credits."

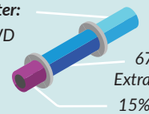


4 **Water is pumped from the aquifer and directed to the Burbank Operable Unit (BOU) by pipeline.** Burbank accesses this untreated water with the credits they earned by buying water from the MWD, making it less expensive than the treated water (#5).

5 **Treated MWD Water** is sold to Burbank for immediate use. This water, about **18%** of Burbank's supply, is more expensive than groundwater from the aquifer.

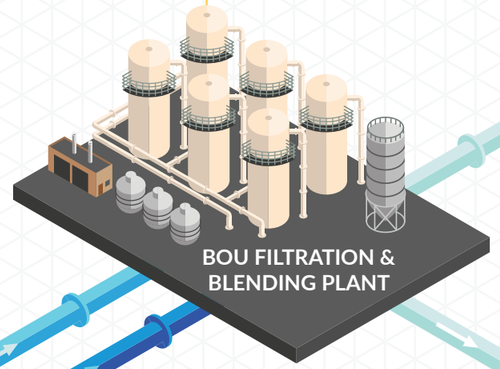
BURBANK WATER MIX AND COST

More Expensive Water:
18% - Imported MWD Treated Water



Less Expensive:
67% - Groundwater Extracted from Aquifer
15% - Recycled Water

6 **BOU** The Burbank Operable Unit cleans the water that comes from the aquifer. The Blending Plant mixes water from #4 and #5 and sends it to the public for consumption.



LOS ANGELES

7 **Through an innovative arrangement** between BWP and the Los Angeles Department of Water and Power (LADWP), BWP filters LADWP's ground water at the BOU. This cleans up the aquifer faster and allows BWP to produce drinking water for Burbank at a lower price.

8 **BWP** Burbank distributes the water from the Blending Plant to your home. Wastewater from your home, coming from such uses as showering or washing clothes, is the source of what becomes recycled water in #9.

9 **Recycled Water** Using recycled water for irrigation helps keep your water prices low. Over 160 sites in Burbank have been converted to use recycled water.

Burbank has 276 miles of water lines that deliver about 14 million gallons of drinking water every day.

10 **Irrigation water** seeps back into the aquifer creating more groundwater "credits" for Burbank.

ONEBURBANK: MEETING THE REMOTE WORK NEEDS OF SHAPESHIFTER

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**.

Shapeshifter is a highly diversified, creative post-production firm with a focus on delivering cutting edge content as well as customized marketing and promotional projects for the entertainment industry. Located in Burbank, Shapeshifter's editorial talent takes projects from inception to delivery, providing a turnkey solution that includes writing, producing, creative editorial, and finishing services in a relaxed, boutique environment. Shapeshifter's client list includes some of the biggest names in media, including most studios, networks, and content-streaming platforms.

Gary Migdal, President of Shapeshifter, shares his experience with BWP's ONEBurbank fiber service:

As a long-time business resident of Burbank's Media District, I was well-acquainted with ONEBurbank. I had previously relied on its service and was very impressed. Over the past two years, we've all been challenged by the wrath of COVID-19. When the lockdown orders took effect, we had no idea if it was just a temporary inconvenience or a permanent adjustment to our business model. When the stay-at-home mandate was first announced, we immediately moved a dozen of our editors to their respective home studios over the weekend. As Monday morning rolled around, every editor was working exclusively from home, without ever missing a beat.

After a year of working remotely, Shapeshifter decided to change its remote workflow configuration to a more robust solution. The goal was to give our editors all the tools and flexibility their projects required at their home studios, with only a minimal amount of local hardware. Once we made that change, we immediately switched to ONEBurbank. We needed substantial bandwidth and an internet service provider who could reliably meet our needs 24/7. Over time, our previous provider had become unreliable in terms of service and support, and when our needs changed from simply surfing the internet and occasionally transferring a digital file to relying on the internet for everything we do, I had to bring in ONEBurbank!

Whenever my engineers have had questions or have needed support, the ONEBurbank team has been there for us 100%. At Shapeshifter, we find ONEBurbank to be a rather flawless internet provider and have yet to experience any service issues. We look forward to using ONEBurbank in the years to come.

We welcome another satisfied ONEBurbank customer! For more information on Shapeshifter, check out **shapeshifterpost.com**.

Gary Migdal, President of Shapeshifter

THE "HARD" FACTS ABOUT BURBANK'S WATER

As the weather turns warmer, the number of customer questions about the taste of their water typically rises.

BWP's water meets all state and federal water-quality standards and sometimes exceeds them. We follow scientifically based safety standards to ensure that your drinking water is safe. Over 25,000 water quality tests are conducted annually to check for 160 different chemicals and contaminants to ensure that Burbank's water is safe to drink.

That said, Burbank's water is "hard" because of naturally occurring calcium and magnesium deposits in the ground that are dissolved as water moves through soil and rock. Hard water isn't a health hazard, but it could contribute to changes in the taste of water at different times of the year.

If taste is an issue for you, we recommend purchasing a water-filtration pitcher to soften the water and reduce any chlorine taste.

BWP's water meets and sometimes exceeds all state and federal water-quality standards.

Depending on where you live in Burbank, tap water during the summer may have a different taste compared to your water in the winter. There can be several reasons for that:

ALGAE IN ABOVE GROUND STORAGE

During the warm summer months, our above-ground water storage reservoirs experience an increase in the growth of algae, which has to be removed by chlorine. Some people may be more sensitive to the taste from chlorine in these summer months.

COLORADO RIVER AQUEDUCT

We are 100% dependent on imported sources of water supplied by the Metropolitan Water District. Even rainfall, when it happens, does not belong to Burbank. Our water comes from Northern California, via the State Water Project, from Colorado via the Colorado River Aqueduct, and is stored in the underground aquifers beneath Burbank. Each of those water sources has a unique combination of flavor characteristics. Because of the drought, Burbank is not taking any water from the State Water Project this year.

CAPTURE STAGNANT WATER FOR YOUR PLANTS

If you live in an apartment over a business that has been closed, and your plumbing is connected to the business' system, some water may become stagnant from sitting in the pipes due to the business' closure. If you run your tap for a few minutes (catch the unused water in a bucket to water plants!), that should get the stagnant water out of the system and bring in fresh water.

CHEMICAL COMPOSITION

Finally, the chemical composition of soil during a drought is different from what it is during a wet year. As we enter our third year of drought, that could affect the flavor characteristics of our tap water.

Read more in the Water Quality Report on the following page.

2021 ANNUAL WATER QUALITY REPORT

Burbank Water and Power provides water service for the citizens of Burbank. BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses for over 100 years. BWP's water meets all state and federal water-quality standards and sometimes exceeds them.

This report shares the results of thousands of sample tests being analyzed for over 162 elements that may be found in drinking water. One important section of this report includes educational information and precautions for people with health issues that require them to avoid certain constituents and/or contaminants.

If you have any questions about this report, please call the BWP water team at (818) 238-3500. For information on BWP's water conservation programs, please visit us at **BurbankWaterAndPower.com**. You can also attend BWP Board meetings held at 164 W. Magnolia Blvd. on the first Thursday of each month at 5:00 p.m.

GROUND WATER TREATMENT

BWP buys untreated water from MWD. This year, BWP is not receiving water from the State Water Project. BWP takes the purchased water from MWD and spread the water on the ground (at the Pacoima and Lopez spreading grounds), where it percolates into the San Fernando Ground Water Basin. However, portions of the groundwater basin are contaminated from activities related to the former Lockheed Corporation's aircraft manufacturing plant in Burbank. The Environmental Protection Agency (EPA) designated the basin as a Superfund site in 1986 and ordered Lockheed to construct the Burbank Operable Unit treatment plant (BOU). BWP runs the BOU, which became operational in 1996.

When we need the groundwater, we pump it out of the ground and treat it at the BOU. It is a facility that is highly regulated by the EPA, and we work closely with them, the State's Division of Drinking Water, and Lockheed-Martin, to ensure that the BOU cleans up the groundwater basin and provides drinking water that meets or exceeds all mandated drinking water standards.

View the groundwater report at **BWP-Currents.com/water-reports**

MICROBIOLOGICAL SAMPLING RESULTS

Microbiological Contaminants	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
E. coli						
(State Revised Total Coliform Rule) *(a)*	Present	0	0	0	0	*Human and animal fecal waste*
Total Coliform Bacteria *(b)*						
State Total Coliform Rule	%	5.0%	0%	0%	0	*Naturally present in the environment*
E. coli (Acute Total Coliform)*(c)*						
State Total Coliform Rule	(c)	(c)	0	0	0	*Human and animal fecal waste*
Total Coliform Bacteria *(d)*						
Federal Revised Total Coliform Rule	%	TT	NA	0%	0	*Naturally present in the environment*
E. coli *(e)*						
Federal Revised Total Coliform Rule	(e)	(e)	0	0	0	*Human and animal fecal waste*
Heterotrophic Plate Count (HPC) *(f)*	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	PHG	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) *(g)*	55	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) *(g)*	55	1.3	0.3	0.3	0	

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AT BUSD SCHOOLS

Constituent	No. of Schools Requesting Lead Sampling	Action Level	PHG	No. Sites exceeding AL	No. Sites needing corrective action	Typical Source of Contaminant
Lead (ppb) *(h)*	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*

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG	Burbank Water *(k)*	Lowest - Highest *(l)*	Typical Source of Contaminant
Aluminum *(m)*	ppb	200	600	41	ND - 240	*Residue from water treatment process; erosion of natural deposits*
Chloride	ppm	500	NA	55	46 - 97	*Runoff or leaching from natural deposits; seawater influence*
Color	Units	15	NA	0.06	ND - 2	*Naturally occurring organic materials*
Odor	Units	3	NA	0.1	0 - 1	*Naturally occurring organic materials*
Specific Conductance	µS/Cm	1,600	NA	766	519 - 965	*Substances that form ions in water; seawater influence*
Sulfate	ppm	500	NA	102	61 - 221	*Runoff or leaching from natural deposits; industrial wastes*
Total Dissolved Solids (TDS)	ppm	1,000	NA	478	298 - 609	*Runoff or leaching from natural deposits; seawater influence*
Turbidity	NTU	5	NA	0.18	ND - 0.23	*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.*

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*

PHG = *Public Health Goal*

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*

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS

PARAMETER	Units	State MCL	PHG	Running Annual Average	Lowest - Highest	Typical Source of Contaminant
Total Trihalomethanes (TTHM) *(i)*	ppb	80	NA	9.0	4.2 - 20	*By-product of drinking water disinfection*
Haloacetic Acids (HAA5) *(i)*	ppb	60	NA	0.8	ND - 5.1	*By-product of drinking water disinfection*
Chloramines *(j)*	ppm	MRDL = 4.0	MRDLG = 4.0	2.1	0.2 - 3.1	*Drinking water disinfectant added for treatment*
Bromate *(j)*	ppb	10	0.1	0.4	ND - 9.8	*By-product of drinking water disinfection*

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (k)	Lowest - Highest(l)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum *(m)*	ppb	200	600	41	ND - 240	*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	107	ND - 120	*Oil and metal refineries discharge; natural deposits erosion*
Chromium	ppb	50	(100)	3.4	ND - 6.6	*Discharge from steel and pulp mills, erosion of natural deposits*
Fluoride Naturally-occurring	ppm	2	1	0.45	0.4 - 0.5	*Erosion of natural deposits in groundwater*
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.51	0.46 - 0.7	*Water additive for tooth health*
Nitrate (as N)	ppm	10	10	5.0	ND - 6.0	*Runoff and leaching from fertilizer use; sewage; natural erosion*
Nitrate and Nitrite (as N)	ppm	10	10	5.0	ND - 6.0	*Runoff and leaching from fertilizer use; sewage; natural erosion*
RADIONUCLIDES						
Gross Alpha Particle Activity *(n)*	pCi/L	15	(0)	8.1	ND - 14	*Erosion of natural deposits*
Gross Beta Particle Activity	pCi/L	50	(0)	6.0	4.0 - 7.0	*Decay of natural and man made deposits*
Uranium	pCi/L	20	0.43	10	ND - 15	*Erosion of natural deposits*

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG	Burbank Water *(k)*	Lowest - Highest *(l)*	Typical Source
Alkalinity	ppm	NA	NA	208	86 - 260	*Erosion of natural deposits*
Boron	ppb	NL = 1,000	NA	150	130 - 180	*Runoff/leaching from natural deposits; industrial wastes*
Calcium	ppm	NA	NA	79	27 - 86	*Erosion of natural deposits*
Chlorate	ppb	NL = 800	NA	107	55 - 110	*By-product of drinking water chloramination; industrial processes*
Corrosivity	AI	NA	NA	12.8	12.4 - 13.1	*Elemental balance in water*
Hardness as CaCO3 *(o)*	ppm	NA	NA	296	110 - 320	*The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring*
Hexavalent Chromium *(p)*	ppb	NA	0.02	3.6	ND - 5.6	*Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits*
Magnesium	ppm	NA	NA	24	12 - 26	*Erosion of natural deposits*
Molybdenum *(q)*	ppb	NA	NA	5.5	ND - 5.9	*Erosion of natural deposits*
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	3.3	ND - 3.8	*By-product of drinking water chlorination; industrial processes*
pH	pH units	NA	NA	8.2	8.1 - 8.4	*Acidity and alkalinity of water*
Potassium	ppm	NA	NA	4.4	2.6 - 4.7	*Erosion of natural deposits*
Sodium	ppm	NA	NA	47	40 - 101	*Refers to the salt present in the water and is generally naturally occurring*
Strontium (q)	ppb	HRL = 1,500	NA	840	ND - 890	*Erosion of natural deposits*
Total Organic Carbon	ppm	TT	NA	0.5	ND - 2.5	*Various natural and man-made sources*
Vanadium	ppb	NL = 50	NA	3.2	ND - 4.2	*Naturally-occurring; industrial waste discharge*
1,4-dioxane	ppb	NL = 1	NA	0.72	ND - 9.6	*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 - 2.7	*NA*

FOOTNOTES:

(a) This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements of the federal Revised Total Coliform Rule, effective since April 1, 2016, to the existing state Total Coliform Rule. The revised rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system. The state Revised Total Coliform Rule became effective July 1, 2021.

(b) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2021.

(c) 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 2021.

(d) Total coliform Treatment Technique (TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2021.

(e) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2021.

(f) All distribution samples collected for 2021 had detectable total chlorine residuals and as a result no HPC's were required.

(g) 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. 55 homes were sampled in June/July 2020, 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.

(h) 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.

(i) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2021.

(j) Compliance is based on Running Annual Average which is the average within the distribution system in 2021.

(k) Value shown is the average of the blended water (MWD water and local groundwater).

(l) The lowest and highest values from an individual source of water.

(m) Aluminum has primary and secondary MCL's.

(n) State MCL for Gross Alpha excludes radon and uranium. Compliance is based on adjusted gross alpha where radon and uranium are deducted.

(o) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 271 ppm for 2021 which is equivalent to 16 grains/gallon.

(p) There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L (10 ppb) was withdrawn on September 11, 2017.

(q) Data from 2015 sampling

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.

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 byproducts of industrial processes and petroleum production, 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 Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State 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 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 drinking. 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 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.

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.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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

This Water Quality Report reflects changes in drinking water regulatory requirements during 2021. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

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**

21 PEOPLE GRADUATE FROM BWP'S SKILLED APPRENTICE PROGRAM

On June 7th, a beautiful sun-splashed spring morning in Burbank, 21 young men experienced an important life milestone: They graduated from BWP's rigorous skilled craft apprentice program. Our apprentice graduates make up the new faces and voices in your community-owned utility working to keep your power on and water flowing.

The apprentice program teaches specialized skills to people seeking to be pipefitters, electricians, electrical test technicians, or electric line mechanics at BWP. Make no mistake — the apprentice program is hard.

Finishing the four-year training takes commitment and dedication. And working in the field isn't easy. For example, some of these apprentice graduates will be working in ditches during Burbank's searing summers. Others will climb utility poles to fix outages at any time of the day or night. Getting calls in the middle of the night to fix water or power outages is part of the job too.

To graduate, individuals must have perseverance, ambition, and initiative to complete this rigorous training, which combines classroom learning and work in the field.

Learn more about the BWP Apprentice Program at **BWP-Currents.com/bwpcareers.**

BWP IS ALWAYS LOOKING FOR MORE APPRENTICES

BWP's Superintendent of Water Maintenance and Construction, Jeff Beckett, said, "These apprentice graduates are dedicated, hard-working employees who are valuable additions to our workforce and our utility. I have worked closely with many of them, and I am proud to have them as coworkers. BWP has made a significant investment over four years in training each graduate, and we hope his will be the start of long, fulfilling careers for them as they serve the community of Burbank."

BWP always is recruiting for its trade apprentice programs. A willingness to work hard and learn, a passion for serving others, a driver's license, and a high school degree or GED are the only formal requirements for candidates.

MEET THE NEXT GENERATION OF BWP WATER PIPEFITTERS

There were five pipefitters among the 21 recent graduates. Pipefitter apprentices learn how to maintain, repair, construct, and operate the City's water systems. Here's what these five apprentice pipefitters said the program meant to them.

NICK GUIN

Nick Guin, 35 years old, said completing the program and taking a full-time steady job with BWP "was a huge positive step in my life. Before this, I did residential construction work as a framer, where work was unsteady. That was a job, but now I have a career and a growing family." Nick was recently promoted to the position of Operator in the Water Department.

CHARLES BARRETT

Another graduate of the pipefitter program, Charles Barrett, 31, said he had been trying to become a BWP employee for about five years. "I had no experience in water, but I fell in love with the work. It felt great to graduate — the four years really flew by. This job means more opportunities for my family." After completing his apprentice program, Charles recently moved over to BWP's electric side as a Test Technician.

TRAVIS SMITH

Another pipefitter graduate, Travis Smith, said he was destined to work in water. "My dad was a plumber and I had worked for him for as long as I can remember. Working for BWP provides stable work, plus the pay and benefits are great. It's a great city to live in and BWP is a great employer." Travis, 29, hopes to have a long career at BWP. For him, the hardest part of the apprentice program was getting woken up in the middle of the night to fix broken pipes.

CODY PAICE

Cody Paice joined the pipefitter program after four or five years working in construction. "When I worked for contractors, I did a lot of work in Burbank. I liked construction, but being in contracting has its drawbacks — there's no retirement program, no benefits, no paid time off. Really, there's not a lot of stability or upward mobility. It's hard to raise a family, or pursue a career, when you're working for a contractor. BWP offered me more opportunities to grow."

GRANT ANDERSON

Like many of his fellow apprentice graduates, Grant Anderson, 27, came to the program with years of construction experience under his belt. "I've lived here in Burbank all my life, and I love this city. I really wanted to work for BWP," he said. "The people I work with now have become my buddies. The work we do is dangerous, and we have to look out for one another to keep our team safe." Finally, Grant said, "The work at BWP is steady, unlike other construction jobs."

GET HELP WITH YOUR ELECTRIC BILL

Our new assistance program offers a ***12% discount*** on electric service for income-qualified residents.

The COVID-19 pandemic has had significant impacts on many people in Burbank. As a community-owned utility, we responded by creating two short-term assistance programs that provided financial assistance to residents who were experiencing economic hardship.

BWP recently raised electric rates by 5% and water rates by 9% for the 2022-23 fiscal year. These increases are needed to help keep up with Burbank's aging water infrastructure and help the city meet its sustainability targets mandated by the state. We understand that many households are still trying to recover from the impacts of the pandemic, and we want to help offset the costs of the recent rate increases for our customers who may struggle to make ends meet. We've dedicated $1.1 million in Public Benefits Funds to create the new **Burbank Utility Service Subsidy (BUSS) Program** to support Burbank residents for the next three years.

The new BUSS Program offers an ongoing monthly 12% discount on electric service to income-qualified residents. Most participants will have average savings of $80–$160 per month on their electric bills.

WHAT THE 12% DISCOUNT LOOKS LIKE FOR THE AVERAGE MONTHLY ELECTRIC BILL

$80-$160 SAVINGS *with BUSS Program*

BUSS PROGRAM PARTICIPANTS ARE ALSO ELIGIBLE FOR THE BURBANK PASS PROGRAM

Program, Activity, and Service Subsidy (PASS) Program provides residents in need of financial assistance with the opportunity to engage and participate in citywide services at discounted rates. For more information about PASS, call (818) 238-5317 or visit BurbankCA.gov/BurbankPass

WHAT IS A PUBLIC BENEFITS FUND?

All publicly owned utilities in California must have a usage-based fee for customers that receive electricity through their utility. The money collected becomes the Public Benefits Fund and must be used to support investments in any or all of the following:

1. Energy-efficiency and conservation programs;
2. New investments in renewables and other clean energy;
3. Research, development, and demonstration programs for the public interest that advance science or technology;
4. Programs or services for income-eligible electric customers, including but not limited to energy-efficiency services, education, weatherization, and rate discounts.

HOW TO QUALIFY FOR BUSS

1. The applicant must be the account holder or co-applicant on the BWP account.
2. The household income must meet the levels shown in the table below. These income levels align with the Burbank PASS Program.

HOUSEHOLD SIZE	INCOME	HOUSEHOLD SIZE	INCOME
1	$69,580	5	$101,871
2	$76,538	6	$112,059
3	$84,191	7	$123,265
4	$92,610	8+	$135,591

3. Applicants must provide a **Tax Return for the most recent year filed**, a **Tax Return Transcript,** or a **Wage and Income Transcript from the IRS** with your application as proof of household income.

   You can request these documents from the IRS by calling (800) 908-9946 or by submitting an online request at IRS.gov/individuals/get-transcript.
4. Participants must requalify for the BUSS Program annually to continue receiving the 12% discount on their electric bill.
5. Lifeline customers are NOT eligible to participate in both the Lifeline and BUSS Programs. We created the Lifeline Program to help disabled residents and senior members of our community. Lifeline offers an average discount of 40% off the electric portion of the participant's utility bill. If you are already on the Lifeline Program, we recommend you continue participating in Lifeline. If you are not on Lifeline, you can qualify if you or someone in your family is permanently disabled or over the age of 62, and meet the household income requirements shown in the table above/below. If you feel you meet the Lifeline Program requirements, we encourage you to apply at BurbankWaterAndPower.com/my-home/lifeline-program to maximize the savings on your electric bill.

HOW TO APPLY

The BUSS Program will be available until funds are exhausted, whichever is sooner. Qualified residents are encouraged to apply for the BUSS Program using the printed application on the reverse side of this page. Be sure to include your supporting documentation when you submit your application to BWP. More information on the BUSS Program can be found on our website at BurbankWaterAndPower.com/BUSS.

CITY OF BURBANK
WATER AND POWER

BURBANK UTILITY SERVICE SUBSIDY (BUSS) PROGRAM

BWP Account Holder or Co-Applicant Name:

Service Address:

City: State: Zip:

Phone: ( ) ☐ Cell ☐ Home ☐ Other:

Email:

BWP Account #:

Household Income
Please provide your household income information.

Household size: **Annual Income:**

☐ I attest that my household meets the Burbank PASS Program income limits and qualifies for the Burbank Utility Service Subsidy Program.

Review and Accept Program Terms and Conditions
Program applicant must be the account holder or co-applicant on the BWP account. To become a co-applicant on the BWP account, please call BWP Customer Service at (818) 238-3700, Monday - Friday between 7:30 am and 5:00 pm.

BWP reserves the right remove households from the program if an applicant is found to have falsified any information provided on this application. Program enrollment is limited to one approved applicant per household. Applicants must recertify for the program each year.

WARNING! Title 18, Section 1001 of the United States code, states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department or agency of the United States. BWP reserves the right to back bill an applicant if they are found to have committed fraud with respect to the information provided on this application.

Program is available until funds are exhausted. Program is subject to change without notice.

By signing this form you hereby swear and attest that all information contained in this application is true and correct.

Signature:

Date:

Supporting Documentation - Please provide one of the following:

☐ Tax Return for the most recent year filed ☐ Tax Return Transcript ☐ Wage and Income Transcript

Submit Application in Person

DROP OFF:
Burbank Water and Power
164 W. Magnolia
Burbank, CA 91502-1720

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