June 2023

Keep Current on Your Community-Owned Utility!

Currents

CITY OF BURBANK
WATER AND POWER

ANNUAL WATER QUALITY REPORT 2022

This report contains vital information about your drinking water.

Este informe contiene información muy importante sobre su agua de 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:

EDITOR'S NOTE

We're proud of our ongoing record of delivering high-quality water to Burbank's residents and businesses. We've been doing this for over 110 years. Looking to the future, as California's climate becomes more extreme, we'll face what scientists are now calling "weather whiplash." There will be intense variations in precipitation from year to year. Additionally, our climate will become warmer and more arid.

Because of this, conservation is more important now than ever. A large part of our success depends on you, our customer. If we continue to conserve water and use it efficiently, we can be prepared for the next drought, which could begin as soon as next year. Your continued efforts to meet our water use reduction goals have gotten us through difficult periods. Thank you to every resident and business that helps us keep the lights on and water flowing.

In this issue of Currents, we present the details of our annual water quality report. **Burbank's drinking water meets or exceeds all state and federal drinking water quality standards and is safe to drink.** Every year, Burbank is required by the Environmental Protection Agency (EPA) to provide residents with the results of our water quality sampling and testing from the prior year (2022). 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.

IN THIS ISSUE

WHAT DOES ALL THE WINTER RAIN MEAN FOR BURBANK?

BY: RICHARD WILSON
Assistant General Manager, Water Systems

One of the facts that surprises people when I talk about our water supply is that Burbank has no water rights. By a court's decree, all of the rain that falls from the sky and lands in our city belongs to Los Angeles. We cannot collect it to treat and drink. Instead, we have to purchase our water from the Metropolitan Water District of Southern California and most of that water travels hundreds of miles to get to Burbank through a complex network of pipes, reservoirs and pump stations and involves many local and state agencies who must work together to coordinate their operations. Once it gets here, we store it in the ground water basin. We can only pump from the ground what we purchase. And that is the key issue when we talk about the recent rains.

> All of the rain that falls from the sky and lands in our city belongs to Los Angeles. We cannot collect it to treat and drink.

You may wonder what effect the rains have had on our water supply. News stories talk about reservoirs filling fast and the drought severity improving. That is all true and welcome good news. We must be out of the drought, and we don't need to worry about conserving water anymore, right? Unfortunately, no.

Water managers must balance current conditions with unknown future conditions. We have seen extreme variability in rainfall in just the last five years.

It is also very important when the rain falls. If it falls early in the season and then tapers off, the reservoirs fill up before the hot summer months and we must rely on the snowpack to slowly melt throughout the summer. But higher temperatures have also caused the snow to melt too early.

YEARLY RESERVOIR PRECIPITATION TOTALS BY REGION

Water Year (Oct. - Sept.)	Northern California	Southern California
	Rainfall (inches)	
2016-17	94.7	72.7
2017-18	N/A	N/A
2018-19	70.0	50.0
2019-20	31.7	24.6
2020-21	24.0	18.8
2021-22	43.0	25.3
2022-23 (as of May 15, 2023)	62.7	62.1
Historical Average	53.2	39.9

Source: water.ca.gov/Current-Conditions

SO, THE QUESTION IS THIS: Will next year be as wet as this year? What about the year after that? I don't have a crystal ball, but I do know this: the cost that we must pay to deliver water is going up. The water that we can get today will be cheaper than it will be in the future. We must build up our ground water storage when water is available and conserve what we have so that: (1) we are prepared for dry years; and (2) we will have more water in the ground that we have purchased at a cheaper price instead of having to buying more at a higher price because we thought "the drought was over."

The rapid increase in precipitation and temperature is a chronic condition that requires adaptation and behavioral change.

The rapid increase in the variability of precipitation and temperature is a chronic condition. It will be with us for a while. Like any chronic condition, take diabetes as an example, we must learn to adapt to the condition and change our behavior. We change our diet; we are mindful of what we eat and go easy on sweets and limit our intake of high-glycemic foods. With our climate's chronic condition, we must change our behavior, follow the sustainable water use ordinance and be mindful of how and when we use water, so that we don't find ourselves "back in the doctor's office" with more bad news.

2022 WATER REPORT

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*
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*

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	7.4	4.8-15	*By-product of drinking water disinfection*
Haloacetic Acids (HAA5) *(i)*	ppb	60	NA	ND	ND	*By-product of drinking water disinfection*
Chloramines *(j)*	ppm	MRDL = 4.0	MRDLG = 4.0	2.2	0.2 - 3.2	*Drinking water disinfectant added for treatment*
Bromate *(j)*	ppb	10	0.1	0.0	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	1,000	600	43	ND - 240	*Erosion of natural deposits; residue from some surface water treatment processes*
Arsenic	ppb	10	0.004	ND	ND	*Natural deposits erosion, glass and electronics production wastes*
Barium	ppb	1,000	2,000	113	ND - 120	*Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits*
Chromium	ppb	50	(100)	3.4	ND - 6.0	*Discharge from steel and pulp mills and chrome plating; erosion of natural deposits*
Fluoride Naturally-occurring	ppm	2	1	0.47	0.45 - 0.5	*Erosion of natural deposits in groundwater; discharge from fertilizer and aluminum factories*
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.51	0.46 - 0.8	*Water additive that promotes strong teeth*
Nitrate (as N)	ppm	10	10	5.1	ND - 6.4	*Runoff and leaching from fertilizer use; sewage; natural erosion*
Nitrate and Nitrite (as N)	ppm	10	10	5.1	ND - 6.0	*Runoff and leaching from fertilizer use; sewage; natural erosion*
RADIONUCLIDES						
Gross Alpha Particle Activity *(n)*	pCi/L	15	(0)	8.6	ND - 14	*Erosion of natural deposits*
Gross Beta Particle Activity	pCi/L	50	(0)	6.7	ND - 7.0	*Decay of natural and manmade deposits*
Uranium	pCi/L	20	0.43	11	ND - 15	*Erosion of natural deposits*

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	43	ND - 240	*Residue from water treatment process; erosion of natural deposits*
Chloride	ppm	500	NA	54	50 - 102	*Runoff or leaching from natural deposits; seawater influence*
Color	Units	15	NA	ND	ND - 1	*Naturally occurring organic materials*
Odor	Units	3	NA	1	0 - 3	*Naturally occurring organic materials*
Specific Conductance	µS/Cm	1,600	NA	795	557 - 1,020	*Substances that form ions in water; seawater influence*
Sulfate	ppm	500	NA	101	71 - 232	*Runoff or leaching from natural deposits; industrial wastes*
Total Dissolved Solids (TDS)	ppm	1,000	NA	493	332 - 643	*Runoff or leaching from natural deposits; seawater influence*
Turbidity	NTU	5	NA	0.1	ND - 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 *(k)*	Lowest - Highest *(l)*	Typical Source
Alkalinity	ppm	NA	NA	218	84 - 220	*Erosion of natural deposits*
Boron	ppb	NL = 1,000	NA	144	140 - 240	*Runoff/leaching from natural deposits; industrial wastes*
Calcium	ppm	NA	NA	86	32 - 86	*Erosion of natural deposits*
Chlorate (o)	ppb	NL = 800	NA	110	88 - 243	*By-product of drinking water chloramination; industrial processes*
Corrosivity	AI	NA	NA	13.0	12.1 - 12.5	*Elemental balance in water*
Hardness as CaCO3 (p)	ppm	NA	NA	315	107 - 320	*The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring*
Hexavalent Chromium (q)	ppb	NA	0.02	3.9	ND - 5.9	*Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits*
Magnesium	ppm	NA	NA	25	6.2 - 26	*Erosion of natural deposits*
Molybdenum	ppb	NA	NA	5.1	ND - 6.8	*Erosion of natural deposits*
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	3.1	ND - 4.1	*By-product of drinking water chlorination; industrial processes*
pH	pH units	NA	NA	8.3	8.1 - 8.4	*Acidity and alkalinity of water*
Potassium	ppm	NA	NA	4.9	2.0 - 5.0	*Erosion of natural deposits*
Sodium	ppm	NA	NA	45	40 - 103	*Refers to the salt present in the water and is generally naturally occurring*
Strontium (o)	ppb	HRL = 1,500	NA	900	900	*Erosion of natural deposits*
Total Organic Carbon	ppm	TT	NA	0.5	ND - 2.6	*Various natural and man-made sources*
Vanadium	ppb	NL = 50	NA	3.2	ND - 6.2	*Naturally-occurring; industrial waste discharge*
1,4-dioxane	ppb	NL = 1	NA	0.85	ND-0.87	*Discharge from chemical factories*
Perfluorooctanoic Acid (PFOA)	ppt	NL = 5.1	NA	ND	ND	
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	2.6	ND - 3.4	
Perfluorobutanesulfonic acid (PFBS)	ppt	NL=500	NA	ND	ND	
Perfluorohexanesulfonic acid (PFHxS)	ppt	NL=3	NA	ND	ND	

FOOTNOTES:

(a) This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements during 2022. These revisions add the 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, 2022.

(b) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2022.

(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 2022.

(d) Total coliform Treatment Technique(TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2022.

(e) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2022.

(f) All distribution samples collected for 2022 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 2022.

(j) Compliance is based on Running Annual Average which is the average within the distribution system in 2022.

(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) Data from 2014-2015 sampling.

(p) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 315 ppm for 2022 which is equivalent to 18.4 grains/gallon.

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

ABBREVIATIONS:

AI *Aggressiveness Index*

CFU/mL *Colony-Forming Units per milliliter*

HRL *Health Reference Level*

MCL *Maximum Contaminant Level*

MCLG *Maximum Residual Disinfectant Level Goal*

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*

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**

PUBLIC NOTIFICATION

Water quality is highly regulated by the State of California Water Resources Control Board-Division of Drinking Water and there are no exceptions. In 2022, the city received two citations related to the distribution of the annual Consumer Confidence Report and monthly monitoring requirements. A description of the citations is listed below:

CITATION NO. 04_07_22C_005

The electronic posting to the City's website, the electronic submittal to the Division, and the hard copy delivery to customers of the 2021 Consumer Confidence Report all occurred past the July 1, 2022, regulatory deadline. Therefore, the State Water Board determined the City failed to comply with CHSC, Section 116470 and California Code of Regulation Title 22, Sections 64480 and 64483.

To ensure this does not happen again, BWP has created additional quality control measures to improve our sampling program, including:

- We have instituted new internal controls to better schedule and coordinate delivery of all future Consumer Confidence Reports.

CITATION NO. 04_07_22C_009

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether your drinking water meets health standards. During the month of August 2022, we did not monitor for Volatile Organic Chemicals (VOCs), 1,2,3-Trichloropropane (123-TCP), Hexavalent and Total Chromium, Iron, Manganese, Nitrate, Nitrite, and bacteriological quality from our eight groundwater sources. The monitoring occurred prior to treatment and customers were not exposed to any dangerous chemicals in the drinking water.

To ensure this does not happen again, BWP has created additional quality control measures to improve our sampling program, including:

- Submitting all water quality sampling Chain of Custody (COC) documents to the Water Quality Analyst for weekly review;
- Setting up, configuring, and deploying software technology to track and monitor sampling schedules and the collection of samples;
- Coordinating all BOU water quality sampling activities with BWP's Water Quality Analyst;
- Adding an action item to the weekly operations meeting agenda to review, confirm, and discuss samples collected and;
- Retrain contractor on water quality monitoring, reporting, and notification regulations.

HELP PLAN BURBANK'S ENERGY FUTURE

BWP is in the process of developing our 2024 Integrated Resource Plan (IRP), which is a 20-year plan for the city's energy needs.

We need your help. We are hosting community meetings on July 13, 2023, and August 10, 2023 to get input from our residents and businesses. This feedback will help us determine where Burbank receives its power from, the mix of renewable (green) energy, and how much that electricity will cost.

IF YOU CAN'T MAKE THESE EVENTS, YOU CAN STILL PARTICIPATE BY TAKING A 10-MINUTE ONLINE SURVEY.

Find out more at **bwp-currents.com/irp**.

JULY 13, 2023

COMMUNITY MEETING #2

Burbank Water and Power
Administration Building Auditorium
(EcoCampus)

164 W. Magnolia Blvd
Burbank, CA 91502

AUGUST 10, 2023

COMMUNITY MEETING #3

Community Services Building (CSB),
Room 104

150 N. Third Street
Burbank, CA 91502

FALL 2023

FINAL IRP PRESENTATION TO BURBANK

City Council

FRAUD ALERT!

ALWAYS ASK FOR A BWP VENDOR BADGE

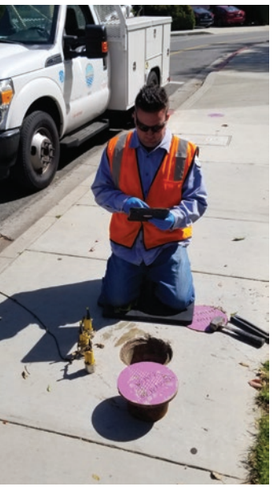
WARNING! Recently, we have received reports of individuals visiting Burbank homes, claiming to work with BWP, and asking to enter homes to perform water testing. These companies are not affiliated with BWP and are not performing any services on behalf of BWP.

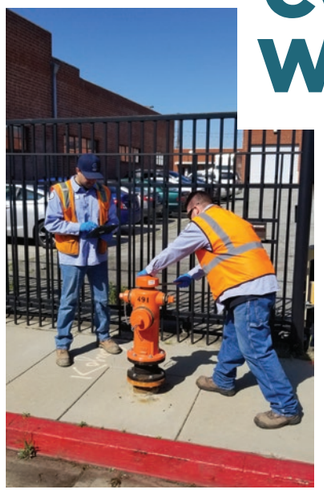
However, BWP employees and authorized contractors do visit customer homes for legitimate reasons. To verify if someone at your door is affiliated with BWP, always ask to see a city ID badge or authorized vendor badge, or you can call us at (818) 238-3700.

PROTECT YOURSELF AGAINST SCAMS

Scammers are working hard to impersonate BWP. We want to help you identify and stop them. Visit **BWP-Currents.com/scams** for more information.

BWP WATER CONSTRUCTION WORKERS





THE FACES BEHIND YOUR FAUCETS

BWP's Water Construction field workers sometimes find strange things in the ground when they are repairing or replacing the water infrastructure: street signs, old bottles and cans, and an occasional shoe were found buried right alongside the water lines.

JEFF KASSIN
Pipefitter/
Operator

Earlier this year, Jeff Kassin, a Pipefitter/Operator and trainer, found something unusual, if not unique: blue MDPE (medium density polyethylene) plastic water service lines. He figured the lines dated from World War II when the government needed all the steel and copper it could get for the war effort. Companies had to use replacement materials, like plastic. That would make those plastic pipes about 80 years old.

"It's really nice to hear customers say, ***'You guys are awesome'***"

"I can't say I've ever found a plastic water line before," Jeff said. "It was leaking, so we replaced it. Our satellite-based leak-detection program zeroed in on it and helped us fix a small problem before it became a big problem."

Jeff is one of about 20 workers in BWP's Water Construction Department. They are working to replace the city's aging water network of main pipelines, service lines to homes and businesses, and check and repair fire hydrants.

Most days, you can find Jeff operating a backhoe or a crane at a construction site. A 20-year veteran of BWP, he also is a lifelong Burbank resident.

Jeff was part of a crew that this Spring replaced a water main near Providence St. Joseph's Hospital, near Frederic and Alameda streets.

Each year, BWP replaces about one mile of the city's 286-mile network of main and service lines. Most of the pipes they replace are a century or more old. In the old days, pipes were made of cast iron. Like everything else, they have a useful life, and a lot of those pipes are approaching, or have passed, their useful lives. Today, we use DICL (ductile iron concrete lined) pipe, which is commonly used for utility water mains.

"It's really nice to hear customers say, 'You guys are awesome,'" Jeff said.

"Customers come first in everything we do, and a lot of them go out of their way to thank us. There's no better feeling."

JORGE MACIAS
Pipefitter Apprentice

Jeff, like many BWP water construction workers, really enjoys working outdoors. It's hard physical labor, but it's also really rewarding that they can help provide life-sustaining water to the customers.

Like Jeff, Sean Allen, a lifetime Burbank resident, likes working with his hands. It's really in his blood: He recalled that his father owned an auto garage in South Pasadena and he was sweeping floors at age 4. Now 38, and a 16-year veteran of BWP, Sean operates backhoes, dump trucks, cranes, and forklifts.

SEAN ALLEN
Pipefitter/
Operator

"Although we have set work hours, there are emergencies at all hours and in all kinds of weather conditions," said Sean, a meter mechanic. "It can be pouring rain or blazing heat, but when we get the call, off we go."

Jorge Macias, a pipefitter apprentice with four years at BWP, echoed Sean: "My family had just finished celebrating Thanksgiving last year when my emergency beeper went off around 2 a.m. I went from a nice warm bed to a cold, wet trench, knee-deep in mud, because a main line had a leak. I was part of the five-person crew that worked about four hours on that morning to fix the leak."

The employees are engaged in a process of continuous learning too. "Our group has workers in their 20s, like me, and workers in their 60s," Jorge said. "Each of us learns from the other. The older workers might say, 'Let me show you how we did this repair back in the day,' but the younger workers might say, 'Yeah, there's an app for that — let me show you.'"

As a full-time worker, a softball player, and the father of a four-year-old, Jorge doesn't have a lot of free time. One thing he doesn't have to worry about is keeping in shape. On work sites, he operates jackhammers weighing 60 or 90 pounds. "That really beats you up. I like super-physical work, and it keeps me in shape, so I don't have to worry about going to the gym."

Jorge said the best part of his job is providing vital services to customers. "They come first in everything we do, and a lot of them go out of their way to thank us. There's no better feeling."

Pete Marshall, a water construction supervisor, has seen a lot during his 34 years at BWP. And while he has some vivid memories from the job, he really comes alive when talking about his years as a college student, when he played football for Cal State Poly at Pomona. His coach was legendary former quarterback for the Los Angeles Rams, Roman Gabriel.

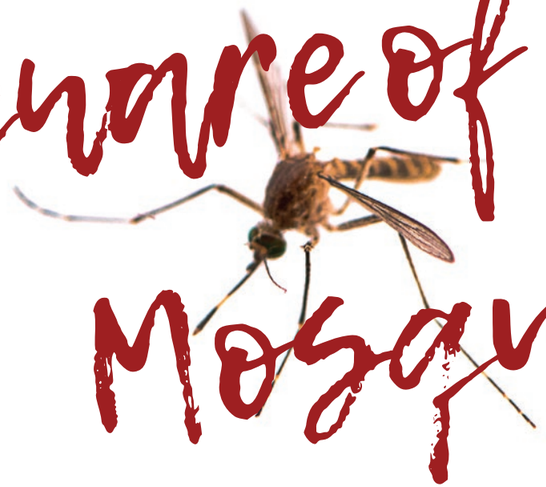
"I played tight end, wide receiver, and defensive end," Pete said. "We weren't great as a team, but I'll never forget playing a few games in the Rose Bowl stadium.

Turning back to his work at BWP, Pete said, "It's great that there are still some people who are not afraid of hard work. I really enjoy mentoring the younger field workers." He supervises crews of between five and 10 workers.

"In my 63 years on this earth, I have learned that water is often taken for granted — people just expect it to be available all the time, and they only notice when it's not there anymore."

PETE MARSHALL
Supervisor

Beware of Mosquitoes!



AFTER A DELUGE OF RAIN THIS WINTER AND SPRING, MOSQUITOES COULD BE BREEDING ON YOUR PROPERTY.

All the rain we had is much needed for plants and reservoirs but could've also created breeding grounds for mosquitoes. Mosquitoes thrive in standing water commonly found in backyards. Buckets, old planters, and not-in-use pools are all popular areas for mosquitoes to breed. And mosquitoes can cause more harm than just an annoying itchy bite – they carry viruses such as Zika and dengue. Avoid the risk – do a sweep of your property and drain any pooled, still water you find.

Don't let your yard be a mosquito breeding ground. Empty out any standing water, including old tires.

Mosquitoes can breed in as little as an inch of water. Toys left around your yard can collect water.

Overwatering your potted plants can create a breeding ground for mosquitoes.

AC REPLACEMENT PROGRAM RETURNS WITH TWICE THE SAVINGS

Get up to a $3,000 rebate for the replacement of your old air conditioner!

Just in time for summer, our AC Replace Before It Breaks rebate program is back with rebates upped from $1,500 to $3,000. Replace your older, less efficient central AC and enjoy a lower monthly energy bill. The typical homeowner could save 20-30% on air conditioning costs by replacing a 10-year-old central AC system with a new one.

VISIT OUR COMPREHENSIVE AC REBATE PAGE TO EXPLORE ALL YOUR SAVINGS OPTIONS:
BWP-Currents.com/ac-rebate

Combine with other BWP and SoCalGas rebates to earn even more savings

Central AC Replacement	$1,200
Right-sizing or Multi-stage Inverter	$300
BWP Residential Rebate Program	$480
Smart Thermostat Rebates	$75
TOTAL SAVINGS	**$2,055**

Based on 3-ton AC (1,500 sq ft. home)
Be sure to check out other available rebates from SoCalGas at *SoCalGas.com* and the South Coast Air Quality Management District at *AQMD.gov*

GOT A QUESTION?

Ask Nareh, our water specialist

Burbank residents have questions about their water, and we have answers. Nareh Ghevondian, BWP's water expert answers some recent questions below.

What is hard water?

NAREH: Water described as "hard" is high in dissolved minerals, calcium and magnesium specifically. Hard water is not a health risk, but a nuisance because of mineral buildup on fixtures and poor soap and/or detergent performance.

There are a number of tips you can consider to reduce the effects of hard water in your home without having to make any major changes:

- Choose a basic water softener that is easy to replace and does not require maintenance.
- Reduce the temperature of your hot water heater to about 130 degrees Fahrenheit. You will have enough hot water for your shower, and you will reduce the amount of mineral build-up in your pipes and tanks.
- Use rinsing agents that you can buy at the grocery store to remove mineral deposits from crockery and dishwashers. Soaking scaled crockery in white vinegar also helps remove scale.

A water softener works by using a process called ion exchange to remove calcium and magnesium ions from hard water.

What's that bad smell in my sink?

NAREH: A perceived odor of rotten eggs or sewage in the water is usually not caused by the water itself, but rather by sewer gases forming in the household drain. These gases are formed by bacteria which live on food, soap, hair, and other organic matter in the drain. These gases are heavier than air and remain in the drain until the water is turned on. As the water runs down the drain, the gases are expelled into the atmosphere around the sink. It is natural to associate these odors with the water because they are observed only when the water is turned on. However, the odor is not in the water, it is simply the water pushing the gas out of the drain.

To eliminate this problem, the bacteria in the drain must be killed. This process is called disinfecting the drain and is outlined in the following five steps.

1. Run the cold water for about 15 seconds into the drain that is to be disinfected, then turn the water off.
2. Pour approximately one to two cups of liquid chlorine bleach (laundry bleach) down the drain (or drains) where the odor is present. Pour the bleach slowly around the edges of the drain so that it runs down the sides of the drain. Caution: bleach may cause eye damage, skin irritation, and may damage clothing - BE CAREFUL!
3. If the odor is coming from a sink with a garbage disposal, turn the disposal on for a few seconds while the bleach is being poured. This will disperse the bleach around the inside of the disposal. Caution: bleach may cause eye damage, skin irritation, and may damage clothing - take care to avoid splashing for the few seconds the disposal is turned on.
4. Allow the bleach to remain undisturbed in the drain for about 10 minutes. Caution: prolonged contact with metals may cause pitting and/or discoloration.
5. After 10 minutes, run the hot water into the drain for a minute or two to flush out the bleach. If a garbage disposal was disinfected, thoroughly flush it as well.

Do not mix any drain cleaners or detergents with bleach; certain combinations can create toxic fumes.

THIS PROCEDURE MAY NEED TO BE REPEATED IF THE ODOR RETURNS.

HAVE ANOTHER QUESTION?

If you have a water quality question or concern, please call Nareh at (818) 238-3500.

WHY

ARE WATER AND ELECTRIC RATES INCREASING?

As a not-for-profit utility, Burbank Water and Power (BWP) is balancing increased costs while maintaining affordability, and assistance in managing your bill.

BY: DAWN ROTH LINDELL
General Manager of Burbank Water and Power

BWP takes changes to our rates and charges for our water and electric services very seriously. Adapting to climate change, managing unprecedented increased costs for resources like natural gas, potable water, and equipment, and maintaining Burbank's critical infrastructure are just some of the challenges that require BWP's rates to reflect the increasing costs of providing water and power to the City of Burbank.

In order to meet our community's largest challenges, it is necessary for BWP to propose an 8.5% increase in electric rates and a 9% increase in water rates beginning July 2023. Next year, on July 1, 2024, the proposed rate increases are 8% for electricity and 9% for water.

5 REASONS BWP'S COSTS ARE INCREASING

1 | INFLATION is causing increased costs of materials and goods.

2 | VOLATILITY in energy prices, with some energy such as natural gas recently tripling in cost.

3 | AGING INFRASTRUCTURE that needs repair so we don't experience service interruptions.

4 | REGULATORY REQUIREMENTS that come with increased costs, but that must be completed to avoid fines.

5 | TACKLING CLIMATE CHANGE to create an economically viable and sustainable future for Burbank residents and businesses.

WHY ARE WE SEEING A COST INCREASE?

Over the last three years, the world has seen unprecedented effects of the COVID-19 pandemic. The impacts on the supply chain have driven up utility costs nationwide, significantly above typical U.S. inflation. Locally, these increases impact the products we use to keep the water and power flowing to our community. The table below is a snapshot of the prices we are seeing on materials and goods. There are also impacts to substation rebuilds, up 67%; ductile iron pipe, up 75%; among many others.

To help offset the increases, BWP staff has aggressively looked for opportunities to cut or reduce costs, which has saved approximately $27 million in the last 12 months. In addition, BWP brings in external dollars like the $1.7M in CA utility assistance for our customers, to help with their unpaid utility bills. We are also aggressively pursuing funding from the recently passed bipartisan infrastructure bill and other sources that will help in many areas across the utility.

The cost increase of materials and goods is one of many issues we manage on behalf of the community to keep rates affordable. As part of our commitment to transparency, we will continue to share the issues impacting our utility.

EXAMPLE OF BWP UTILITY COST INCREASES ON REQUIRED MATERIALS & GOODS

Product Prior Cost	Prior Costs	Current Costs	% Increase	Requirement
RENEWABLE ENERGY	$35 *per MWh**	$60 *per MWh**	71%	*Meet state renewable mandate of 50% by 2025 and 60% by 2030.*
NATURAL GAS	$3 *per MMBtu†*	$15.30 *per MMBtu†*	410%	*To run Magnolia Power Plant and ensure power is available when the sun is not shining.*
CHLORINE	$650 *per ton*	$1,988 *per ton*	206%	*Ensures water purity.*
COPPER COIL	$4.33 *per foot*	$8.65 *per foot*	100%	*For water service lines.*

**Megawatt Hour | †1 Million British Thermal Units - A thermal unit of measurement for Natural Gas*

PROGRAMS THAT HELP CUSTOMERS WITH BILL INCREASES

As your community-owned utility, impacts on our customers are top of mind. We consider affordability in everything we do and focus on continuous improvement efforts to reduce costs and increase efficiencies. BWP also has a suite of programs to help all customers, regardless of income level.

Customer Program	Benefit	Income Limit *(Family of 4)*	Other Requirements
HOME IMPROVEMENT PROGRAM	Reduce water and energy costs through efficiency	None	Agreement to allow installation of free home upgrades.
LIFELINE RATE ASSISTANCE	• 40% off electricity • No 7% Utility Users Tax	$59,550	62+ years old - or - have a disabled household member
FEDERAL HOME ENERGY ASSISTANCE PROGRAM (HEAP)	• utility bill assistance • weatherization • energy efficiency	$59,187	None
LIFE SUPPORT RATE	No 7% Utility Users Tax	None	In-home life-support equipment
BURBANK UTILITY SERVICE SUBSIDY (BUSS)	12% electric rate discount	$92,600	None
PROJECT SHARE	$100 bill credit for water or electric	$92,600 or job loss	None
PAYMENT ARRANGEMENTS	Up to 24 months	None	None
BUDGET BILLING	Will help level out energy and water costs to be paid throughout the year	None	Zero balance at the time of sign up. Customers may be on a payment arrangement.

DOLLAR FOR DOLLAR, BURBANK WATER AND POWER GIVES YOU THE BEST VALUE

99.999% RELIABILITY

BWP delivers an industry-leading 99.999% reliability while maintaining some of the lowest regional rates and meeting conservation and sustainability goals.

No other utility in the region can say that.

LOWEST RATES IN THE REGION

Compared to our neighbors, with inflation at an all-time high and natural gas prices 3X their historical average, ***BWP is giving customers some of the LOWEST electric and water rates in the region.***

EFFICIENT OPERATION

BWP is doing our best to reduce costs wherever we can.

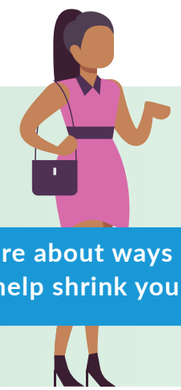
We have managed to save a lot of money – ***more than $27 million – in the last year.***

LEARN MORE

For more information about our financial help programs, please visit our website at BurbankWaterandPower.com or contact us at (818) 238-3700.

GET INVOLVED! Attend a BWP Board Meeting.
Visit BWP-Currents.com/boardmeetings for more information.

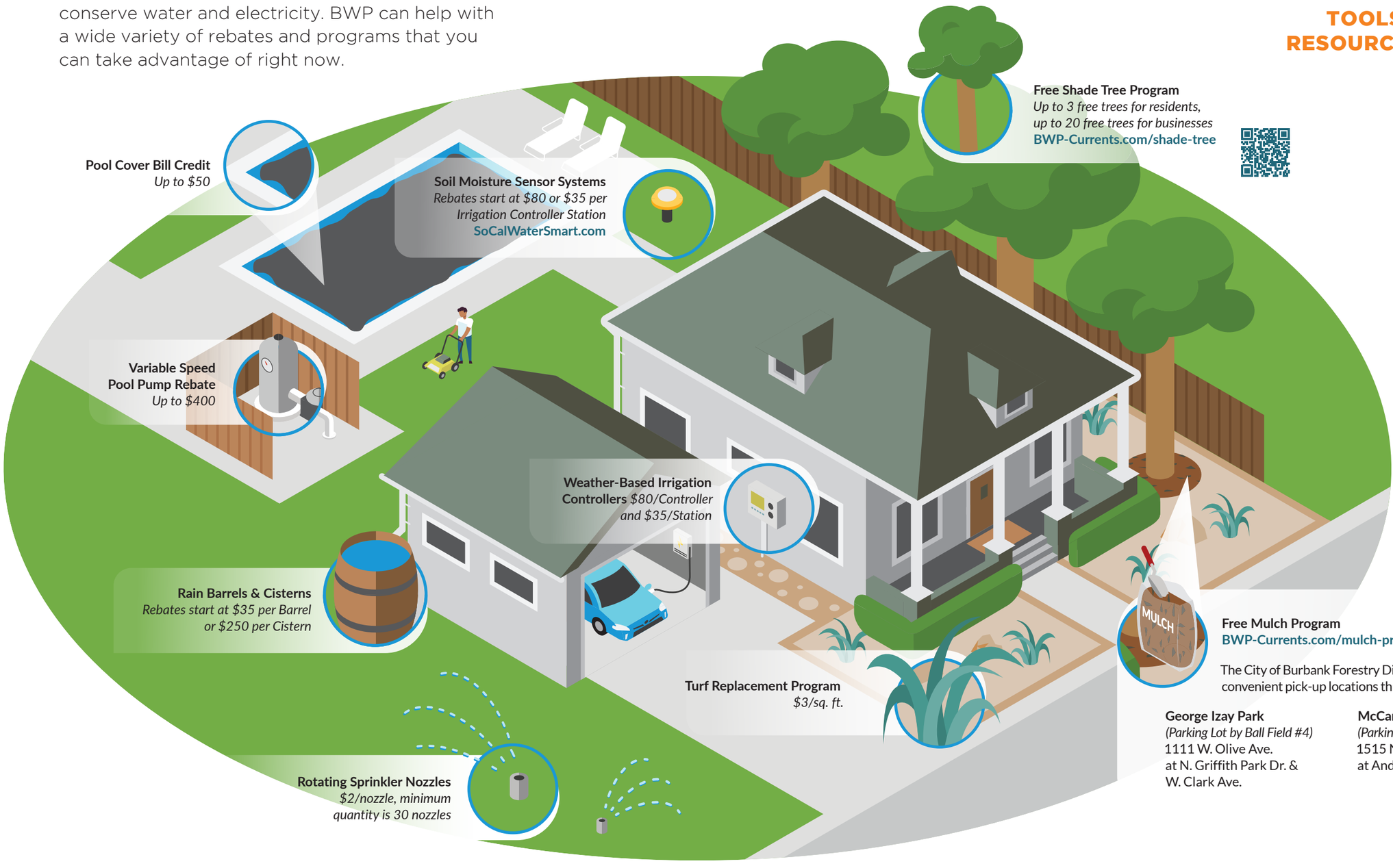
For more information about the proposed rate increase, visit BWP-Currents.com/proposed-rates



Learn more about ways BWP can help shrink your bill.

WATER & ENERGY SAVING PROGRAMS

Your home is surrounded by opportunities to conserve water and electricity. BWP can help with a wide variety of rebates and programs that you can take advantage of right now.



TOOLS & RESOURCES

WATERSMART

Our WaterSmart Program helps you understand where and when you are using the most water and provides personalized tips to help you conserve. You can also sign up to receive notifications of potential water leaks at your property.
BWP.WaterSmart.com

BURBANK WATER-WISE GARDENING WEBSITE

The Burbank Water-Wise Gardening website has everything you need to help you create your dream garden. Tour a variety of landscapes, find plants you love, and get inspired by the beauty and endless possibilities of California-native plants landscaping.
Burbank.WaterSavingPlants.com

FREE ONLINE WORKSHOPS FOR CALIFORNIA-NATIVE PLANTS LANDSCAPING AND TURF REMOVAL

Transforming your yard from grass to gorgeous takes a little know-how, and Green Gardens Group (G3) knows how to help you get it done right. Register for a free online workshop to learn all about how you can transform your yard and use water wisely. **GreenGardensGroup.com/turf-transformation**

Free Mulch Program
BWP-Currents.com/mulch-program

The City of Burbank Forestry Division offers free mulch to Burbank residents at convenient pick-up locations throughout the City.

George Izay Park
(Parking Lot by Ball Field #4)
1111 W. Olive Ave.
at N. Griffith Park Dr. & W. Clark Ave.

McCambridge Park
(Parking Lot by Ball Field #1)
1515 N. Glenoaks Blvd.
at Andover Dr.

Robert Gross Park
(Back of the Parking Lot by the fence)
2800 W. Empire Ave.

ONEBURBANK'S SERVICE AND SCALABILITY DELIVERS FOR APARTMENT D FILMS

ONEBURBANK
Optical Network Enterprise: Business networking at the speed of light

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.

Apartment D Films is a Burbank-based independent animation studio which specializes in stop motion animation to create inspiring branded entertainment. Max Lopez, the studio's CEO, reports that the company got its name because "we started making short films in our apartment back in 2014. We'd always address stuff as 'from the guys in Apartment D' because our friends knew our apartment. As we started freelancing and sending our films to more and more folks, the name just stuck!" As the studio grew, the time came to pick an official company name. Max and his colleagues stood before a wall of post-It notes, each containing a potential name suggestion. "Out of all of them, we liked the ring of Apartment D the most, so we kept it," Max said.

Now, the studio works with big name clients such as Mattel, Nickelodeon, and Warner Brothers. Using its client's brand, stories, and characters, Apartment D produces unparalleled music videos, mini-series, and more. While most of the studio's work is developed for YouTube, its eye-catching content can be seen everywhere that innovative visual design, animation, and storytelling have a presence.

Max Lopez shares his experience with BWP's ONEBurbank fiber service:

Left to Right: Apartment D Films Creative Producer Cami Kwan, CEO Max Lopez, and Creative Director Sean Malony

When we were having issues with our existing internet service provider (ISP), ONEBurbank was recommended to us by an executive at Nickelodeon who just so happens to be one of my friends. He told me they had been using ONEBurbank for a long time, and that the solution was a no-brainer!

After comparing ONEBurbank's service offerings to the other ISPs out there, our decision was pretty straightforward. As a small business with remote workers, digital deliverables, and large file sizes, an internet outage or a technical issue can be catastrophic. We were looking for an internet provider that could give us dedicated attention should a problem arise, and one that could respond quickly to our questions and needs.

So far, our service has been literally flawless. The ONEBurbank team had us set up in just about no time, and we've had the flexibility to scale up or scale down, depending on our business needs. Internet speed has never once crossed my mind since signing up for ONEBurbank.

We welcome another satisfied ONEBurbank customer! For more information on Apartment D Films, check out apartmentdfilms.com and follow them on YouTube at Apartment D Films.

APARTMENT D

THE CITY OF BURBANK HAS A NEW DISTRICTING PROCESS

Come to a community forum to learn more

The City of Burbank is undergoing an exciting change intended to give residents a more powerful voice in local government. The City Council has unanimously decided to transition from the current at-large election of its members to election by districts. Under the new system, the City will be divided into districts of approximately equal population.

Only voters who live within a district can vote for Council candidates who are also residents and voters of the same district. We invite you to learn more about the process and how you can get involved.

Community forums are happening throughout June. The City will provide districting process updates, recap community input received, and redefine district boundary options based on the draft maps.

LEARN MORE ABOUT NEW DISTRICTING PROCESS
burbankcouncildistricting.com

BURBANK FIRE DEPARTMENT
EMERGENCY MEDICAL SERVICES
MEMBERSHIP PROGRAM
CITY OF BURBANK

JOIN THE EMS MEMBERSHIP PROGRAM

Protect yourself and your loved ones from the high cost of emergency medical care.

The Emergency Medical Service (EMS) Membership Program offers Burbank residents an affordable means of paying emergency medical services and ambulance transportation costs not covered by medical insurance.

All Burbank residents are eligible to join. To enroll, please visit BWP-Currents.com/ems.

By joining the EMS Membership Program, you and all permanent residents of your household receive, at no additional cost:

Emergency medical care and transportation provided by the Burbank Fire Department.

Emergency transportation to the closest local receiving hospital, as often as necessary.

Emergency coverage within the City of Burbank, 24 hours a day, 365 days a year.

CITY OF BURBANK

WATER AND POWER

Please use water and energy wisely.

PRSRTSTD
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ECRWSS

Postal Customer

THERE'S MORE TO CURRENTS

Read this newsletter online and see past issues at ***BWP-Currents.com/newsletters***

For the latest news and updates, follow us!

Follow BWP at
Twitter.com/BurbankH2OPower

Say hi to BWP at
Facebook.com/BurbankH2OPower

See what's happening
Instagram.com/BurbankH2OPower

How to Contact Us

Conservation Services:
(818) 238-3730

Customer Service:
(818) 238-3700

Electric Services:
(818) 238-3575

Water Services:
(818) 238-3500

ONEBurbank:
(818) 238-3113

Street Light Outages:
(818) 238-3700

After-Hours Emergency:
(818) 238-3778

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Always There for You!