



**WATER
AND
POWER**

Currents



2024 WATER QUALITY REPORT **TESTING FOR EXCELLENCE**



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 ստանալու համար:



**6 | BURBANK'S 2024
ANNUAL WATER
QUALITY REPORT**

**10 | SAVE MONEY
WITH BWP'S
RESIDENTIAL
PROGRAMS**





MESSAGE FROM THE BWP GENERAL MANAGER

This year, I have had an opportunity to connect with many residents and businesses via the monthly coffee chats and quarterly key account business meetings. Thank you to the Burbank community for helping make my first year as GM a success.

MANDIP SAMRA
General Manager

As we enter my second year as General Manager, there is a lot to be proud of and thankful for. The dedication of BWP staff to the Burbank community has been inspiring. Without hesitation, our field crews come out to repair our infrastructure and restore service 24/7/365. You will find BWP crews climbing poles to restore electricity and digging trenches to repair water main breaks under all weather conditions - heat storms, windstorms, and rainstorms. In emergencies, the entire utility steps up to ensure we are connected with the community and addressing the most urgent issues. We do not stop until all service is restored.

In this edition of *Currents*, BWP is providing our annual Water Quality Report, which shows that Burbank's water meets or exceeds all state and federal quality standards. You will also learn more about:

- What it takes to maintain water-quality and reliable delivery of drinking water to your taps
- The major capital projects planned to modernize our 100-year-old infrastructure
- Steps anyone can take to save on their bills
- How you can contribute to making our community more Sustainable



CHECK OUT THIS VIDEO TO HEAR FIRSTHAND FROM OUR CREWS

bwp-currents.com/BWPcrews



LEARN MORE ABOUT BURBANK'S WATER QUALITY REPORT

This report contains many tables of data, which can sometimes be confusing. If you have any questions, please contact us or scan the QR code to the left to learn more, we are always here for you!

bwp-currents.com/water-reports



DID YOU KNOW?

Burbank uses an average of **12 million gallons** of water per day.

2025 WATER UPDATE

Keeping Burbank Flowing: How BWP Delivers Safe, Reliable Water



RICHARD H. WILSON
Assistant General Manager, Water Systems

Water is one of the most essential resources in our daily lives, but ensuring that safe, clean water reaches every home and business in Burbank is a complex and ongoing challenge. BWP is committed to maintaining and enhancing our water infrastructure through strategic capital projects, ensuring long-term water reliability for our residents and businesses.

In this article, we explore what it takes to provide more than 43,000 homes and 5,000 business in Burbank with a reliable and safe water supply and the critical projects needed to shape our community's water future.

HOW DOES WATER GET TO OUR HOMES?

The process of delivering water to Burbank residents involves three key steps:

- 1. Securing the Water Supply** - Burbank is 100% dependent on imported water purchased from the Metropolitan Water District of Southern California (MWD) that travels hundreds of miles to reach our City. This involves a high level of planning to ensure water is available on demand.
- 2. Treatment and Quality Assurance** - Before reaching consumers, water must undergo rigorous treatment to meet safety and quality standards. Over 25,000 water quality tests are conducted annually for 160 different chemicals and contaminants to ensure that Burbank's water is safe to drink.

- 3. Distribution to Homes and Businesses** - A vast network of pumps, storage facilities, and 276 miles of pipelines needs to work harmoniously to deliver water to our customers. Maintaining this infrastructure is critical to preventing leaks, pressure fluctuations, and service disruptions.

INVESTING IN BURBANK'S WATER FUTURE

To address aging infrastructure and future water demands, BWP is investing in major projects to maintain our award-winning reliability. Some key initiatives include:

- **Pipeline Replacement:** With over 30 miles of pipelines more than 100 years old, BWP is systematically replacing and upgrading sections to protect the reliability of our water distribution system. Over the next 20 years, that will climb to more than 125 miles of 100+ year-old pipe if we replace it at our current rate. Based on current funding and staffing, we're able to replace up to 1.1 miles of pipe per year. To prevent potential breaks and water service interruptions, we need to replace them as quickly as possible.
- **Reservoir 2 Replacement:** The leaking 93-year-old Reservoir 2, Burbank's largest water storage facility, has reached its end of life. This \$24 million project is BWP's largest approved water infrastructure investment, with a storage capacity of 2.5 million gallons.
- **Water Treatment Innovations:** BWP is exploring advanced water treatment methods, including Direct Potable Reuse (DPR) that treats recycled water to drinking water standards, and a desalination project using deep ocean water technology. Together, these technologies have the capability of producing up to 8 million gallons per day providing Burbank with a critical supply of locally sourced water.

CONTINUED ON PAGE 4



Every action taken today to save water is a small step forward in building a more sustainable future.

IN THIS ISSUE

03	Water Update from Richard Wilson	10	Save Money with BWP's Residential Programs
04	Water Quality Testing	12	BWP Financial Assistance Programs
06	2024 Annual Water Quality Report	13	Dollar for Dollar, BWP Gives you the best value
08	Water Education Information	18	Burbank's Water Future

THE PEOPLE BEHIND THE PROCESS

Delivering clean and reliable water isn't just about infrastructure—it's about the dedicated professionals who work behind the scenes. BWP's crews are on call 24/7, responding to emergencies such as water main breaks, preparing for hazardous conditions such as windstorms and flooding, maintaining infrastructure and implementing cutting-edge technology to detect and address vulnerabilities before they become major issues.

LOOKING AHEAD

BWP works to provide Burbank with quality service at a good value. Like many other utilities, BWP is facing numerous challenges—necessary infrastructure improvements, rising costs for materials and goods, unprecedented variability and intensity in precipitation and temperature due to climate change, and more.

It's going to take a collective effort to meet these challenges. Through ongoing infrastructure investments and community collaboration, we are committed to providing high-quality water services today and for generations to come.



HOW BWP ENSURES SAFE, HIGH-QUALITY WATER FOR OUR COMMUNITY

Clean Water, Clear Standards

At BWP, delivering safe, clean, and reliable water means more than just turning on the tap—it's about rigorous water quality sampling and testing every step of the way. Our water meets or exceeds all quality standards set by the Environmental Protection Agency and the State Water Resources Control Board. Over 25,000 water quality tests are performed each year to monitor 160 different chemicals and contaminants in Burbank's water supply. Here's a quick look at how we monitor water quality from its source to your tap.

BWP purchases 100% of our water supply from the Metropolitan Water District of Southern California (MWD). This untreated water from the Colorado River and the Northern Sierra Mountains travels nearly 400 miles through pipelines and reservoirs, using significant energy to move across the state. Along the way, it can pick up naturally occurring minerals and substances resulting from the presence of animals or human activity, making treatment essential.

CLEAN WATER, CLEAR STANDARDS

BWP conducts over 25,000 water quality tests each year, monitoring every step—from mountain sources to your tap.

Scan the QR code to watch our video and learn more!

bwp-currents.com/WaterQualityMonitoring



REGIONAL TREATMENT BY MWD

MWD treats water at regional treatment plants to remove contaminants. After treatment, chlorine and ammonia are added to create chloramines, to ensure water quality standards are maintained as water travels through the distribution system to Burbank. Approximately 20% of Burbank's water is supplied as treated water from MWD.

LOCAL TREATMENT IN BURBANK

BWP also purchases untreated water from MWD and spreads it at the Pacoima and Lopez spreading grounds. There, it percolates into the ground and is stored in the local aquifer. When needed, BWP pumps out the groundwater and treats it at the Burbank Operable Unit (BOU), our water treatment facility, to remove contaminants. Approximately 80% of our water comes from the ground.

WATER TREATMENT & TESTING AT THE BOU



- Volatile organic compounds (VOCs) are removed through air stripping and granular activated carbon filtration.
- We perform continuous water quality monitoring, with over 20,000 samples taken yearly to meet state and federal water quality standards.
- Monthly samples are also taken from source water wells to monitor groundwater quality.

WATER TREATMENT AND TESTING AT THE VALLEY PUMPING PLANT (VPP)

After treatment at the BOU, water is sent to the VPP:

- Chlorine and ammonia are added to inactivate viruses.
- Our continuous water quality monitoring includes collecting and testing over 2,200 system samples to ensure water quality. Weekly tests are conducted to monitor nitrates and chromium, while quarterly tests are performed to check organics, inorganics, and naturally occurring minerals.



TESTING AT THE WATER BLENDING STATION

- Treated groundwater is blended with MWD-treated water to further improve water quality and safety before distribution.
- Daily samples are collected and tested for nitrate and chlorine residuals at the blending station as part of our ongoing continuous water quality monitoring.

CONTINUOUS MONITORING ACROSS THE CITY

- Each week, 26 bacteriological samples are collected from State-approved locations across the city and tested for total coliform, E. coli, and chlorine residuals. Additional samples are collected to test color, odor, turbidity (cloudiness), pH, and temperature.
- Approximately, 26 samples are collected monthly from BWP tanks and reservoirs to test for nitrite, nitrate, and chlorine residuals.

PROTECTING BURBANK'S WATER FOR TODAY AND TOMORROW

From distant mountains to your faucet, every drop undergoes careful treatment and monitoring. Through constant testing and innovation, BWP proudly delivers safe, clean water—supporting Burbank today and for future generations.



CLEAN WATER, CLEAR COMMITMENT

BWP safeguards your water supply with continuous testing and advanced treatment processes.

2024 BWP WATER QUALITY REPORT

MICROBIOLOGICAL SAMPLING RESULTS

Microbiological Contaminants	Units	MCL	MCLG	State DLR/CCRDL (RL)	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
E. coli (State Revised Total Coliform Rule) (a)	Present	0	0	NA	0	0	Human and animal fecal waste
Total Coliform Bacteria (b)	%	5.0%	0%	NA	3%	0	Naturally present in the environment
E. coli (Acute Total Coliform) (c)	(c)	(c)	0	NA	0	0	Human and animal fecal waste
Total Coliform Bacteria (d)	%	TT	NA	NA	0%	0	Naturally present in the environment
E. coli (e)				1			
Federal Revised Total Coliform Rule	(e)	(e)	0		0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (f)	CFU/mL	TT	NA	1	TT	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Constituent	No. of samples collected	Action Level (ppb)	PHG	State DLR/CCRDL (RL)	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (g)	55	15	0.2	5	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	0.05	0.4	0	

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AT BUSD SCHOOLS

Constituent	No. of Schools Requesting Lead Sampling	Action Level (ppb)	PHG	State DLR/CCRDL (RL)	No. Sites exceeding AL	No. Sites needing corrective action	Typical Source of Contaminant
Lead (ppb) (b)	22	15	0.2	5	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	State DLR/CCRDL (RL)	Running Annual Average	Lowest - Highest	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (i)	ppb	80	NA	NA	9.0	3.1-30	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (j)	ppb	60	NA	NA	0.4	ND-3.3	By-product of drinking water disinfection
Chloramines (j)	ppm	MRDL = 4.0	MRDLG = 4.0	NA	2.1	0.2 - 3.4	Drinking water disinfectant added for treatment
Bromate (k)	ppb	10	0.1	1	0.6	ND - 5.4	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	State DLR/CCRDL (RL)	Burbank Water (l)	Lowest - Highest (m)	Typical Source of Contaminant
INORGANIC CHEMICALS:							
Aluminum (n)	ppb	1,000	600	50	21	ND - 91	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic	ppb	10	0.004	2	ND	ND	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	100	98	ND - 100	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium	ppb	50	(100)	10	4.6	ND - 6.4	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride Naturally-occurring	ppm	2	1	0.1	0.50	0.48-0.5	Erosion of natural deposits in groundwater; discharge from fertilizer and aluminum factories
Optimal Fluoride Control Range							
Fluoride Treatment-related	ppm	2	1	0.1	0.52	0.5 - 0.7	Water additive that promotes strong teeth
Nitrate (as N)	ppm	10	10	0.4	4.9	ND - 5.8	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	NA	4.9	ND - 5.8	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES							
Gross Alpha Particle Activity (o)	pCi/L	15	(0)	3	8.8	ND - 16.9	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	4	5.1	ND - 6.35	Decay of natural and man-made deposits
Uranium	pCi/L	20	0.43	1	14.3	ND - 19	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG	State DLR/CCRDL (RL)	Burbank Water (l)	Lowest - Highest (m)	Typical Source of Contaminant
Aluminum (n)	ppb	200	600	50	21	ND - 91	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	(1)	43	39 - 43	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	(2)	ND	ND - 2	Naturally occurring organic materials
Odor	Units	3	NA	(1)	0.0	ND	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	(2)	723	498 - 740	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	0.5	81	77 - 92	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	(20)	450	291 - 470	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	(0.1)	0.11	ND - 0.15	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	State DLR/CCRDL LCMRL (RL)	Burbank Water (l)	Lowest - Highest (m)	Typical Source
Alkalinity	ppm	NA	NA	(2)	218	98 - 230	Erosion of natural deposits
Boron	ppb	NL = 1,000	NA	100	162	140 - 170	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	(1)	78	38 - 84	Erosion of natural deposits
Chlorate (p)	ppb	NL = 800	NA	(10)	103	71 - 120	By-product of drinking water chloramination; industrial processes
Corrosivity	Al	NA	NA	NA	13.0	12.2 - 13.1	Elemental balance in water
Hardness as CaCO3 (q)	ppm	NA	NA	(3)	285	148 - 300	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Hexavalent Chromium	ppb	10	0.02	0.1	4.2	ND - 5.5	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Magnesium	ppm	NA	NA	(0.1)	22	14 - 23	Erosion of natural deposits
Molybdenum	ppb	NA	NA	(2)	4.9	5.9 - 6.3	Erosion of natural deposits
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	(2)	2.6	ND - 3.2	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	NA	8.4	8.3 - 8.4	Acidity and alkalinity of water
Potassium	ppm	NA	NA	(1)	4.3	2.6 - 4.6	Erosion of natural deposits
Sodium	ppm	NA	NA	(1)	36	34 - 46	Refers to the salt present in the water and is generally naturally occurring
Strontium (r)	ppb	HRL = 1,500	NA	2	729	ND - 920	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	0.3	0.5	ND - 2.4	Various natural and man-made sources
Vanadium	ppb	NL = 50	NA	3	4.2	ND - 4.5	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL = 1	NA	NA	0.75	0.63-0.8	Discharge from chemical factories

PERFLUOROALKYL AND POLYFLUOROALKYL SUBSTANCES (PFAS)

PARAMETER	Units	State MCL	PHG	Raw water Monitoring results			Typical Source of Contaminant
				State DLR/CCRDL	Burbank Raw Water	Lowest - Highest (m)	
6:2 Fluorotelomer sulfonic acid (6:2 FTS)	ppt	NA	NA	5	20	ND - 84	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
perfluorobutanoic acid (PFBA)	ppt	NA	NA	5	9.0	ND - 20	
Perfluorobutanesulfonic acid (PFBS)	ppt	NL=500	NA	3	6.0	ND - 20	
Perfluoroheptanoic acid (PFHpA)	ppt	NA	NA	3	5.0	ND - 13	
Perfluorohexanesulfonic acid (PFHxS)	ppt	10	NA	3	17	ND - 45	
Perfluorohexanoic Acid (PFHxA)	ppt	NA	NA	3	22	ND - 87	
Perfluoro-N-Pentanoic acid (PFPeA)	ppt	NA	NA	3	19	ND - 54	
Perfluorooctanesulfonic sulfonate (PFOS)	ppt	4	1	4	4.0	ND - 5.8	
Perfluorooctanoic acid (PFOA)	ppt	4	0.007	4	5.0	ND - 11	
Perfluoropentanesulfonic acid (PFPeS)	ppt	NA	NA	4	5.0	ND - 12	

Although PFAS were detected in a few samples from individual wells, the extracted water is blended with water from other wells which brings the overall concentrations to below the established regulatory levels. This blended water then goes through the Burbank Operable Unit (BOU) Granular Activated Carbon (GAC) vessels and the water is further diluted with Metropolitan Water District (MWD) treated import water before entering the distribution system, please refer to Blended Water Monitoring results table. BWP is in the process of obtaining a permit approval from the State Water Resources Control Board Division of Drinking Water (SWRCB-DDW) for PFAS removal at the BOU Plant.

BLENDED WATER (MWD IMPORT AND GROUND WATER) MONITORING RESULTS

PARAMETER	Units	State MCL	PHG	State DLR/CCRDL LCMRL (RL)	Burbank Water (l)	Lowest - Highest (m)	Typical Source of Contaminant
Perfluorooctanoic Acid (PFOA)	ppt	4	0.007	4	ND	ND	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorooctanesulfonic Acid (PFOS)	ppt	4	1	4	ND	ND	
Perfluorobutanesulfonic acid (PFBS)	ppt	NL=500	NA	3	ND	ND	
Perfluorohexanesulfonic acid (PFHxS)	ppt	10	NA	3	ND	ND	
Perfluorohexanoic Acid (PFHxA)	ppt	NA	NA	3	3.2	ND-4.0	
perfluorobutanoic acid (PFBA)	ppt	NA	NA	5	7.3	ND-8.5	
Perfluoro-N-Pentanoic acid (PFPeA)	ppt	NA	NA	3	7.4	ND-9.0	

ABBREVIATIONS:

AI Aggressiveness Index	HRL Health Reference Level	ND Not Detected	ppt parts per trillion or nanograms per liter (ng/L)
CFU/mL Colony-Forming Units per milliliter	MCL Maximum Contaminant Level	NL Notification Level	pCi/L picoCuries per liter
CCRD Consumer confidence report detection level	MCLG Maximum Residual Disinfectant Level Goal	PHG Public Health Goal	TT Treatment Technique
DLR Detection limits for purpose of reporting	NTU Nephelometric Turbidity Units	ppb parts per billion or micrograms per liter (µg/L)	µS/cm microSiemen per centimeter
	N Nitrogen NA Not Applicable	ppm parts per million or milligrams per liter (mg/L)	

FOOTNOTES:

(a) This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements during 2024. 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 microbes (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.

(b) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2024.

(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 2024.

(d) Total coliform Treatment Technique (TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2024.

(e) E. coli MCL and Level 2 TT triggers for assessments. No samples were E. coli-positive. No MCLs violations nor assessments occurred in 2024.

(f) All distribution samples collected for 2024 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 2023, 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 2024.

(j) Compliance is based on Running Annual Average which is the average within the distribution system in 2024.

(k) Bromate is formed from ozonation, and results are from MWD monitoring.

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

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

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

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

(p) Data from 2014-2015 sampling.

(q) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 285 ppm for 2024 which is equivalent to 16.6 grains/gallon.

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, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally occurring or be the result of oil and gas production and mining activities.

- In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations and California law 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 U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).

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

Nitrate – Systems with nitrate above 5 mg/L as nitrogen (50 percent of the MCL), but below 10 mg/L as nitrogen (the MCL), must include the following statement:

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of

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

Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity.

Our level was at 4.9 mg/L

Lead¹ – Consistent with 40 CFR section 141.154(d)(1), every CCR must include the lead-specific language shown below. A water system may provide its own educational statement, but only after consulting with the State Water Board.

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 plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at epa.gov/lead.

In January 2021, the United States Environmental Protection Agency (USEPA) issued a revised lead and copper rule intended to protect communities and children from the impact of lead exposure in drinking water. Under the Lead Copper Rule Revisions (LCRR), USEPA requires water systems to conduct a comprehensive inventory of both water-system-owned and customer-owned portion service line materials. The LCRR requires water systems to identify any lead, galvanized requiring replacement (GRR), or "lead status unknown" service lines and to make the inventory information publicly available. LCRR requires water systems to complete an initial inventory of their system, which includes system-owned and customer-owned service lines by October 16, 2024.

Under California Health and Safety Code section 116885, California water suppliers were required to complete an inventory of system-owned service lines by 2018. BWP have no lead service lines. To comply with LCRR regulations, BWP inspected customer-owned service line at the meter box or at the building entrance (building inlet) to verify the material and no lead service line was identified. The results were submitted to the state website. BWP continuously inspects the service lines to ensure it follows all the state and federal regulations.

More information about revised lead and copper rule can be found by visiting epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule.

¹All water systems are required to comply with the state LCR. Water systems are also required to comply with the federal LCR, and its revisions and corrections. The 2007 Short-term Revisions of the LCR included mandatory language requirements that have not yet been adopted by the State Water Board.

Save Money with BWP's Residential Programs

Your home is full of opportunities to save money. BWP can help with a wide variety of rebates and programs.

PROGRAMS

1 HOME IMPROVEMENT PROGRAM

NO COST - Faucet aerators, toilet retrofits, showerheads, etc.

2 COOL REWARDS PROGRAM

\$75 INITIAL ENROLLMENT/\$50 for each additional year enrolled in the program

3 SHADE TREE PROGRAM

NO COST - Up to 3 free Trees for Residents, up to 20 free trees for Businesses

4 EV CHARGING STATION

REBATE UP TO \$1,500

5 USED EV REBATE

REBATE UP TO \$1,000

BUILDING ELECTRIFICATION

Swap your gas equipment for electric

6 INDUCTION COOKTOP

REBATE UP TO \$200

7 GAS WATER HEATER TO A HEAT PUMP WATER HEATER

REBATE UP TO \$1,500

8 HEAT PUMP HVAC

REBATE UP TO \$2,500

9 SERVICE PANEL UPGRADE

when installed with a gas equipment swap
\$750 REBATE

WATER EFFICIENCY REBATES

A IRRIGATION CONTROLLERS

\$150

B RAIN BARRELS & CISTERNS

\$35-350

C TURF REMOVAL

\$4/SQ. FT.

D SPRINKLERS

\$5/NOZZLE

E FLOW MONITORING DEVICE

\$150

F CLOTHES WASHERS

\$150

G TOILETS

\$100

KEY

 Partially Funded by MWD/SoCalGas

 Funded by Low Carbon Fuel Standards (LCFS)

 Federal Tax Credits available

ENERGY EFFICIENCY REBATES*

1 ATTIC/WALL INSULATION

\$0.15/\$0.10 SQ. FT.

2 ROOM AC

\$35/\$20

3 CEILING FAN

\$25/\$15

4 REFRIGERATOR

\$75/\$50

5 VARIABLE SPEED POOL PUMP

\$400/\$200

6 POOL COVER/REEL

\$50 EACH

*Higher rebate for purchases made in Burbank, lower rebate for online and outside of Burbank purchases.

AFFORDABLE OPTIONS FOR LOW-INCOME HOUSEHOLDS

Starting July 1st, 2025, BWP is making energy efficiency and electrification more accessible for everyone.

If you're a low-income residential customer, you can benefit from greater rebates on a range of home upgrades, including:

- Attic and Wall Insulation*
Additional \$1.00 per sq ft
- Energy Star® Refrigerators*
Additional \$800
- Energy-Efficient Cooking Appliances*
Additional up to \$1,800
- Used Electric Vehicles (EVs)
Additional \$3,000

*These rebates are also available to multi-family low-income housing providers.



LEARN MORE

To start your application go to bwp-currents.com/ResRebates

Scan with your phone's camera to go directly to the webpage.





BWP FINANCIAL ASSISTANCE PROGRAMS

Struggling to make ends meet? BWP may have a program to help, regardless of income level.



LEARN MORE

bwp-currents.com/financial-help

Customer Program	Benefit	Income Limit (Family of 4)	Other Requirements/Notes
 HOME IMPROVEMENT PROGRAM	Reduce water and energy costs through efficiency	None	Agreement to allow installation of home upgrades, at no cost.
 LIFELINE RATE ASSISTANCE	<ul style="list-style-type: none"> 40% off electricity No 7% Utility Users Tax 	\$75,750	62+ years old - or - have a disabled household member.
 FEDERAL HOME ENERGY ASSISTANCE PROGRAM (HEAP)	<ul style="list-style-type: none"> Utility bill assistance Weatherization Energy efficiency 	\$73,155	Apply for benefit at: bwp-currents.com/HEAP
 LIFE SUPPORT RATE	No 7% Utility Users Tax	None	In-home life-support equipment.
 BURBANK UTILITY SERVICE SUBSIDY (BUSS)	12% electric rate discount	\$99,870	None
 PAYMENT ARRANGEMENTS	Up to 12 months	None	None - Call (818) 238-3700 to talk to a service representative.
 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. Call (818) 238-3700 to talk to a service representative.
 PROJECT SHARE	\$100 bill credit \$250 starting July 1, 2025	\$64,300	BWP is increasing the bill credit to better help the community.



BWP provides you the best value in the region.



99.999% WATER RELIABILITY

BWP delivers an industry-leading 99.999% reliability with fewer interruptions than most other utilities.

99.997% ELECTRIC RELIABILITY

BWP delivers an industry-leading 99.997% reliability with fewer power outages and faster restoration times than most other utilities.

LOWEST RATES IN THE REGION

Compared to our neighbors, *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 \$5 million*—in the last year.



American Public Power Association

DIAMOND LEVEL

BURBANK WATER & POWER
MAY 2024 – APRIL 2027



BWP EARNS DIAMOND LEVEL DESIGNATION FROM APPA

Only 4% of Municipal Utilities in America received this achievement.

The American Public Power Association (APPA) is the voice of not-for-profit, community-owned utilities that power more than 2,000 towns and cities nationwide. APPA has once again awarded BWP the Reliable Public Power Provider (RP3) designation. This three-year designation recognizes our commitment to providing reliable and safe electric service, achieved through proficiency in reliability, safety, workforce development, and system improvement. Of the 253 utilities that received an RP3 designation, BWP is one of 85 to receive the highest possible Diamond Level Designation.



We're upgrading your utility meter services!

BWP's Meter System Upgrade Project is coming to your neighborhood!



WATER AND POWER



FOR MORE INFORMATION & FAQs, PLEASE VISIT
Burbankwaterandpower.com/meter-system-upgrade

DOG DOO IS A STORMWATER POO-LUTANT

PROTECT WATER QUALITY

IT'S YOUR DUTY TO BAG DOODY

TRASH

PUBLIC WORKS

CITY OF BURBANK'S URBAN FOREST MASTER PLAN COMMUNITY SURVEY

SHARE YOUR THOUGHTS ABOUT TREES IN BURBANK

SCAN FOR SURVEY

Burbankca.gov/UrbanForestMasterPlan

CITY OF BURBANK PARKS AND RECREATION

CITY OF BURBANK HOUSING ENFORCEMENT UNIT

Tenant Protection Intake, Investigations, and Enforcement

WHAT WE DO:

The Housing Enforcement Unit (HEU) is a multi-disciplinary City program that investigates housing complaints, provides information, shares housing resources, enforces the City and State's tenant protections, and *will soon offer* no-cost mediation for landlord-tenant disputes, and legal services grants for qualifying parties.

SERVICES WE OFFER:

- ▶ Review tenant complaints about alleged housing law violations
- ▶ Provide guidance for landlords on how to serve legal notices
- ▶ Refer residents to community resources for assistance
- ▶ Educate about tenant rights and responsibilities
- ▶ Address price gouging incidents
- ▶ Legal aid for qualifying low-income tenants

COMING SOON!

- ▶ Half-day mediations
- ▶ Legal aid for qualifying low-income tenants

HOW TO FILE A CLAIM:

Online: Submit a claim through the HEU website at burbankca.gov/HEU

Phone: (818) 238-5180

Email: Housinginfo@burbankca.gov



FOR MORE INFORMATION AND ASSISTANCE VISIT:
burbankca.gov/HEU



JOIN THE EMS MEMBERSHIP PROGRAM

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

All Burbank residents are eligible to join.

To enroll, call
(818) 238-3486
or visit
burbankfire.us/ems-membership-program



Not all insurance plans provide coverage for emergency medical care and transportation charges. The Emergency Medical Services (EMS) Program offers Burbank residents the opportunity to supplement their insurance plan and cover out of pocket costs for emergency medical care and ambulance transportation. Monthly and annual membership options are available at \$7 per month or \$84 per year.

By joining the EMS Membership Program, you and all permanent residents of your household receive, at no additional cost, emergency medical care and transportation to the nearest local receiving hospital 24 hours a day, 365 days a year, from anywhere within the City of Burbank.

BOOKS ARE JUST THE BEGINNING

Job Connect

BURBANK PUBLIC LIBRARY

Unlock a world of opportunity at Burbank Public Library!

Advance your career with **Job Connect**, bring your multimedia creations to life in the **Spark! Digital Media Lab**, & improve your reading & English conversation skills with our **Adult Literacy Services**.

Burbank Public Library - where opportunities for growth, inspiration, and discovery are endless

burbanklibrary.org

BUSINESSES SAVE BIG ON Energy Costs with BWP's Rebates!

Is your business ready to save on its electric bill? BWP is here to help with new and improved energy efficiency rebates! We've raised our annual energy efficiency rebate limits from **\$100,000 to \$200,000** per account, and now offer new rebates for energy-efficient commercial appliances, including:

- Dishwashers
- Ovens
- Fryers
- Refrigerators
- Heat Pumps

Upgrade your equipment, lower your energy bills, and boost your bottom line. Don't miss out on these savings!



Increased rebate will go into effect **starting July 1, 2025.**

200+ EV CHARGERS

OVER 200 EV CHARGING PORTS ARE AVAILABLE FOR PUBLIC CHARGING IN BURBANK

We are committed to making EV charging easy. We want our residents to feel comfortable knowing that there will be an EV charging station nearby when they need it. That's why BWP has invested in 108 public EV charging ports at 26 sites around Burbank.

We also offer rebates to businesses and property owners for installing EV chargers. The rebates help make EV charging infrastructure more affordable by reducing the upfront costs of equipment and installation. This enables more businesses and property owners to invest in EV charging for their customers, employees, and tenants. As a result, Burbank has over 200 EV charging ports available for public charging.



LEARN MORE
bit.ly/BurEVcharginglocations



Replace your turf and get a ~~\$3~~ **\$4/sq. ft. Rebate!**

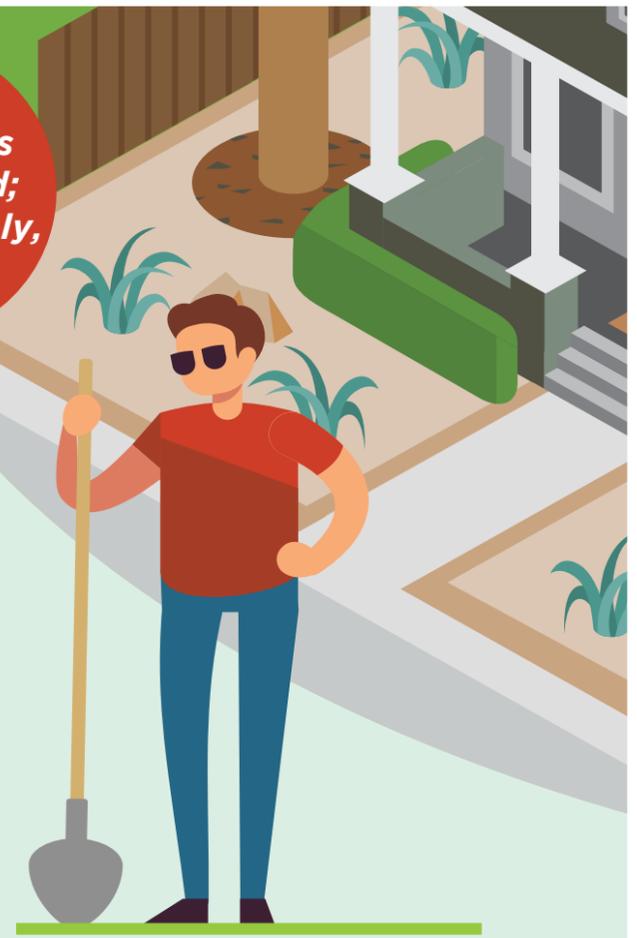
Early reservations are required; limited supply, act fast.

For a limited time*, SoCalWaterSmart is offering an **additional \$1/sq. ft. rebate** to residential customers to replace their turf grass with drought-friendly plants.

*Additional funds may run out at any time; BWP does not guarantee the availability of funds.



LEARN MORE
bit.ly/bwp-turf



Let the home improvements begin!

Receive up to **\$5,000** in efficiency upgrades at **NO COST** to you

In partnership with Synergy—brought to you by Burbank Water and Power.

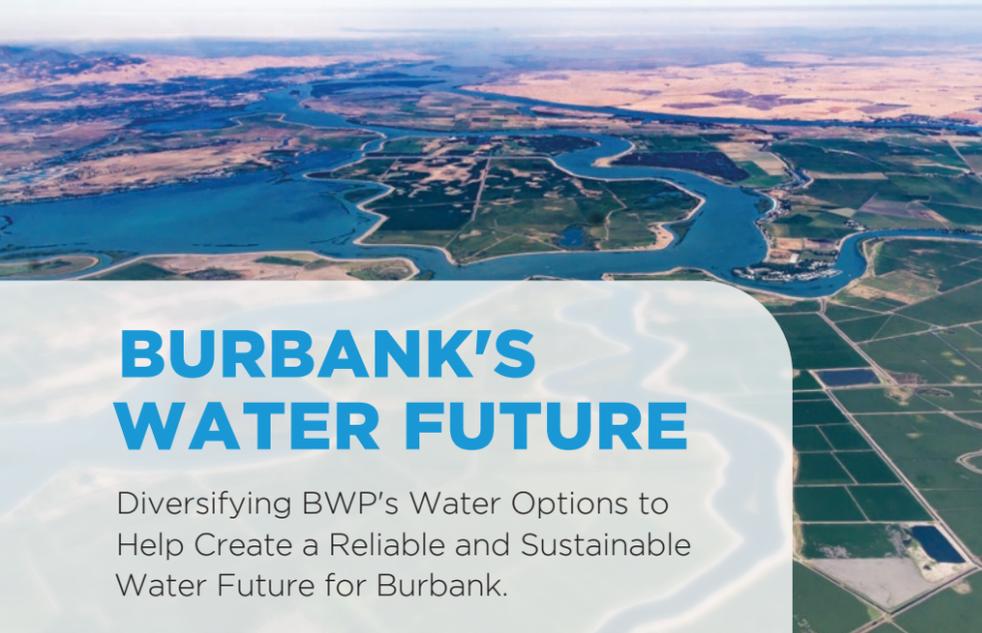


Start saving today
 To schedule an audit, call Synergy at (747) 277-1599 or visit our website for more info. bit.ly/bwp-HIP



WATER AND POWER





BURBANK'S WATER FUTURE

Diversifying BWP's Water Options to Help Create a Reliable and Sustainable Water Future for Burbank.

Water is essential to our daily lives and ensuring a steady and safe supply is crucial for our community's well-being. Currently, **Burbank relies entirely on imported water purchased from the Metropolitan Water District of Southern California** (MWD), which sources water from the Colorado River and the Sierra Nevada snowpack. Additionally, the rainwater that reaches the aquifer under Burbank all belongs to the City of Los Angeles, further underpinning our reliance on imported water sources.

This dependency makes our water supply vulnerable to the increasing variability and intensity of precipitation patterns, environmental challenges such as protecting the San Francisco Bay-Delta ecosystem, and limitations on the state's infrastructure to store and deliver water to Southern California. As we plan for the future, we're increasingly looking to diversify our water portfolio to maximize every drop we currently import while seeking innovative technologies to unlock local water resources to support our growing community.

RIISING WATER COSTS

In recent years, the cost of imported water has been on the rise. MWD has announced price increases in 2025 and 2026, reflecting the growing expense of delivering water to Southern California. BWP expects to pay up to 21% more for imported water in 2026 compared to 2024.

MWD's increases are attributable to lower sales due to conservation, investments in their infrastructure to better move water throughout their service area, which includes Burbank, and investments in water storage programs throughout the state.

DIVERSIFYING OUR WATER PORTFOLIO

To enhance the reliability and sustainability of Burbank's water supply, BWP is actively working to diversify our water sources through partnerships with other MWD member agencies to transfer or exchange water supplies. This strategy will provide increased operational flexibility to offset the increased uncertainty of seasonal rainfall and snowpack levels and potentially decreased imported water supplies.

KEY PROJECTS IN DEVELOPMENT

Several initiatives are underway to achieve these diversification goals:

- **Potable Reuse Pilot Project:** This pilot project focuses on treating recycled water to meet drinking water standards, providing a sustainable and locally controlled water source.
- **Desalination Project:** In partnership with OceanWell and the Las Virgenes Municipal Water District, this project explores using deep ocean water technology for

desalination, offering an innovative approach to augment our water supply. oceanwellwater.com.

- **Pure Water Southern California Project:** An initiative by MWD, this project aims to develop a large-scale water recycling program to produce high-quality drinking water from purified wastewater, reducing reliance on imported sources. mwdh2o.com/PureWater
- **Delta Conveyance Project:** This state-led project seeks to modernize water infrastructure to improve the reliability of water deliveries from the Sacramento-San Joaquin Delta, ensuring a more stable supply for Southern California. deltaconveyanceproject.com
- **Sites Reservoir Project:** A proposed off-stream reservoir in Northern California designed to increase the state's water storage capacity, capturing and storing water during wet periods for use during droughts. sitesproject.org

BENEFITS OF A DIVERSIFIED WATER SUPPLY

Diversifying our water sources offers several advantages:

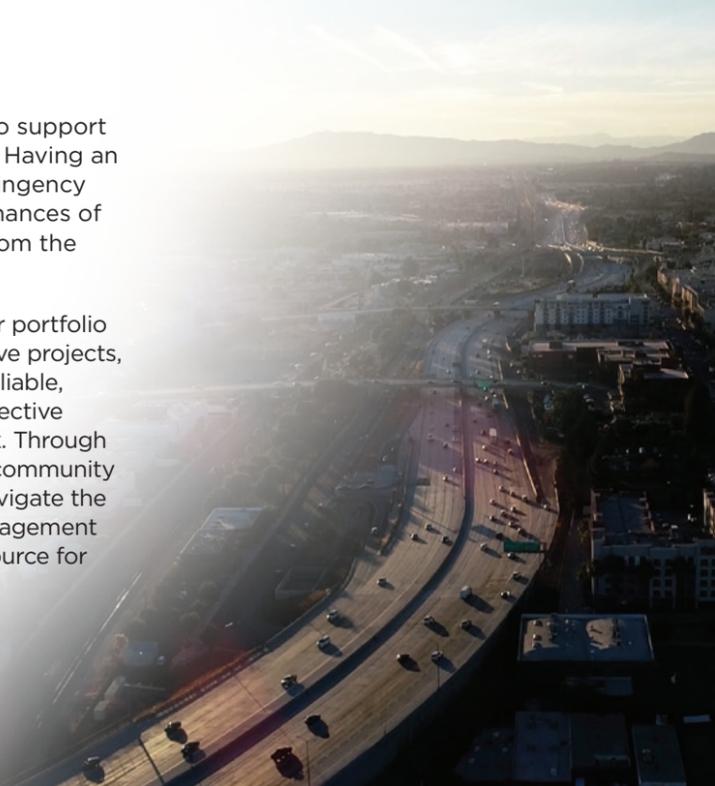
- **Operational Flexibility:** With multiple water sources, BWP can adapt to various scenarios. For instance, if groundwater storage faces limitations, we can use direct potable reuse methods instead.
- **Enhanced Control:** Reducing reliance on external water sources minimizes exposure to challenges beyond our control, such as invasive species like quagga and golden mussels, that can clog pipelines and require extensive management plans.
- **Collaborative Resource Sharing:** By establishing programs for water exchange and resource sharing, we can store and share resources with other local agencies when needed, fostering regional cooperation and resilience.

INVESTING IN OUR WATER FUTURE

While developing these projects involves significant investment, BWP is committed to securing funding through grants and partnerships to minimize the financial impact on our community. For example, we have obtained \$400,000 for the Direct Potable Water Reuse pilot project and received government funding covering 90% of the costs for the seismic reinforcement of Burbank's distribution system pipelines. Additionally, grants have been secured for drought contingency planning, demonstrating our dedication to pursuing external

funding opportunities to support these critical initiatives. Having an approved drought contingency plan will increase our chances of receiving more funds from the Bureau of Reclamation.

By diversifying our water portfolio and investing in innovative projects, BWP aims to ensure a reliable, sustainable, and cost-effective water future for Burbank. Through proactive planning and community collaboration, we can navigate the challenges of water management and secure this vital resource for generations to come.



ASK

AN

EXPERT Your Questions, Answered by BWP

Have you ever wondered why utility rates fluctuate, or how BWP manages to keep the lights on during extreme weather? BWP's "Ask an Expert" series provides insights into these questions and more, offering transparent explanations about the challenges and decisions that impact our community's utilities.

RECENT TOPICS COVERED:



WHY ARE UTILITY RATES INCREASING?

An exploration of the factors contributing to rising water and electric rates, including infrastructure investments and environmental considerations.



TRANSITIONING TO RENEWABLE ENERGY

Burbank's shift towards renewable energy is a complex process. BWP discusses the steps being taken to reduce carbon emissions while ensuring consistent power supply.



UNDERSTANDING BURBANK'S WATER SOURCES AND COSTS

A breakdown of where our water comes from and the complexities involved in its procurement and pricing.



BWP'S RESPONSE TO WINDSTORMS AND WILDFIRES

Insights into how BWP prepares for and responds to natural disasters to ensure continuous service.



WATER AND POWER



STAY INFORMED AND ENGAGED

Your curiosity helps drive our commitment to transparency and community service.

burbankwaterandpower.com/ask-an-expert





WATER AND POWER

Always there for you!

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

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
[X.com/BurbankH2OPower](https://x.com/BurbankH2OPower)

 Say hi to BWP at
Facebook.com/BurbankH2OPower

 See what's happening
Instagram.com/BurbankH2OPower

How to Contact Us

Customer Service:
(818) 238-3700

Street Light Outages:
(818) 238-3700

After-Hours Emergency:
(818) 238-3778

Currents Editors
Editor-in-Chief
ARMAND CANYON
ACanyon@burbankca.gov

Editor
SID SAINI
BSaini@burbankca.gov

Creative Direction and Design
GREEN ACRES CREATIVE
greenacresdesign.net

Visit us online at burbankwaterandpower.com
..... Powering the flow of life today and tomorrow.