

How to Contact Us.

Customer Service: (818) 238-3700

Water Services: (818) 238-3500

Electric Services: (818) 238-3575

Conservation Services: (818) 238-3730

Street Light Outages: (818) 238-3575

After-hours Emergency: (818) 238-3778

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Visit us on-line at:
www.BurbankWaterAndPower.com

BWP is located at 164 W. Magnolia Boulevard
and is open Monday through Friday from
8:00 a.m. to 5:00 p.m.

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**Please
use
water
and
energy
wisely.**



June 2005

Burbank's Newsletter for Issues Affecting Your Water and Power Department.

Currents



Annual Water Quality Report

Burbank Water and Power (BWP) provides water service for the citizens of Burbank.

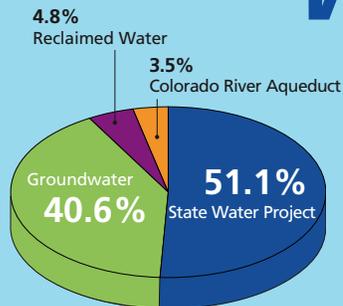
The purpose of this report is to share the results of BWP's and the Metropolitan Water District of Southern California's sampling efforts and to meet the requirements of the Safe Drinking Water Act. This report compares those tests with State and/or Federal standards and explains the different sources of water that BWP serves to the citizens of Burbank. BWP looks for more than 130 constituents and is required to list only those constituents that are actually found. Our water consistently meets all of the standards for safe drinking water. One important section of this report includes educational information and precautions for people with health issues that require them to avoid certain contaminants. If you have any questions about this report, please call Scott Tatalovich at (818) 238-3500. For questions regarding water conservation, please contact BWP's Conservation Services group at (818) 238-3731 or visit BWP online at www.BurbankWaterandPower.com.

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

Այս տեղեկագիրը կը պարունակէ կարեւոր տեղեկութիւններ ձեր խմած ջուրին մասին: Հաճեցէք կարդալ կամ թարգմանել տալ:

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Water Sources



The water supply for Burbank comes from three different sources: local groundwater, the Colorado River, and the State Water Project.

The groundwater in Burbank is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE) before it is put into our distribution system. Burbank has two treatment facilities, the Granular Activated Carbon (GAC) Plant and the Burbank Operable Unit (BOU) Plant. For calendar year 2004, 40.6% of our total water supply came from groundwater, located within the San Fernando Valley Basin.

The Colorado River and the State Water Project are imported water supplies purchased from the Metropolitan Water District of Southern California (MWD). MWD operates treatment facilities for these surface water supplies before delivering it to Burbank. For the year 2004, 51.1% of the City's water came from the State Water Project and 3.5% came from the Colorado River Aqueduct.

An additional water resource for the City is reclaimed water. It is a reliable supply for the irrigation of our parks and golf courses as well as cooling water at our Power Plant. In 2004, 4.8% of the City's total water supply came from reclaimed water.

A source water assessment was completed in December 2002 for both the groundwater and surface water supplies. The groundwater source is considered most vulnerable to the known contaminant plume and resulted in the construction of the BOU Plant. Possible contaminating activities include automobile repair shops, petroleum pipeline, National Pollutant Discharge Elimination System (NPDES) permitted discharges, metal plating, underground storage tanks, plastics producer, airport, military installation, and automobile gas stations. The groundwater report is available for public review at the Water Engineering Office located in the BWP Administration Building at 164 West Magnolia Blvd.

SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA

MICROBIOLOGICAL CONTAMINANTS	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a)	5.0%	0%	2.2%	0	Naturally present in the environment
Fecal Coliform and E coli	(b)	0	0	0	Human and animal fecal waste

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

CONSTITUENT	No. of samples	Action Level	Public Health Goal	90th percentile level detected	No. Sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (c)	33	15	2	3.2	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper (ppm) (c)	33	1.3	0.17	0.15	0	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives.

DISINFECTION BY-PRODUCTS AND DISINFECTANT RESIDUALS

PARAMETER	Units	State MCL (MRDL)	PHG (MCLG) (MRDLG)	Running Annual Average	Lowest – Highest (m)	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (i)	ppb	80	NA	39.5	23.4 – 67.9	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (i)	ppb	60	NA	11.6	ND – 22.9	By-product of drinking water chlorination
Total Chlorine Residual (i)	ppm	(4)	(4)	2.0	1.6 – 2.1	Drinking water disinfectant added

Footnotes:

(a) MCL for total coliform is no more than 5% of monthly samples are positive.

(b) Fecal coliform / E.coli MCLs: The occurrence of 2 consecutive total coliform-positive samples, constitutes an acute MCL violation. The MCL was not violated in 2004.

(c) 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. 33 homes were sampled in November 2000, none exceeded the action level for lead or copper.

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

(e) Aluminum, copper and MTBE have primary and secondary MCLs.

(f) State MCL for Nitrate of 10 mg/L as N is equivalent to 45 mg/L as Nitrate.

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

(h) Standard is for Radium-226 and -228 combined.

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

(j) Results based on 2002-2003 monitoring programs.

(k) Hardness in grains/gallon can be found by dividing the ppm by 17.1. 230 ppm is equivalent to 13.5 grains/gallon.

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

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (d)	Lowest – Highest (m)	Typical Source of Contaminant
ORGANIC CHEMICALS						
Acrylamide	NA	TT	(0)	NA	TT	Water treatment from chemical impurities
Epichlorohydrin	NA	TT	(0)	NA	TT	Industrial discharges; impurity of some water treatment chemicals
INORGANIC CHEMICALS						
Aluminum (e)	ppb	1000	600	ND	ND – 55	Residue from water treatment process; erosion of natural deposits
Barium	ppm	1	2	0.12	ND – .13	Discharges from oil and metal refineries; erosion of natural deposits
Chromium	ppb	50	(100)	3.57	ND – 5.9	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride	ppm	2	1	0.26	0.10 – 0.5	Erosion of natural deposits; water additive for tooth health.
Nitrate (as N) (f)	ppm	10	10	4.43	2.7 – 6.01	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N) (f)	ppm	10	10	4.43	2.7 – 6.01	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES (results are from monitoring of BOU wells)						
Gross Alpha Particle Activity (g) (m)	pCi/L	15	NA	0.25	ND – 1.05	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	NA	3.9	ND – 6.2	Decay of natural and manmade deposits
Combined Radium (h)	pCi/L	5	NA	0.12	ND – 0.3	Erosion of natural deposits
Uranium	pCi/L	20	.5	5.33	ND – 13.9	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

Aluminum (e)	ppb	200	600	ND	ND – 55	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	66	35 – 104	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	ND	0 – 2.0	Naturally occurring organic materials
Odor	Units	3	NA	1	ND – 3	Naturally occurring organic materials
Specific Conductance	µmho/cm	1600	NA	658	479 – 929	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	57	39 – 189	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1000	NA	358	266 – 515	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.20	0.05 – 0.8	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (d)	Lowest – Highest (m)	Typical Source
Alkalinity	ppm	NA	NA	146	75 – 250	Erosion of natural deposits
Calcium (j)	ppm	NA	NA	50	22 – 97	Erosion of natural deposits
Hardness as CaCO ₃ (k)	ppm	NA	NA	210	106 – 344	Erosion of natural deposits
pH	pH units	NA	NA	8.0	7.5 – 8.4	Acidity and alkalinity of water
Magnesium (j)	ppm	NA	NA	18	12.5 – 39	Erosion of natural deposits
N- Nitrosodimethylamine	ppt	NA	10	NA	ND – 5.9	Industrial processes; by-product of drinking water chlorination
Sodium (j)	ppm	NA	NA	44	33 – 94	Erosion of natural deposits

DETECTION OF UNREGULATED CHEMICALS REQUIRING MONITORING

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (d)	Lowest – Highest (m)	Typical Source of Contaminant
Boron (j)	ppb	NA	AL=1,000	150	ND – 180	Runoff/leaching from natural deposits; industrial wastes
Chromium VI	ppb	NA	NA	2.9	ND – 4.5	Industrial waste discharge
Vanadium (j)	ppb	NA	AL=50	1.6	ND – 4.4	Naturally occurring; industrial waste discharge

Abbreviations:

AL = California Action Level; **NA** = Not Applicable; **MCL** = Maximum Contaminant Level; **ND** = None Detected; **MCLG** = Maximum Contaminant Level Goal; **NTU** = Nephelometric Turbidity Units; **MRDL** = Maximum Residual Disinfectant Level; **pCi/L** = picoCuries per liter; **MRDLG** = Maximum Residual Disinfectant Level Goal; **µmho/cm** = micromho per centimeter; **PHG** = Public Health Goal; **ppb** = parts per billion or micrograms per liter (µg/L); **HAA5** = Haloacetic Acids (five); **ppm** = parts per million or milligrams per liter (mg/L); **TT** = Treatment Technique; **ppt** = parts per trillion or nanograms per liter (ng/L)



Don't Fill Your Pool or Spa Just Yet!

An important piece of information that you should know about is the demand portion of Burbank's water rate. Our water rates have several components. For instance, you receive a charge each month for the amount of water you use, a fee for reading your meter and generating your bill, and a demand charge that is set yearly at every household and business in Burbank. Your specific Demand Charge is determined by your highest monthly use of water during the four months of July through October. Let's say you had company staying with you in August and your household's water consumption increased as a result of the additional showers and laundry. If your demand for water was higher in August than it was in July, September or October, that August demand level would be set for your household for the next 12 months beginning in November 2005. **If you can avoid high uses of water during July, August, September and October, you can help keep your water rates down for a full year.** So, don't fill your spa or pool if you can wait until after October and be especially diligent with water conservation during the summer!

Did you know?

About **60%** of most household water consumption takes place **outside of the house!** Your lawn and plants may not be as thirsty as you think. Please visit us online at www.BurbankWaterandPower to get dozens of water saving tips. We also have a link to the **BeWaterWise website**. This website includes a Watering Calculator — a tool that estimates the right amount of water to give your landscape or garden every week.

Save water. Save money. Take the right environmental actions!



BWP's Commitment to *Renewing* and *Reusing* Water

When it comes to water, BWP has been taking the 'renew, reuse and recycle' mantra very seriously for nearly 40 years.

In 1967, BWP began using recycled water — also called reclaimed water — in our power plants. For several years, BWP has been increasing Burbank's reclaimed water infrastructure, bringing the ability to use recycled water for landscaping to locations like City parks, the Debell golf course, the Empire Center, Costco, Chandler Parkway (right), the AMC Theatre, and some of our local schools.



Chandler Parkway

Important Information about your Water Rates

On July 1, Burbank's water rates will increase by about 4.8%. This rate increase is necessary in order for Burbank to replenish basin groundwater that has been depleted over time. For most households in Burbank, this rate increase will be about \$1.60 per month. Even with this increase, Burbank's water rates will remain below those of Los Angeles, Glendale, and Pasadena.

As always, the best way to contain your monthly bill amount is to curb your household's appetite for water and electricity. At www.BurbankWaterandPower.com, you'll find dozens of water- and energy-saving tips. Our Conservation Services group is also available to help with brochures and free low-flow showerheads and aerators.

City of Burbank Burbank Water and Power
Municipal Services Bill 164 W. Magnolia Blvd., Burbank, CA 91502

Burbank Customer: 891 Brown Dr., Burbank, Ca. 91501 1310
Account Number: 17955-19848
Service Address: 891 Brown Dr.

Due Date: May 06, 2004
A 4.8% fee will apply if payment is received after due date.

Previous Balance: 105.54 CR
Payment Received: 105.54 CR

Total Current Charges: \$126.96
Amount Due: \$126.96

Do Not Pay

Meter: 35-05074 Rate: E RES Period: 03/10/04 - 04/14/04 (35 days)
Current Read (kWh): 4341 0-250 250 kWh @ 0.10215 25.54
Previous Read (kWh): 4026 251-750 65 kWh @ 0.13427 8.73
Current Usage (kWh): 315
Average Daily Usage: 9.000

Service Charge: 4.33
Utility Users Tax: 2.71
State Energy Surcharge: 0.59
Electric Service Total: \$41.40

Meter: 3816 Rate: WGEN Period: 03/10/04 - 04/14/04 (35 days)
Current Read (kWh): 6089 25-100 14 1.1450 29.77
Previous Read (kWh): 6003 50 other @ 0.1882 9.53
Current Usage (kWh): 25
Average Daily Usage: 0.072
Demand (kW): 95
Service Charge: 5.85

Water Service Total: \$45.12

Waste Management Fees: 18.45
Sewer Service: 15.99
Public Works Total: \$34.44

Other Fees and Charges: 3.00
Emergency Medical Service: 3.00
Clean Green Support: 3.00
Other Fees and Charges Total: \$9.00

Total Current Charges: \$126.96

We have a new tool! Please note your account number has changed.

Burbank Water and Power
P.O. Box 631, Burbank, CA 91503-0031
Due Date: May 06, 2004
Amount Due: \$126.96
A 4.8% fee will apply if payment is received after due date.
Account # Different: 17955-19848
Service Address: 891 Brown Dr.

As everyone knows, California's water resources are limited and competition for these resources is ever increasing. Treating potable (drinking) water that has been previously used gives the water a second life and leaves that much more potable water available. Customers using reclaimed water benefit from reduced water rates while the environment benefits from a recycled use of a precious natural resource. That's definitely a win-win!

Water conservation in Burbank owes a big thanks to the Magnolia Power Project!

BWP's commitment to expand Burbank's reclaimed water infrastructure received a big boost with the Magnolia Power Project. Magnolia is a state-of-the-art power plant located in Burbank and owned by the Southern California Public Power Authority on behalf of six southern California cities. Magnolia will become the City's largest user of reclaimed water. As such, Magnolia will provide the revenue that has been necessary to enable BWP to expand Burbank's reclaimed water system.

Whenever you see a **purple hydrant or purple piping**, you'll know that reclaimed water is being used in that location. Be on the watch for more purple coming into Burbank as we continue with the steady growth of reclaimed water!

Educational Information

Drinking water, including bottled water, may reasonably be expected to contain 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 United States Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline (1-800-426-4791) or by visiting the USEPA website at www.epa.gov/safewater/hfacts.html.

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 people, 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 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).

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.



- 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, which 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, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.
- Nitrate: Nitrate in drinking water at levels above 45 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 45 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.

In order to ensure that tap water is safe to drink, the USEPA and the State Department of Health Services prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Unregulated contaminant monitoring helps EPA and the California Department of Health Services to determine where certain contaminants occur and whether the contaminants need to be regulated.

Check Us Out! www.BurbankWaterandPower.com

BWP has done a complete overhaul on our website, making it even easier to navigate. Our goal is to make it a breeze for you to discover our energy- and water-saving programs, bill payment options, conservation tips, and much more. Please visit us and let us know what you think!

Here's a sample of programs you'll find out about on our site:

Made in the Shade: free shade trees for Burbank residents and businesses

Home Energy Analyzer: discover how your home can use less energy without sacrificing comfort

Home Rewards: residents can earn up to \$500 in cash rebates by purchasing high-efficiency appliances

Energy Solutions: cash rebates for businesses installing high-efficiency equipment

Clean Green Support: Burbank residents can help support green energy production

On-line Payment: pay your bill electronically with a credit card





Water Pirates Invade Burbank!

On May 10, BWP proudly presented a live theater production for children called "Water Pirates Run Aground." This fun show teaches kids about water awareness and conservation.

To help celebrate National Water Awareness Month in May, we invited the National Theatre for Children to perform their entertaining play at the Buena Vista Library. Thank you to the parents who took time from their busy schedules to bring their children to see this free show!

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. MCLs are set by the California Department of Health Services.

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.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements. California's drinking water program is accountable to the USEPA for implementation of standards at least as stringent as the federal government.

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.

Secondary Standards/MCLs: Requirements that ensure the appearance, taste and odor of drinking water is acceptable.

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