

July 2006

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

Currents



The Annual Water Quality Report



2005

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 136 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 Albert Lopez at (818) 238-3500. For questions regarding water conservation, please contact BWP's Conservation Services group at (818) 238-3730 or visit BWP online at www.BurbankWaterandPower.com.

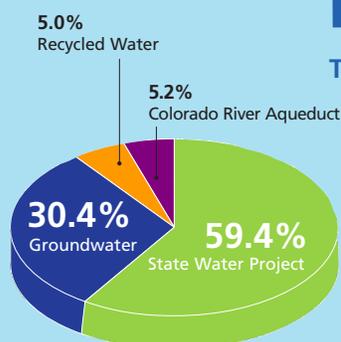
Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

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 2005, 30.4% 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 2005, 59.4% of the City's water came from the State Water Project and 5.2% came from the Colorado River Aqueduct.

An additional water resource for the City is recycled 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 2005, 5.0% of the City's total water supply came from recycled 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	Units	MCL	MCLG	Highest No. of detection	No. of months in violation	Typical Source of Bacteria
Total Coliform Bacteria (a)	%	5.0%	0%	0.93%	0	Naturally present in the environment
Fecal Coliform and E coli	(b)	(b)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (l)	CFU/mL	TT	0	TT	NA	Naturally present in the environment
Cryptosporidium (n)	Oocysts/200L	TT	0	TT	NA	Human and animal fecal waste
Giardia (n)	Cysts/200L	TT	0	TT	NA	Human and animal fecal waste
Total Culturable Viruses (n)	MPN/100L	TT	0	TT	NA	Human and animal fecal waste
Legionella	MPN/100L	TT	0	TT	NA	Naturally present in the environment

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	25.9	7.8 – 57.7	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (i)	ppb	60	NA	8.3	ND – 16.2	By-product of drinking water chlorination
Total Chlorine Residual (i)	ppm	(4)	(4)	2.0	1.9 – 2.2	Drinking water disinfectant added

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	37.4	ND – 118	Residue from water treatment process; erosion of natural deposits
Barium	ppm	1	2	0.04	ND – .14	Discharges from oil and metal refineries; erosion of natural deposits
Chromium	ppb	50	(100)	3.5	ND – 6.44	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride	ppm	2	1	0.31	0.11 – 0.55	Erosion of natural deposits; water additive for tooth health.
Nitrate (as N) (f)	ppm	10	10	3.5	.07 – 5.8	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N) (f)	ppm	10	10	3.5	.07 – 5.8	Runoff and leaching from fertilizer use; sewage; natural erosion
Zinc	ppb	5000	NA	1.00	ND – 51.3	Runoff and leaching from natural deposits; industrial waste
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	5.3	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

Aluminum (e)	ppb	200	600	37.4	ND – 118	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	47.9	31.5 – 85	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	2	1 – 13	Naturally occurring organic materials
Odor	Units	3	NA	1	ND – 3	Naturally occurring organic materials
Iron	ppb	300	NA	54.9	ND – 1890	Runoff and leaching from natural deposits; industrial waste
Manganese	ppb	50	NA	2.3	ND – 56.3	Runoff and leaching from natural deposits
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	136	76 – 256	Erosion of natural deposits
Calcium (j)	ppm	NA	NA	53	24 – 108	Erosion of natural deposits
Hardness as CaCO ₃ (k)	ppm	NA	NA	194	109 – 352	Erosion of natural deposits
pH	pH units	NA	NA	8.1	7.5 – 8.3	Acidity and alkalinity of water
Magnesium (j)	ppm	NA	NA	17.4	12 – 31.7	Erosion of natural deposits
N- Nitrosodimethylamine	ppt	NA	10	NA	ND – 3.5	Industrial processes; by-product of drinking water chlorination
Sodium (j)	ppm	NA	NA	44	42 – 52	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	173	100 – 220	Runoff/leaching from natural deposits; industrial wastes
Chromium VI	ppb	NA	NA	2.8	ND – 5.9	Industrial waste discharge
Vanadium (j)	ppb	NA	AL=50	1.3	ND – 5.0	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); **HAAs** = 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)

Detailed definitions to the above can be found on the last page of this newsletter.

Important changes to your Monthly Utility Bill

Effective July 1, 2006 there will be moderate increases in your monthly utility bill. The areas affected by these rate changes include: electric, water, sewer and refuse. For most residents, the total average increase will be about \$6.25. Residents on the low-income rate are exempt from these increases.

Electric

The price of natural gas has skyrocketed over the past year, significantly impacting the cost of electricity. BWP has implemented several cost saving strategies to mitigate some of these expenses, however, a portion must be passed on. Therefore, effective July 1, 2006, your bill will reflect a 3.5% electric rate increase. For a household using 500 kilowatt-hours monthly, this will be about \$2.25 more. You'll also see two new line items on your bill, one for Street Lighting and the other for Public Benefits. These are not increases, just charges previously rolled into the total electric rate.

Water

The price paid for water had been frozen for several years because of stored groundwater credits. As these credits have depleted, water rates are increasing 4.8%. For a typical household this will be about \$1.90 per month. Even with the increase, Burbank will continue to have favorable water rates when compared to similar providers.

Sewer

The Burbank Water Reclamation Plant currently treats nine million gallons of wastewater daily and provides recycled water for power plant and landscape irrigation. Increases in contract operator costs, wastewater treatment utility costs, and City of Los Angeles sewer treatment rates will result in a 6% sewer rate increase. This rate change will amount to a monthly sewer increase of \$0.96 for single-family dwellings and \$0.82 for multi-family dwellings. Sewer Assistance Program rates will not be increased.

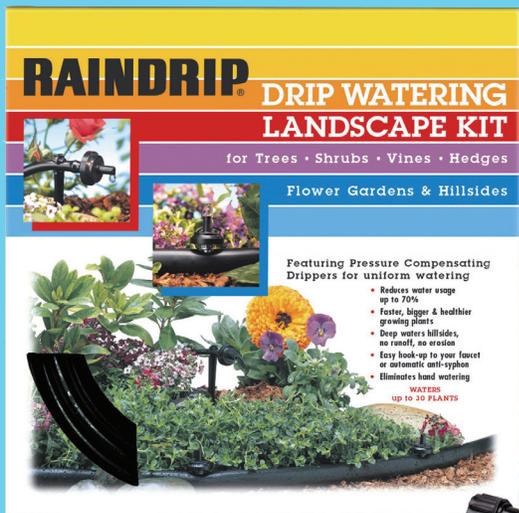
Refuse

Refuse fees have not increased since 2001. However, due to rising operation costs, a 6% refuse rate increase will take effect on July 1st. This rate change will amount to a monthly refuse increase of \$1.14 for typical residential households. Refuse Assistance Program rates will not be increased. Burbank continues to provide regular refuse services to residents, including household trash disposal, greenwaste removal, recyclables collection and unlimited bulky item pick-up.

Tips for Lowering Your Monthly Bill

As always, the best way to contain your monthly bill amount is to curb your household's appetite for water and electricity. At BurbankWaterandPower.com you'll find dozens of tips on how to do so. Please visit us online or call our Conservation Services group at 818-238-3730 for conservation information. For payment assistance options, please call 818-238-3700.

		City of Burbank Municipal Services Bill	Burbank Water and Power 164 W. Magnolia Blvd., Burbank, CA 91502		
RESIDENTIAL CUSTOMER 111 ANY STREET BURBANK, CA 91505-4353			Due Date: JULY 22, 2006 <i>A 1.5% fee will apply if payment is received after due date</i>		
Account Number: 11111-11111 Service Address: 111 ANY STREET			Previous Balance 185.00 Payments Received 185.00 CR Total Current Charges 205.06 Amount Due: 205.06		
Page 1 of 1					
Bill Detail					
	Meter # 36-00000 Current Read (kWh) 50000 Previous Read (kWh) 49000 Current Usage (kWh) 1000 Average Daily Usage 33.33	Rate: ERES 0 - 250 251-750 Over 750	Period 05/02/06 - 06/01/06 (30 days) 250 kWh @ 0.10177 500 kWh @ 0.13377 250 kWh @ 0.14895	25.44 66.89 37.24 Service Charge 4.31 Public Benefits Charge 3.82 Street Lighting Charge 1.67 Utility Users Tax 9.76 State Energy Surcharge 0.22 Electric Service Total \$ 149.35	
	Meter # 11111 Current Read 1500 Previous Read 1490 Current Usage (hcf) 10 AverageDailyUsage 0.3333 Demand (dmd) 10	Rate: WGEN	Period 05/02/06 - 06/01/06 (30 days) 10 hcf @ 1.1930 10 dmd @ 0.1975	11.93 1.98 Service Charge 6.80 Water Service Total \$20.71	
	Waste Management Fee(s) Sewer Service(s)			19.00 16.00 Public Works Total \$ 35.00	
				Total Current Charges \$205.06	
Please detach and return this portion with your payment. Do not send cash. Make checks payable to: BURBANK WATER AND POWER					
Burbank Water and Power P.O. Box 631, Burbank, CA 91503-0631		818-238-3700		Amount Due: \$205.06	
RESIDENTIAL CUSTOMER 111 ANY STREET BURBANK, CA 91505-4353		Due Date: JULY 22, 2006 <i>A 1.5% fee will apply if payment is received after due date</i>		Amount if Different: \$	
				Account Number: 11111-11111	
				Service Address: 111 ANY STREET	



Be a Drip!

Did you know that over half of the water used by Burbank homes goes for outdoor landscaping purposes? BWP now offers a great drip irrigation program that can help you keep your garden beautiful while saving water used outside.

Drip irrigation is a proven way to effectively and efficiently water flowers, shrubs and trees. Drip irrigation provides slow and direct watering to your plants' roots, where water is needed. Water waste is dramatically reduced as drip irrigation eliminates water run-off and water evaporation.

BWP is so sold on drip irrigation that we are putting our money where our mouths are! BWP is providing free drip irrigation kits to Burbank homeowners who attend a short workshop on the benefits of drip irrigation! These kits are worth over \$40.

To get the free kit, Burbank homeowners have to simply attend a short workshop on drip irrigation, taught by a landscape professional. You'll learn the benefits of using drip irrigation and will be shown how to install the drip irrigation system. At the end of the workshop, you will receive the drip irrigation kit as BWP's gift to you. Quickly install the system and start saving water and money!

Call BWP's Conservation Services group to enroll in an upcoming drip irrigation workshop and reserve your kit! Only 40 enrolled customers per class will be admitted on a first-come, first-served basis. Call today!

BWP Conservation Services
818-238-3730

Hot

Tip for Keeping Water Costs Down!

Be especially diligent about water conservation during July, August, September and October! Your highest water usage during these four months sets the demand portion of your water rate. The demand charge is set yearly at every household and business in Burbank. The highest water level used during July through October sets your demand charge for the next 12 months. So, unless you absolutely have to, don't fill your pool or spa during the summer!

Check Us Out!

www.BurbankWaterandPower.com

BWP's goal is to make it a breeze for online users 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.

Online Payment: pay your bill electronically with a credit card. We accept Visa, Mastercard, American Express and Discover cards.

Drip Irrigation: residents can receive a drip irrigation kit valued at \$40, for free!



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, agricultural applications, 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 U.S. Environmental Protection Agency 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.

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 2005.

(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.

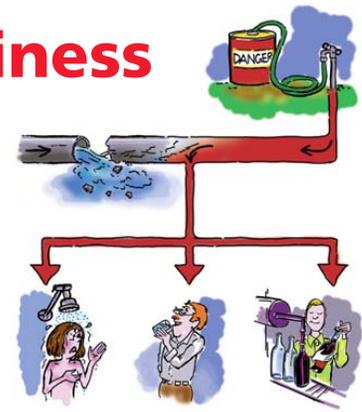
(i) Compliance is based on Running Annual Average which is the average of the last four quarters.

(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.

Protecting Your Home or Business Against Cross-Connections



What is "backflow"?

It's just what it sounds like: the water is flowing in the opposite direction from its normal flow. With the direction of flow reversed, and with the change in water pressure, backflow can allow contaminants to enter our drinking water system through cross-connections.

What is "cross-connection"?

A cross-connection is a permanent or temporary piping arrangement which can allow your drinking water to be contaminated if backflow condition occurs.

What is "backsiphonage"?

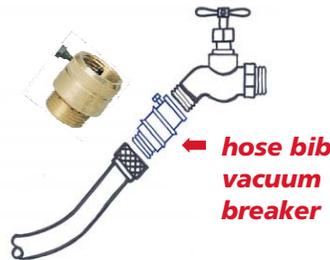
Backsiphonage is backflow caused by a reduction in water system pressure, causing a reversal of water direction flow and is similar to drinking water through a straw.

When does cross-connection occur?

Cross-connection occurs every time someone uses a garden hose sprayer to apply insecticides or herbicides to their lawn. Cross-connection also occurs when someone uses their garden hose to clear a stoppage in their sewer line.

Did you know that over half of the nation's cross-connections involve unprotected hoses?

Installing a hose bib vacuum breaker will prevent a "Backflow" occurrence from contaminating our drinking water.



What is "backpressure"?

Backpressure occurs when water is forced in the opposite direction of flow by a mechanical pump.

A hose bib vacuum breaker can be inexpensively purchased at any local hardware store and is easy to install.

Without proper protection devices, something as simple as your garden hose has the potential to contaminate the city's water supply.

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. 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.

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

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

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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Water Sources

**Important Changes to
your Monthly Utility Bill**

**Hot Tip for Keeping
Water Costs Down!**

Be a Drip!

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**Protect Your Home
or Business Against
Cross-Connections**



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