

Currents



Always There for You!

2013 Annual Report on

WATER QUALITY



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

As we pass Burbank's Centennial year and into the next 100 years, BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses. Burbank's water not only meets but surpasses all State and Federal drinking water standards.

This report shares the results of thousands of sample tests being analyzed for over 162 elements that may be found in drinking water and performed by BWP and Metropolitan Water District of Southern California (MWD). One important section of this report includes educational information and precautions for people

with health issues that require them to avoid certain constituents and/or contaminants.

BWP works hard to provide Burbank with safe drinking water at all times and to keep water costs as competitive as possible. **Did you know that Burbank has the lowest water rates in the region?** If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For information on BWP's water conservation programs, visit us at **BurbankWaterAndPower.com**. You can also attend BWP Board meetings held at 164 W. Magnolia Blvd. on the first Thursday of each month at 5:00 p.m.

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

Burbank's drinking water comes from two different sources: local groundwater from the San Fernando Basin and water purchased from the Metropolitan Water District of Southern California (MWD).

Burbank does not have ownership rights to the naturally occurring groundwater underneath the City and is dependent on imported water purchased from MWD.

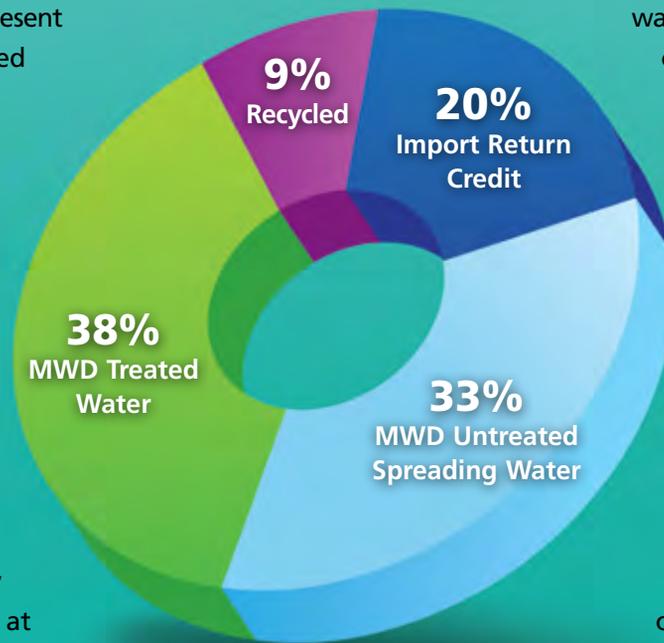
However, Burbank receives a right to pump groundwater (groundwater credits) equivalent to 20% of the total water it distributes. These "Import Return Credits" represent the portion of the imported water that is applied to landscape irrigation and percolates down into the aquifer, therefore resulting with the estimated 20% credit.

To augment the groundwater supply BWP is able to purchase lower-cost untreated water that is imported to the local area and directly placed into the ground at Pacoima. BWP receives water credits from this water at a 1 for 1 ratio, which comprises 33% of Burbank's water supply.

These credits allow BWP to pump from its groundwater wells. The groundwater is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE) before it enters the distribution system. Burbank has two treatment facilities, the Lake Street Plant and the Burbank Operable Unit (BOU) Plant. For the year 2013, 53% of our drinking water supply came from groundwater that was treated solely at the BOU.

The Colorado River Aqueduct and the State Water Project comprise the imported water supplies purchased from MWD. MWD operates its own treatment facilities for these surface water supplies before delivering them to Burbank. For the year 2013, 71% of the City's drinking water came from MWD's treated and untreated sources. Both BOU and MWD treated sources meet all Federal and State drinking water standards.

Burbank's 2013 Water Delivery Sources



A valuable additional water resource for Burbank is recycled water which is distributed via an independent water system. The use of recycled water improves the sustainability of our water supply, conserves the vital resource of potable water, and expands the drought proof portion of our water supply. It is a reliable supply for the irrigation of our parks and golf course, as well as for cooling water at our Power Plant. In 2013, 9% 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 that resulted in the construction of the BOU Plant which is a component of a superfund site remedy. 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 installations, 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.

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.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) 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 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. Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791) or visiting their Web site at www.epa.gov/safewater/.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control 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) or visiting their Web site at www.epa.gov/safewater/.

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 by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

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.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. BWP is responsible for providing high quality drinking water, but cannot control the variety of materials used in private plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. 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 www.epa.gov/safewater/lead or at BWP's website BurbankWaterandPower.com.

2013 ANNUAL WATER QUALITY REPORT

MICROBIOLOGICAL SAMPLING RESULTS

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%	0.75%	0	Naturally present in the environment
E coli	(b)	(b)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (c)	CFU/mL	TT	NA	1	NA	Naturally present in the environment

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

CONSTITUENT	No. of samples collected	Action Level (AL)	Public Health Goal (PHG)	90th percentile level detected	No. sites exceeding AL	Typical Source of Contaminant
Lead (ppb) (d)	50	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) (d)	50	1.3	0.3	0.18	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 (MRDLG)	Running Annual Average	Lowest – Highest (f)	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (e)	ppb	80	NA	19	8 – 35	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (e)	ppb	60	NA	4.1	ND – 12	By-product of drinking water disinfection
Chloramines (g)	ppm	(4)	(4)	1.9	0.2 – 4.0	Drinking water disinfectant added for treatment
Bromate (g)	ppb	10	0.1	2.8	ND – 13	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (i)	ppb	1,000	600	38	23 – 220	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	1.2	ND – 1.4	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	2.8	ND – 88	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	4.0	ND – 7.6	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride						
Naturally-occurring	ppm	2	1	0.45	0.42 – 0.50	Erosion of natural deposits; water additive for tooth health
Optimal Fluoride Control Range						0.7 – 1.3
Treatment-related	ppm	2	1	0.59	0.5 – 1.0	Erosion of natural deposits; water additive for tooth health
Nitrate (as N) (j)	ppm	10	10	4.6	ND – 5.6	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N) (j)	ppm	10	10	4.6	ND – 5.6	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (k)	pCi/L	15	(0)	7.0	ND – 12	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	3.5	ND – 6.0	Decay of natural and manmade deposits
Combined Radium (l)	pCi/L	5	(0)	0.7	ND – 1.2	Erosion of natural deposits
Uranium	pCi/L	20	0.43	5.7	ND – 8.9	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
Aluminum (i)	ppb	200	600	38	23 – 220	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	56	52 – 91	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	2.9	1 – 3	Naturally occurring organic materials
Odor	Units	3	NA	1.8	<1 – 6	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	700	520 – 890	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	73	44 – 190	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	420	280 – 540	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.09	0.05 – 1.2	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (h)	Lowest – Highest (f)	Typical Source of Contaminant
Alkalinity	ppm	NA	NA	210	76 – 220	Erosion of natural deposits
Boron	ppb	NL=1,000	NA	150	120 – 160	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	63	22 – 67	Erosion of natural deposits
Chlorate	ppb	NL=800	NA	12	ND – 62	By-product of drinking water chloramination; industrial processes
Chromium VI	ppb	NA	0.02	4.2	ND – 6.3	Industrial waste discharge
Corrosivity	Al	NA	NA	13	12 – 13	Elemental balance in water
Hardness as CaCO ₃ (m)	ppm	NA	NA	240	110 – 250	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Magnesium	ppm	NA	NA	21	12 – 23	Erosion of natural deposits
N-Nitrosodimethylamine (NDMA)	ppt	NL=10	3	1	ND – 5	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.3	8.1 – 8.4	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4	2.6 – 4.3	
Sodium	ppm	NA	NA	46	43 – 85	Refers to the salt present in the water and is generally naturally occurring
Total Organic Carbon	ppm	TT	NA	0.82	ND – 2.7	Various natural and man-made sources
Vanadium	ppb	NL=50	NA	3.5	3.0 – 4.1	Naturally-occurring; industrial waste discharge

The following definitions may be helpful in your understanding of our Water Quality Report:

Maximum Contaminant Level (MCL):

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG):

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL):

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG):

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS):

SDWS are established only as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color and odor. These constituents are not considered to present a risk to human health.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL):

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

Abbreviations:

AI = Aggressiveness Index; **CFU/mL** = Colony-Forming Units per milliliter; **NTU** = Nephelometric Turbidity Units; **N** = Nitrogen; **NA** = Not Applicable; **ND** = Not Detected; **NL** = Notification Level; **ppb** = parts per billion or micrograms per liter (µg/L); **ppm** = parts per million or milligrams per liter (mg/L); **ppt** = parts per trillion or nanograms per liter (ng/L); **pCi/L** = picoCuries per liter; **PHG** = Public Health Goal; **µS/cm** = microSiemen per centimeter

Footnotes:

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

(b) *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 2013.

(c) All distribution samples collected for 2013 had detectable total chlorine residuals and as a result no HPC's were required.

(d) 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. 50 homes were sampled in June/July 2011, 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.

(e) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2013.

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

(g) Compliance is based on Running Annual Average which is the average of the last four quarters in 2013.

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

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

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

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

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

(m) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 240 ppm for 2013 which is equivalent to 14 grains/gallon.

IMPORTANT WEB LINKS

California Department of Public Health (CDPH): cdph.ca.gov

California EPA: calepa.ca.gov

EPA (Groundwater and Drinking Water): epa.gov/safewater

New and Upcoming Features



Here Now

Your electric meter will be read the same date of each month. Just look on your Bill Detail and the Service Period column will have your read dates. For example, if the service period is 06/21/14 - 07/21/14, then your read date is the 21st of each month.



Coming Back

Next Spring, we will have enough history in our new billing system to complete the consumption comparison information on your bill. Next year you will again see how your energy and water use from the current bill compares to the same period from the previous year.



Something New

BWP will be introducing online availability of your detailed water and electricity usage to help you manage use and costs. Keep an eye out for more details in the coming months!

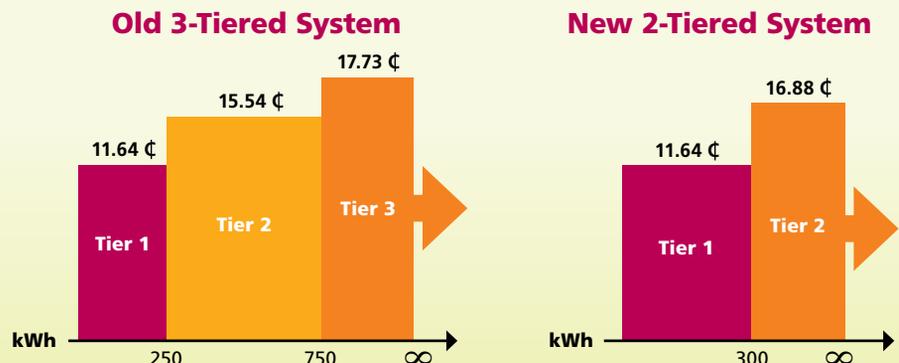
Rate Increases for City Services

Your August bill, reflecting your July water and energy usage, will reflect rate increases approved by the Burbank City Council in June. No one enjoys seeing rates increase, including the departments that recommend the increases to the Council. We work hard to keep costs down, but, as operating costs to provide you with reliable water, energy, refuse and sewer services go up, those costs must be shared.

Utility Service	Rate Increase	Average Monthly Impact
Electricity	2.9%	\$3.80
Water	4.75%	\$2.44
Sewer	2.5%	\$0.57
Refuse	2.5%	\$0.78

Other changes you might notice have to do with your electric rate structure. BWP is moving from three tiers of residential energy charges to just two; the first tier is expanded to include more energy; and the cost of energy used in the second tier has gone up (with no change to the first tier's cost). We're also moving closer to charging residents the true cost of providing service with an increase in the monthly Service Charge from \$4.96 to \$6.96. That amount really should be about \$10 per month, but we feel it would be just too big of a jump at one time.

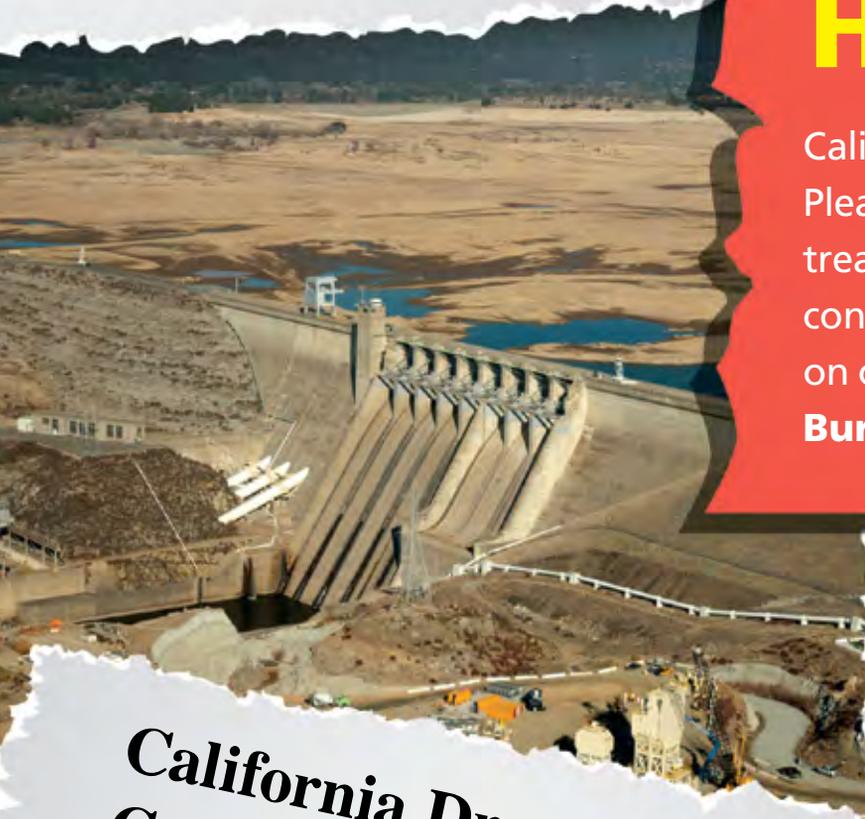
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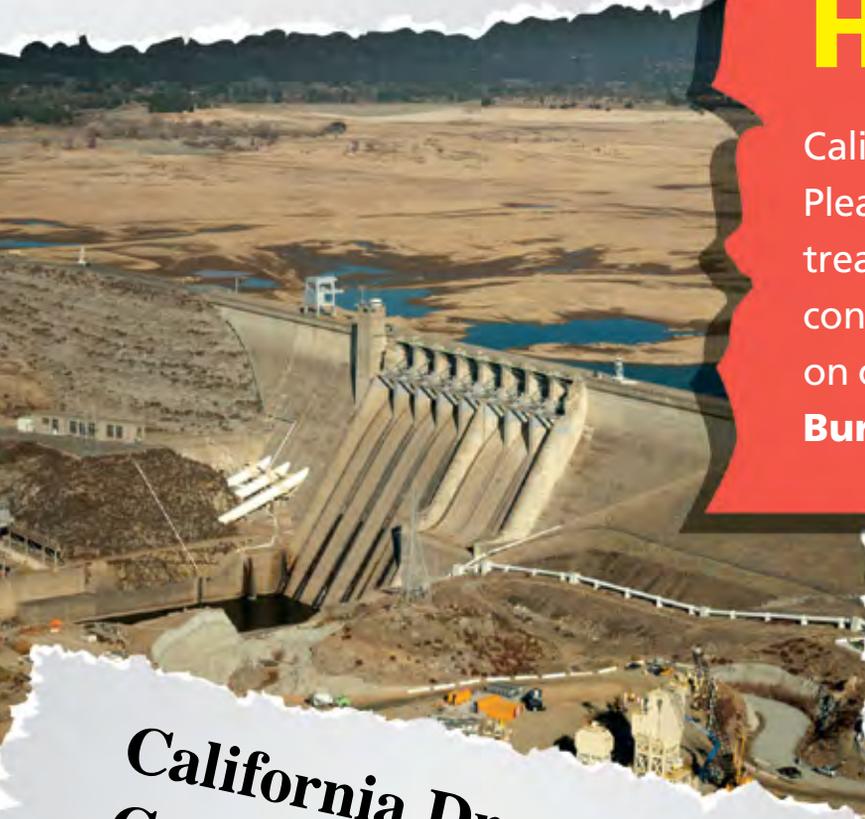
**Brown Declares
Drought Emergency,
Urges Residents to Reduce
Water Consumption by
20 Percent**

Sacramento Bee, January 17, 2014



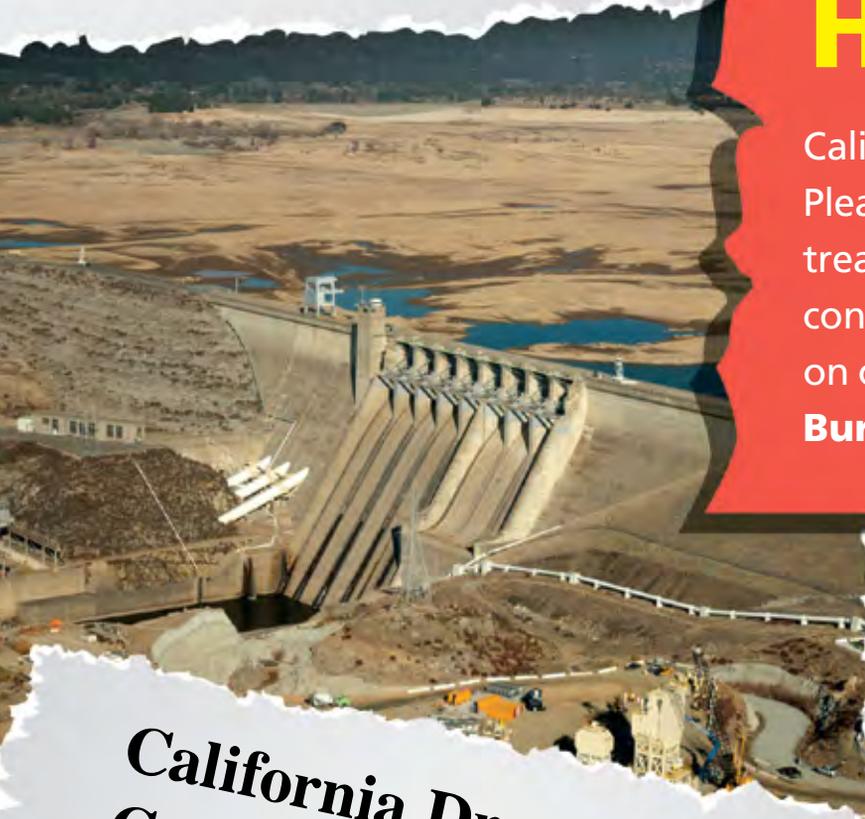
**Drought Covers 100%
of California for First
Time in 15 Years**

Los Angeles Times, April 25, 2014



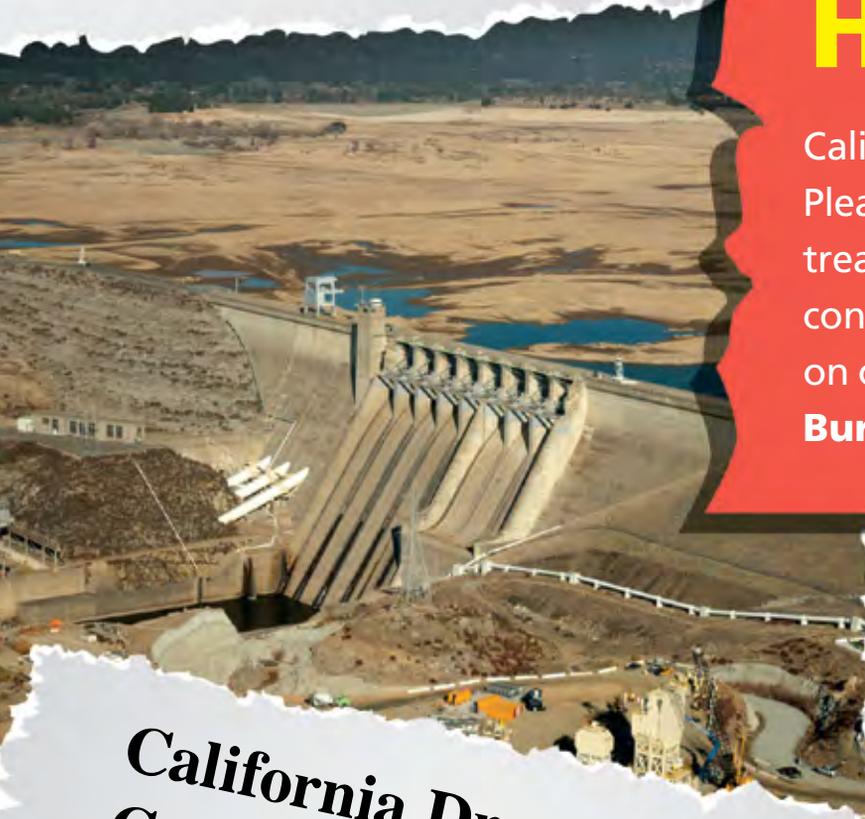
**Ripped
from the
Headlines!**

California's drought is very serious. Please use only what you need and treat each drop as precious. For conservation tips and information on our water-saving programs, visit BurbankWaterAndPower.com.



**Drought in California
May Hinder Job Growth
for Years, Economists Say**

Los Angeles Times, April 2, 2014



**California Drought Costs
Central Valley \$2 Billion**

Modesto Bee, May 19, 2014

Joanne Fletcher Wins Award from Senator Liu



Joanne Fletcher, who heads up BWP's Customer Service and Marketing division, is Senator Carol Liu's Women Mean Business, Tami Ginsburg 2014 Award Winner! These awards honor women whose exceptional abilities contribute to the economic vitality and quality of life of Senate District 25. The District extends from Sunland-Tujunga in LA County to the City of Upland in San Bernardino County, comprising nearly 1,000,000 residents. Among her many accomplishments, Joanne is recognized for a just-completed customer information system implementation that was a rousing success. Congratulations, Joanne!



BWP's EcoCampus Wins Another Award

In early Spring, BWP's EcoCampus won a special award at the Municipal Green Building Conference. The Conference annually brings together architects, engineers and thought-leaders in green building design and policy-making, working to create a sustainable and energy efficient future for Southern California. The award recognizes the fact that BWP has multiple LEED Platinum Buildings on our campus.



Accepting the award were BWP's (left to right): Riad Sleiman, Bruce Hamer, Joanne Fletcher, Fred Fletcher and Charles Peck.

Utility Modernization Work Receives Kudos

In May, BWP won a 2014 Expanding Excellence Award from CS Week in the category of "Best Smart Infrastructure Project." CS Week annually recognizes customer service excellence from America's electric, natural gas, water and wastewater utilities. This prestigious industry award caps a multi-year effort by BWP to upgrade a variety of communication systems, all in efforts to enhance already stellar electricity reliability and improve the services we offer Burbank residents and businesses.

Where Does Burbank's Power Come From?

BWP both generates electricity here in Burbank and procures energy from a variety of technologies and fuels from across the western U.S. A varied portfolio means energy reliability Burbank can count on! In this ongoing series, we look at how Burbank is powered.

Wyoming Wind Project

The Wyoming Wind project, located in southwest Wyoming, is rated at 144 megawatts, of which Burbank receives five megawatts. That's enough energy to power about 1,700 Burbank homes annually with renewable energy.

The Wyoming Wind project is made up of 80 wind turbines, each placed on a 262 foot tower. The turbine blades themselves are 220 feet long – just slightly shorter than the wingspan of a Boeing 747! As wind blows, these huge blades turn, operating an electrical generator that produces clean, renewable energy.

Burbank's share of the electricity travels from Wyoming into Utah on the Northern Transmission System, then catches another line, the Southern

Transmission System, into Southern California. Finally arriving at Burbank substations, the high-voltage power is "stepped" down and moves into BWP's electrical distribution system on its way to powering Burbank homes and businesses.

Today, 25% of Burbank's energy comes from renewable energy resources, including the Wyoming Wind project. In the next couple of years, 33% of our energy will be fueled from renewable resources. Achieving 33% is now a legal requirement in the state of California, but back in 2007 Burbank was the first city in America to adopt the goal of 33% renewable energy by 2020. We're ahead of schedule on this environmental milestone that everyone in Burbank should be proud of!



Did You Know? Electricity is Real-time.

One interesting property of electricity is that it must be consumed once it's produced. This unusual aspect means BWP must precisely balance Burbank's minute-by-minute demand for electricity with electric production from a variety of resources, some of which (like wind and solar energy) are quite unpredictable.

BWP does a very good job of this balancing, as evidenced by electric reliability numbers that are among the highest in the nation. **But, we could use your help!**

Burbank's peak demand for electricity typically occurs daily from 3-6pm. That's when demand is surging as businesses are still running, people are returning to their homes, and lots of electrical devices are being used, such as air conditioners, TVs, computers, appliances, etc.



Here's how you can help: Between the hours of 3:00pm and 6:00pm, please defer any discretionary energy use. For instance, wait until after 6pm to run your laundry, dishwasher, pool pump, or charge your car.

Thank you for making our job of providing energy for everyone when it's needed a little easier!

Adopt a Pet and Light Up Your Life!



BWP is teaming up with the Burbank Animal Shelter to encourage adoptions. Through the end of August, every household that adopts a pet will receive an energy-saving light bulb, courtesy of BWP.



The Burbank Animal Shelter is one of 50 shelters nationwide participating in the ASPCA Rachael Ray \$100K Challenge, competing for a chance at grant funding, as well a \$25,000 Community Engagement Award for the shelter that garners the greatest community support. Please go to [Facebook.com/BurbankAnimalShelter](https://www.facebook.com/BurbankAnimalShelter) to find out how to vote for Burbank!

Burbank's goal is to place 800 cats and dogs into fur-ever homes. It's a big goal, but Burbank is a compassionate community that always rises to the occasion!

Will you be our 1,000th Follower?

With over 900 Twitter followers, we're planning a fun recognition for our 1,000th Twitter Follower! That lucky individual will receive a personal tour of BWP's EcoCampus along with up to ten of his or her family and friends. Follow us at twitter.com/BurbankH2OPower and good luck!



Elite Media Technologies Partners with ONE Burbank



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. ONEBurbank rolled out in December 2010 and customers continue to sign up for the popular service.

Founded in 2010, Elite Media Technologies, LLC offers post-production and digital media services with a commitment to creating breakthrough workflows and enhanced solutions for studios and broadcasters in the motion picture and television industries.

Elite Media Technologies is headed by President and CEO Nick Mairose who shares his experience with BWP's ONEBurbank fiber service.

In Spring 2013, it was time to move our operation to a larger space for continued growth. Once we found our new location, we contacted ONEBurbank and three other service providers. As a smaller company, we like to partner with companies that share our mindset of attention to detail and customer service that you just can't get with a large corporation. We decided that ONEBurbank could deliver the same level of exemplary service to us that we strive to offer to our clients.

ONEBurbank was able to provide the fiber services we needed, expediting our install as we moved very quickly to our new Burbank location. This enabled us to offer uninterrupted service to all of our clients.

Our Digital Media Group makes deliveries of large data files to and from such studios as Showtime and



Above: Elite Media Technologies' Chief Operating Officer Dennis Vuong and President/CEO Nick Mairose.

Warner Brothers, broadcast centers including CBS and NBC Universal, captioning and production companies such as Aberdeen Captioning and New Wave Entertainment, and digital services like Netflix and Hulu. ONEBurbank has given us exceptional and trouble-free service, allowing us to perform efficiently and provide our customers with superior service that exceeds expectations.

With massive data where 4K media is becoming the norm, we are confident that BWP's ONEBurbank fiber service will grow with our company!

We welcome Elite Media Technologies, LLC as another satisfied ONEBurbank customer! Visit their website at www.elitemediatek.com for more information.



Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

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Permit No. 72



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Scan the barcode with your smartphone to go directly to our Twitter page.

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FSC logo**

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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 online at:
BurbankWaterAndPower.com

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In this issue...

2013 Annual Water Quality Report

New and Upcoming Features

Rate Increases for City Services

***California's Drought:
Ripped from the Headlines!***

Joanne Fletcher Wins Award from Senator Liu

BWP's EcoCampus Wins Another Award

Utility Modernization Receives Kudos

Where Does Burbank's Power Come From?

Did you know? Electricity is real-time.

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