



CURRENT NEWS

January–February 2014

THE
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DIT

PASADENA STILL SHUDDERS at the memory of the monster windstorm that struck two years ago, knocking out 2,000 trees, littering city streets, and prompting thousands of emergency calls from customers left in the dark.

While PWP troubleshooters quickly made emergency repairs, our utility has since invested \$4 million in windstorm recovery, completing permanent repairs and extending the life of damaged transformers, downed poles and snapped lines.

With valuable lessons learned, PWP has devoted just as much energy to making long-term improvements in the way our utility serves and communicates with customers during major disasters.

Most important, PWP is putting the final touches on a state-of-the-art Outage Management System (OMS) that will relay automatic outage notifications to PWP's Dispatch Center, speeding repairs.

The system is set to go live in mid-2014. Now is the time to update your emergency contact information, including business numbers, cell phone numbers and email addresses, by using the form at www.PWPweb.com/OMS. You can also "like" PWP on Facebook for alerts.

THE CITY HAS UNVEILED A NEW 311 CALL CENTER, which will be a primary point of contact for callers requesting information, service or support. For details, visit www.cityofpasadena.net or call 626.744.7311.

LIVE WIRE DIALOGUE

TO MINIMIZE THE CHANCE of service disruptions for our customers through even the toughest storms, PWP's team of power engineers, technicians and troubleshooters make it their priority to conduct rigorous infrastructure inspections, scheduled maintenance and an active power line clearance/tree management program.

"We're very proud that PWP has won national awards for its reliability," said Superintendent of Power Delivery Operations Jeff Barber.

Customers can help. "For one, call a certified arborist to make sure any trees on your property are safely away from power lines. Never try to handle the job yourself," Barber said. "If you're planting any new trees, consider their full-grown size and make sure they won't grow into your power lines."

After a storm, never touch a downed power line or a tree branch that's touching a line; call (626) 744-4673 to report it, or 911 if you see sparks. "And don't ever try to restore power by tampering with lines, electric service panels or the high-voltage boxes at the base of street light poles," Barber said. "This could be fatal."

Find more power safety tips at www.PWPweb.com/Safety_Info.





ASK PWP

I'm planning to upgrade the lighting in my shop this year. What kinds of rebates are available?

Small business customers can now join the waiting list for PWP's Water & Energy Direct Install Program (WeDIP). Introduced this past summer, the program has been wildly popular and funds for this fiscal year are depleted, but additional funding will be available July 1. To join a waiting list to receive a range of efficient water, energy and refrigeration equipment installed at no charge, send an email to wedip@rsgp.com and include your business name, street address and PWP account number. If you can't wait, look into PWP's Energy Efficiency Partnering (EEP) program. Open to all commercial customers, EEP provides rebates for a broad range of permanently installed energy-saving retrofit projects. Based on EEP's popularity, rebate amounts will be decreased slightly in 2014; visit www.PWPweb.com/EEP or talk to your account manager for details.



Robert Thompson
Commercial Energy Efficiency Program Manager

How does PWP plan to pay for the upcoming power plant project?

Plans are moving forward to rejuvenate the City's power plant with efficient new equipment. To provide

funding, PWP successfully issued about \$80 million in 30-year revenue bonds in November, with 12 potential buyers vying with bids. Before the sale, analysts from Fitch and Standard & Poors credit rating agencies traveled to Pasadena to discuss PWP's finances and operations and to tour the plant, an unusual on-site visit. Both rating agencies affirmed PWP's excellent credit ratings, AA and AA-.



Proceeds will be used for the Glenarm Plant repowering and investment in PWP's electric distribution system. Find updates at www.PWPweb.com/GT5.

Shari Thomas
Assistant General Manager

How often should our sprinklers run in winter?

We recommend that customers take advantage of winter's cooler temperatures by re-setting controllers to irrigate water just one day per week. Most plants are dormant in the winter and don't require much water in order to stay healthy. We would also like to remind customers to turn off



their irrigation systems during periods of rain, or consider adding a rain shut-off sensor to their existing controllers. Find rebates on water-saving landscaping equipment at www.PWPweb.com/SaveMoney.

Nancy Long
Water Conservation Manager

Like us on Facebook: [PasadenaWaterandPower](https://www.facebook.com/PasadenaWaterandPower) 

Follow us on Twitter: [@PWPnews](https://twitter.com/PWPnews) 

THE AGENDA

Regularly Scheduled Public Meetings:

MUNICIPAL SERVICES COMMITTEE — Every 2nd & 4th Tuesday @ 4:15 pm, City Hall, Rm. S245

CITY COUNCIL MEETING — Every Monday @ 6:30 pm, City Hall, Rm. S249

(For agendas and cancellations, please check www.cityofpasadena.net)

IMPORTANT NUMBERS

Rebates & Conservation
626.744.6970

Billing & Service
626.744.4005

Water Emergencies
626.744.4138

Power Emergencies
626.744.4673



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CUSTOMER SPOTLIGHT

WHEN THE STATE ANNOUNCED its Million Solar Roofs campaign in 2007, urging Californians to power their homes and businesses with solar energy, Pasadena was one of the first cities to embrace the challenge.



Caltech's Holliston Avenue parking structure features a 200 megawatt solar array on its roof. The installation and six others on campus have earned the institute a rebate of over \$900,000 for five years of service.

PWP quickly launched the Pasadena Solar Initiative, unveiling a list of generous rebates to motivate customers to install 14 megawatts of solar energy citywide by 2017.

No other institution was more supportive than the California Institute of Technology.

The first volunteer, Caltech pledged to build a 200 kilowatt solar array on the roof of the campus parking structure at 370 S. Holliston Ave. Through its agreement with PWP, the school would be paid just over 63 cents for every kilowatt hour the new solar system saved over the course of five years.

Those kilowatt hours added up. Five years later, Caltech will be awarded its last of five PWP rebate checks in February, which totaled more than \$900,000.

"Caltech was there to help us launch something great," said PWP Account Manager Irma Cruz. "We couldn't be prouder to deliver their reward."

Caltech has since completed seven campus solar installations, bringing total installed capacity to 1.3 megawatts, said Director of Sustainability Programs John Onderdonk. Solar now accounts for two percent of the campus energy portfolio, and has been deployed on 72 percent of eligible roof-top space.

Not only have the installations helped reduce Caltech's carbon emissions, they've been designed to maximize production during summer days, reducing demand on the city grid when electricity is in short supply. They've placed Caltech among the top 10 campuses nationally for installed rooftop solar capacity, as ranked by the Association for the Advancement of Sustainability in Higher Education.

Solar is just a small part of the school's efforts. Caltech students and staff alike continue to advance innovative new ways to tame water and power use, reduce waste, promote clean transportation and reduce greenhouse gas emissions. The school was recently named to The Princeton Review's 2013 Green Honor Roll.

"We are very appreciative of our partnership with PWP," Onderdonk said. "Their support has been instrumental in enabling us to implement our solar and energy efficiency initiatives."

Follow Caltech's lead and find complete details on PWP rebates, federal tax credits and other solar incentives at www.PWPweb.com/solar.



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Inside this issue:



Hurry - Don't be left in the dark during the next outage! There is still time to update your emergency contact info with PWP.

Keeping Pasadena's Business Community Connected

TIPS FOR BOTTOM-LINE SAVINGS

RESOLVED TO SAVE MONEY THIS YEAR? Then say "cheers!" to a list of new and improved water-saving rebates from PWP.

Outdoors, commercial customers can now qualify for \$35 per sensor for a soil moisture sensor system. Designed to eliminate waste, these smart little gadgets measure the soil moisture content in the active root zone and send a signal to your irrigation system controller.

Indoors, earn a rebate of \$10 each for plumbing flow control valves. Added to faucets and showerheads, the device maintains water pressure while reducing water flow by up to 60 percent. The only difference you'll notice is on your bill!

With a new promotion from the Metropolitan Water District (MWD), for a limited time fitness centers and gyms are eligible for increased incentives for replacing older restroom fixtures with newer, high-efficiency models. Rebates start at \$300 for high-efficiency toilets and \$500 for ultra-low-water urinals and zero water urinals.

Finally, PWP's restaurant and food service customers can earn increased rebates this winter for kitchen equipment. Receive \$535 per compartment for water-saving connectionless food steamers and \$1,500 for efficient ice making machines.

For complete details, visit www.PWPweb.com/SaveMoney or call SoCal Water\$mart at (888) 376-3314.