

Currents



2017 ANNUAL WATER QUALITY REPORT

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

BWP is proud of our ongoing record of delivering high quality water to Burbank's residents and businesses for over 100 years. 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. 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.

If you have any questions about this report, please call Tony Umphenour at (818) 238-3500. For information on BWP's water conservation programs, please visit us at BurbankWaterAndPower.com. You can also attend BWP Board meetings held at 164 W. Magnolia 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.

We Are 100% Dependent

You look forward to sparkling clean water cascading from the tap every time you turn on your faucet. Water is essential to your daily life whether you're cooling off with a nice glass of water on a scorching summer day, or giving Fido a bath because he's rolled in the mud (again). You depend on water to be there for you when you need it in your home, at your business, and in public parks, schools and hospitals all around Burbank.

Providing a reliable water supply for Burbank is challenging when the City is completely dependent on imported water. Rainwater that makes its way to underground aquifers underneath our City does not belong to us. Instead, Burbank is 100% dependent on imported water from the Metropolitan Water District of Southern California (MWD). Water purchased from MWD travels through hundreds of miles of pipes all the way from the Colorado River Aqueduct in Arizona and the State Water Project in Northern California and is treated by MWD to meet State and Federal Standards before finally arriving in Burbank. And, like most imported things, the water costs more. Burbank is doing creative and innovative things to solve our water supply challenges and manage our dependency on imported water to ensure that water is available for you when you need it today and in the future.

Did You Know?

Water is HEAVY! One gallon of water weighs about 8.34 pounds.

The average household in Burbank receives about 10,000 gallons, or 83,400 pounds of water per month!

Health professionals recommend drinking at least 64 ounces of water per day. That's about 1,522 pounds of water per year!

on Imported Water!

Over 400 miles away!

Oroville Dam

The State Water Project has 34 storage facilities, reservoirs and lakes; 20 pumping plants; 4 pumping-generating plants; 5 hydroelectric power plants; and about 700 miles of open canals and pipelines.

State Water Project Supplies

Colorado River Aqueduct

Burbank

Colorado River Aqueduct

The 242-mile Colorado River Aqueduct delivers water from the Colorado River at Lake Havasu west of the California/Arizona border.

California

Arizona



Innovative Ways to Build a Reliable Source of Water

The Southern California region is quite dry and is prone to droughts. The rainwater that does make its way to underground aquifers underneath our City does not belong to us. (Burbank is dependent on imported water, remember?) Imported water that costs more and the inevitability of droughts has inspired new and innovative ways to “drought proof” and manage our water supply.



BWP Earns Groundwater Credits for all the Water Distributed in Burbank

Imported water used on landscapes eventually percolates down to the aquifers underneath the City. As a result, Burbank receives a credit to pump up groundwater equivalent to 20% of the total amount of water used citywide.

Buying Untreated Water to “Bank” Credits

Burbank also buys lower-cost untreated water from MWD that we put directly into the ground via the Pacoima and Lopez Spreading Grounds. Burbank is able to use the aquifer below the ground as a storage facility like a savings account at a bank. For every gallon of untreated water Burbank deposits into the ground we receive a credit to withdraw the equivalent amount of water back out of the aquifer. BWP was able to pump up to 38% of Burbank’s water supply in 2017 because of credits earned from putting untreated water into the ground.

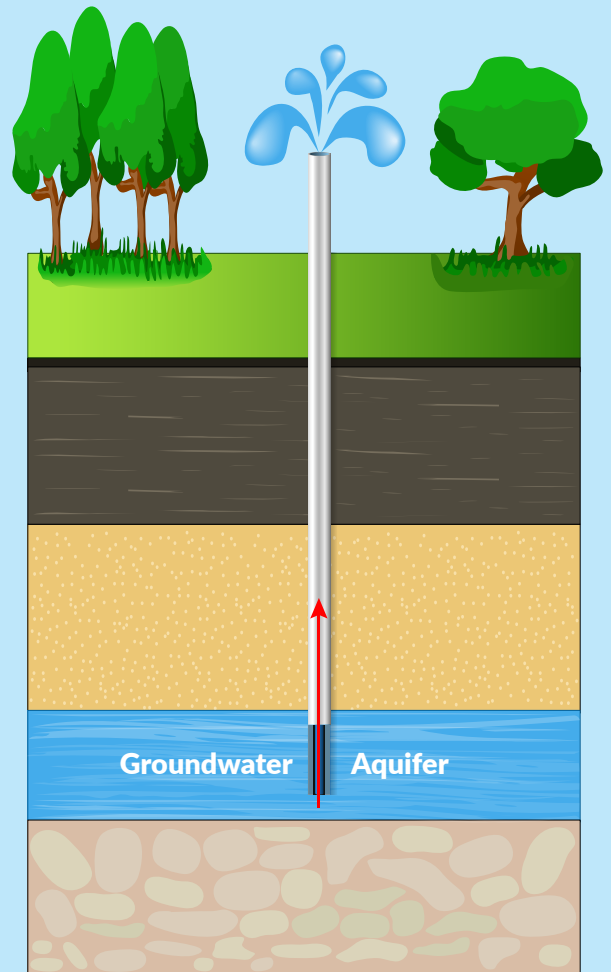


Burbank is Championing Groundwater Cleanup

Water that is pumped up from the aquifers is treated to remove volatile organic contaminants such as trichloroethylene (TCE) and tetrachloroethylene (PCE), and the freshly cleaned water is blended with MWD water and is safely distributed for Burbank homes and businesses to enjoy.

In 2017, 58% of our drinking water supply came from groundwater that was solely treated by the Burbank Operable Unit (BOU). Lockheed Martin fully funds the operation of the BOU.

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, an unfortunate legacy of Burbank's aerospace industry. The source water assessment also found other possible contaminating activities, including 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.



It's Time to Garden, Ya Dig?

It's time to dust off those gardening gloves and garden! Now is a great time to plant because new plants will have plenty of time for roots to grow strong just before the winter rains start.

Whether you've got a green thumb or want your neighbors to be green with envy, the Burbank Water-Wise Gardening website has helpful information on plants and interactive online tours of gardens to help you create your own personal oasis. Get inspired at Burbank.WaterSavingPlants.com.

P.S.: If you find a tree you love, be sure to check if it's one of the FREE shade trees offered from our Made in the Shade Program. To see a list of trees available, visit BurbankWaterAndPower.com.



Burbank is Using More and More Recycled Water

Every time you wash your dishes, wash your clothes or take a shower there is wastewater going down the drain. The wastewater is taken to the Burbank Water Reclamation Plant to remove solids and other impurities and becomes what is known as Recycled Water. Recycled water contains more dissolved salts and nutrients compared to our drinking water which limits its use to mostly landscape irrigation.

Recycled water is also a more drought-proof supply of water because every drop that is used to irrigate Burbank lawns saves vital drinking water. Burbank is already using one third of the recycled water available and is developing innovative ways to use the rest. In fact, 17% of the City's total water supply came from recycled water in 2017. Since the bulk of recycled water is used for outdoor irrigation, Burbank also receives groundwater credits for 20% of the total amount of recycled water used. Pretty cool, huh!



Did You Know?

Over 160 sites in Burbank have been converted to use recycled water to date!

The Magnolia Power Plant operates on 100% recycled water and uses about *one million gallons of recycled water per day*. That's about as much water used by 100 homes in Burbank for an entire month!

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 (U.S. EPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board 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. EPA 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. 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).

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.

This Water Quality Report reflects changes in drinking water regulatory requirements during 2017. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the new 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.

2017 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) State Total Coliform Rule	%	5.0%	0%	0%	0	Naturally present in the environment
E. coli (Acute Total Coliform) (b) State Total Coliform Rule	(b)	(b)	0	0	0	Human and animal fecal waste
Total Coliform Bacteria (c) Federal Revised Total Coliform Rule	%	TT	NA	0%	0	Naturally present in the environment
E. coli (d) Federal Revised Total Coliform Rule	(d)	(d)	0	0	0	Human and animal fecal waste
Heterotrophic Plate Count (HPC) (e)	CFU/mL	TT	NA	TT	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) (f)	53	15	0.2	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits leaching from wood preservatives
Copper (ppm) (f)	53	1.3	0.3	0.25	0	

SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AT BUSD SCHOOLS

CONSTITUENT	No. of Schools Requesting Lead Sampling	Action Level (AL)	Public Health Goal (PHG)	No. Sites Exceeding AL	No. Sites Needing Corrective Action	Typical Source of Contaminant
Lead (ppb) (g)	22	15	0.2	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 (MRDL)	PHG (MCLG) (MRDLG)	Running Annual Average	Lowest - Highest	Typical Source of Contaminant
Total Trihalomethanes (TTHM) (h)	ppb	80	NA	19	10 - 33	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (h)	ppb	60	NA	2.4	ND - 5.1	By-product of drinking water disinfection
Chloramines (i)	ppm	(4)	(4)	1.9	0.2 - 3.1	Drinking water disinfectant added for treatment
Bromate (i)	ppb	10	0.1	2.7	ND - 7.4	By-product of drinking water disinfection

DETECTION OF CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG (MCLG)	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
INORGANIC CHEMICALS:						
Aluminum (l)	ppb	1,000	600	28	ND - 210	Residue from water treatment process; erosion of natural deposits
Barium	ppb	1,000	2,000	75	ND - 79	Oil and metal refineries discharge; erosion of natural deposits
Chromium	ppb	50	(100)	2.6	ND - 5.0	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride Naturally-occurring	ppm	2	1	0.47	0.44 - 0.51	Erosion of natural deposits in groundwater
Optimal Fluoride Control Range						
Fluoride Treatment-related	ppm	2	1	0.52	0.45 - 0.9	Water additive for tooth health
Nitrate (as N)	ppm	10	10	4.8	ND - 6.6	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	4.8	ND - 6.6	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (m)	pCi/L	15	(0)	7.1	ND - 12	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	3.2	ND - 5.2	Decay of natural and manmade deposits
Uranium	pCi/L	20	0.43	8.4	ND - 14	Erosion of natural deposits

DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
Aluminum (l)	ppb	200	600	28	ND - 210	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	63	29 - 94	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	2.9	1 - 3	Naturally occurring organic materials
Odor	Units	3	NA	1.3	1 - 3	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	728	299 - 770	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	79	46 - 123	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	441	179 - 490	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.09	0.04 - 0.10	Soil runoff

OTHER PARAMETERS OF INTEREST TO CONSUMERS

PARAMETER	Units	State MCL	PHG	Burbank Water (j)	Lowest - Highest (k)	Typical Source of Contaminant
Alkalinity	ppm	NA	NA	177	43 - 190	Erosion of natural deposits
Boron	ppb	NL=1,000	NA	146	110 - 190	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	66	14 - 68	Erosion of natural deposits
Chlorate	ppb	NL=800	NA	28	28 - 34	By-product of drinking water chloramination; industrial processes
Corrosivity	AI	NA	NA	12	12 - 13	Elemental balance in water
Hardness as CaCO ₃ (n)	ppm	NA	NA	249	58 - 260	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Hexavalent Chromium (o)	ppb	NA	0.02	2.4	ND - 4.8	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Magnesium	ppm	NA	NA	21	6.2 - 22	Erosion of natural deposits
Molybdenum (p)	ppb	NA	NA	5.9	5.9	Erosion of natural deposits
N-Nitrosodimethylamine (NDMA)	ppt	NL=10	3	1.1	ND - 3.3	By-product of drinking water chlorination; industrial processes
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	2.9	ND - 6.1	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.2	8.2 - 8.7	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.4	2.2 - 4.5	Erosion of natural deposits
Sodium	ppm	NA	NA	50	35 - 80	Refers to the salt present in the water and is generally naturally occurring
Strontium (p)	ppb	HRL=1,500	NA	890	890	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	1.0	ND - 3.1	Various natural and man-made sources
Vanadium	ppb	NL=50	NA	3.9	ND - 4.0	Naturally-occurring; industrial waste discharge
1,4-dioxane	ppb	NL=1	NA	0.58	ND - 0.60	Discharge from chemical factories

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.

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; **HRL** = Health Reference Level; **NTU** = Nephelometric Turbidity Units; **N** = Nitrogen; **NA** = Not Applicable; **ND** = Not Detected; **NL** = Notification Level; **ppb** = Parts per Billion or Micrograms per Liter ($\mu\text{g/L}$); **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; **TT** = Treatment Technique; **$\mu\text{S/cm}$** = Microsiemen per Centimeter

Footnotes:

(a) MCL for State total coliform is no more than 5% of monthly samples are positive. The MCL was not violated in 2017.

(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 2017.

(c) Total coliform Treatment Technique (TT) trigger, Level 1 assessments, and total coliform TT violations. No triggers, Level 1 assessments, or violations occurred in 2017.

(d) *E. coli* MCL and Level 2 TT triggers for assessments. No samples were *E. coli*-positive. No MCLs violations nor assessments occurred in 2017.

(e) All distribution samples collected for 2017 had detectable total chlorine residuals and as a result no HPC's were required.

(f) 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. Fifty homes were sampled in June/July 2017, 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.

(g) 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.

(h) Compliance is based on Locational Running Annual Average which is the average of the last four quarters in 2017.

(i) Compliance is based on Running Annual Average which is the average within the distribution system in 2017.

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

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

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

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

(n) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 276 ppm for 2017 which is equivalent to 16 grains/gallon.

(o) There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L (10 ppb) was withdrawn on September 11, 2017.

(p) Data from 2015 sampling.

IMPORTANT WEB LINKS

California EPA: calepa.ca.gov

State Water Resources Control Board – Division of Drinking Water:
<http://www.waterboards.ca.gov>

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

Town Hall

Our City, Our Utility, Our Energy Future

Come participate in a free interactive town hall meeting to help BWP plan the energy supply future for our City. **Anyone can help, everyone is needed.**

Hear from speakers and participate in a discussion about:

- Renewable Energy
- Electric Vehicles
- Solar Power

Two Dates to Choose from at the
Buena Vista Library Auditorium:

Saturday, August 4, 2018
10am - 12pm

Monday, August 6, 2018
6pm - 8pm



Nitrate: Nitrate (as nitrogen) 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.

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 2 minutes before using water for drinking or cooking. 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 www.epa.gov/safewater/lead or at BWP's website BurbankWaterandPower.com

ONEBurbank Delivers Speed, Reliability to Radio Express



ONEBurbank is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit **ONEBurbank** at **ONEBurbank.com**

Radio Express, founded in 1985 by industry innovator Tom Rounds, is the world's leading independently owned and operated supplier of entertainment programming to radio stations outside the United States. *Radio Express*' vision to bring entertainment to all corners of the globe led them to establish relationships with over 5,000 radio stations in over 130 countries. The company offers a wide range of radio products including daily content, weekly music services, advertising brand messaging, production services, hosted and unhosted programs, as well as branded entertainment and customized digital apps. Burbank's *Radio Express* continues to grow its network of radio stations worldwide and provide the most comprehensive broadcasting tools to its partners.

Anita Antonio, General Manager, talks about BWP's **ONEBurbank** fiber service:

Radio professionals view us as their partner in providing broadcasting support and selecting the right services from our extensive radio offerings. Our goal is to help clients successfully increase listenership and brand loyalty, and while technology keeps us on the progressive side of new media, we believe in developing strong personal relationships with our customers, suppliers, vendors, and our talent.

While relocating last spring, we learned about BWP's **ONEBurbank** from an informational mailer. We analyzed our existing ISP contract and several proposals from other internet providers. Overall, **ONEBurbank** offered a faster speed, a better price, and a 30-day installation period compared to 120 days, which our old ISP estimated – time we just didn't have.

Our **ONEBurbank** service is excellent! Fast, reliable network connections are critical to our business success because we share large volumes of audio content across the globe. On day one, our online distribution and production departments noticed a significant improvement in our network connection speed.

ONEBurbank has been super professional since our very first interaction and truly cares about meeting our business needs.

We highly recommend **ONEBurbank** to any business and look forward to using it for many years to come!

We welcome *Radio Express* as another satisfied **ONEBurbank** customer! Visit their website at radioexpress.com for more information.



Above: Staff gather in the sound booth at Radio Express.



Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

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

ECRWSS



Follow BWP at twitter.com/BurbankH2OPower

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

This BWP newsletter is printed on recycled paper that is Forest Stewardship Council (FSC) certified. The FSC Logo identifies products which contain wood from well managed forests certified in accordance with the rules of the Forest Stewardship Council.

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

ONEBurbank: (818) 238-3113

Currents Editors:

Joe Flores,
jlflores@burbankca.gov

Tracie Neiswonger,
tneiswonger@burbankca.gov

Visit us online at:

BurbankWaterAndPower.com

Always There For You!

In this issue...

2017 Annual Water Quality Report

**We are 100% Dependent
on Imported Water!**

**Innovative Ways to Build a
Reliable Source of Water**

**Burbank is Using More and
More Recycled Water**

**Town Hall
Our City, Our Utility, Our Energy Future**

**ONEBurbank Delivers Speed,
Reliability to Radio Express**