

Glendale Water & Power Smart Grid Implementation Project

Craig Kuennen, Smart Grid Project Sponsor

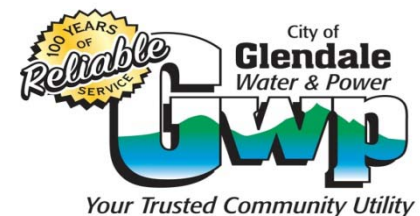
2010 National Energy and Utility Affordability Conference

June 14th – 16th, 2010 San Antonio, TX

About Glendale *Water & Power*

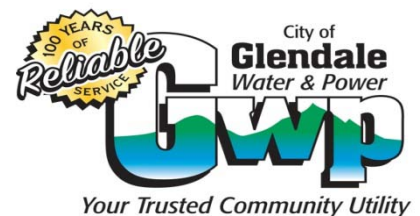


- Municipal utility located in a suburb of Los Angeles
- 84,500 electric and 32,500 water customers
- 1 of 33 Public Owned Utilities selected by the U.S. Department of Energy for a Smart Grid Grant



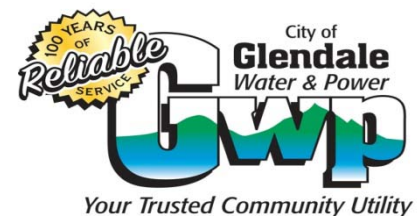
About Glendale *Water & Power*

- Leader in providing low-income, energy efficiency, renewable energy, and green building programs
- Won the California Municipal Utility Association Award for most innovative public benefit programs in five of the last six years
- 28 active public benefit programs
- Over \$51 million invested since January 1, 1998 - \$12.5 million in low-income programs



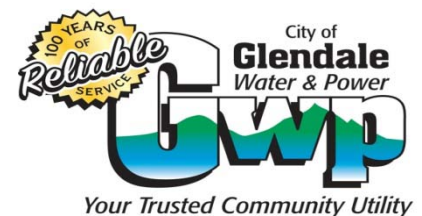
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- Substantial low-income program support – \$2.5 million annual budget
 - Glendale Care – offers monthly discount of \$10.00 off customer's utility bill, 4,500 plus customers participating
 - Peak Hogs – incentives up to 50% to apartment owners to replace energy inefficient air condition units with new ENERGY STAR models, 2,300 tons replaced since 2003
 - Cool Care – replaces energy inefficient refrigerators with new ENERGY STAR models, 4,360 replaced since 2003



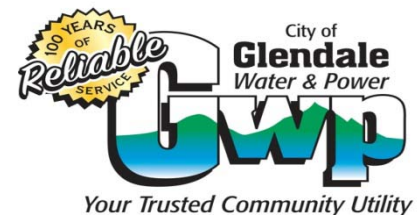
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- Helping Hand – provides up to \$150 in one-time bill deposit or bill payment assistance to low-income customers - 796 customers participating
- Solar for Affordable Housing
- Energy Efficiency for Affordable Housing

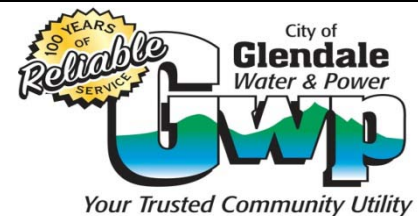


GWP Smart Grid Project at a Glance

- \$70 Million total project cost - \$20 Million subsidized by DOE grant
- Installation of 88,000 electric and 33,000 water meters
- Proof of Concept Meter Deployment March 2010 – May 2010 - 1,000 electric meters, 500 water meters
- Full Meter Deployment scheduled to begin October 2010 and completed by spring 2011



GWP Smart Grid Project at a Glance

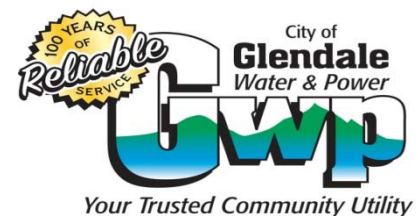


Community Outreach

- Conducted interviews with a wide-range of Stakeholders to discuss impact of Smart Grid project, including:
 - Neighborhood Legal Services
 - Home Owners Associations
 - Senior Organizations
 - Chamber of Commerce
 - Realtors Associations
 - Service and Community Groups

Community Outreach

- Created a Smart Meter Community Outreach, Education and Marketing Advisory Committee of Stakeholders that meets monthly to help steer policy
- Held two well attended town-hall meetings in POC neighborhoods
- Conduct internal and community presentations
- Strong presence at community events



Challenges

- Remote disconnection of electricity
- Cost increases due to more accurate meter readings
- Inability of captive customers to take advantage of incentive pricing plans
- Cultural, literacy, language and trust barriers
- Perceived violation of privacy

Opportunities

- Near real time energy use information
- Earlier detection of power outages and leaks
- Remote utility services
- Dynamic pricing plans
- Reduction of theft
- Reduction of greenhouse gasses and climate related impacts

Future Outreach Efforts

- Creation of niche information using various mediums for our constituencies, including:
 - Low-Income
 - Residential Customers
 - Small Businesses
 - Senior Citizens
 - Limited English Proficiency
- Facilitate focus groups for small businesses and disadvantaged populations
- Continue community meetings targeting senior services, anti-poverty organizations, service clubs and other stakeholders