

# Frequently Asked Questions

About Your New  
*Glendale Water & Power*  
Smart Meter  
Upgrade



## What is happening?

The City of Glendale is updating its water and electric distribution systems. In conjunction with this, Glendale Water & Power (GWP) is preparing to upgrade all electric and water meters in the City to Smart Meters. The new meters will help you save energy, water and money and also help GWP operate our entire system more efficiently. These meters use a wireless two-way system to communicate information from the

meter to GWP and back from GWP to the meter. We are also improving our related Information Systems Department (ISD) software, hardware and security systems to fully utilize the information.

Water and electric meter replacements will be scheduled separately. Meter replacements and upgrades for all customers will begin in fall 2010 and continue through fall 2011.

## When will my meters be changed?

Postcards will be sent to you approximately two to four weeks before water and electric meter upgrades. Meter installations will take place Monday through Saturday between 7:00 a.m. and 7:00 p.m. You do not have to be home as long as the installer has unobstructed access to the existing meter. You will have the option of scheduling an appointment for a particular day and time most convenient for you.

## How will it work?

A uniformed installation technician, with a photo ID, from Utility Partners of America (UPA) will make a special attempt to remind you of the scheduled work by knocking on your door before proceeding with the installation. Water and/or electric service will be interrupted briefly when a meter is changed. It is unlikely that water and electric meters will be changed on the same day. Meter upgrades will usually be completed within 30 minutes. When the installation is complete, the UPA technician will place a notice on your door confirming the meter upgrade.

## Is there anything that I need to do?

You may need to reset some digital devices after the electric meter upgrade. After the water meter upgrade, please turn on an outdoor water faucet or your bath tub and let the water run for just one minute. This will remove any air in your water line, which can cause cloudy water or a sputtering faucet.

## Will I be charged for the upgrade?

There is no charge to you for the Smart Meter upgrades. Water and electric meters are the property of GWP and this upgrade is part of our ongoing system improvement. As always, the electric meter base and wiring on the customer side of the meter is the property owner's responsibility. Plumbing on the customer side of the meter is also the property owner's responsibility. Please note that illegal or unsafe wiring and/or plumbing will have to be repaired or replaced by the property owner.

## Will all meters in Glendale become Smart Meters?

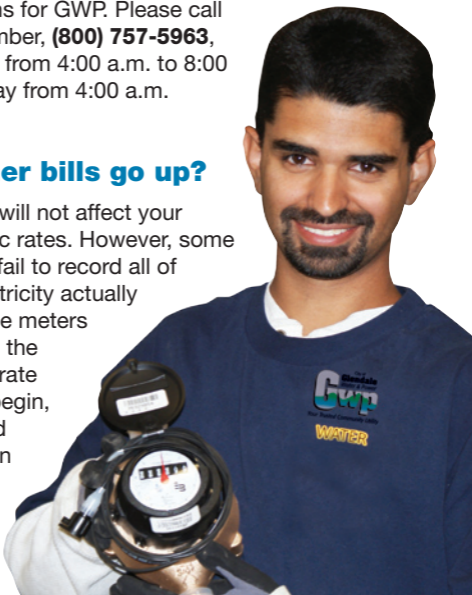
Yes, these installations are part of GWP's long-term plan to help our customers make smarter choices to save energy, water and money and protect the environment. In addition, the new meters are part of a larger move toward a more efficient and reliable Smart Grid that will enable Glendale to remain a leader in green energy and environmental sustainability.

## Who do I call with questions or concerns?

Our approved installation contractor, Utility Partners of America (UPA), will be doing the meter installations for GWP. Please call their toll-free number, **(800) 757-5963**, Monday – Friday from 4:00 a.m. to 8:00 p.m. and Saturday from 4:00 a.m. to 5:00 p.m.

## Will customer bills go up?

The new meters will not affect your water and electric rates. However, some older meters do fail to record all of the water or electricity actually used. When these meters are replaced and the new, highly accurate meter readings begin, a customer could see an increase in recorded usage.



## How will these new meters benefit customers?

The new Smart Meters will provide both immediate and long-term benefits, including:

- Helping to save energy and money with near-real-time energy use information.
- Providing earlier detection of power outages and water leaks.
- Offering the convenience of remote utility services.
- Giving you options in the future to select new pricing plans and program “smart” appliances based on cost, comfort and convenience

## We have children. Are there ways they can help?

GWP is committed to helping our youth understand the important role they play in saving energy, water and money and protecting the environment. Our “Smart Kids for the Smart Grid” program features a special website designed for kids. GWP customers are encouraged to share this family-friendly website with the kids in their lives: [www.greenallowance.com](http://www.greenallowance.com).

## Installation Issues

If you have any questions, please call UPA toll-free **(800) 757-5963** Monday – Friday 4:00 a.m. to 8:00 p.m. and Saturday 4:00 a.m. to 5:00 p.m. ***If you operate life support medical equipment at this address, please call UPA to schedule an appointment.***

Si tiene alguna pregunta, llame a UPA al número gratuito **(800) 757-5963** de lunes a viernes de 4:00 a.m. a 8:00 p.m. y los sábados de 4:00 a.m. a 5:00 p.m. ***Si usa equipo médico de soporte vital en esta dirección, llame a UPA para programar una cita.***

Եթե ունեք որևէ հարց, խնդրում ենք զանգահարել UPA-ին անվճար **(800) 757-5963** համարով, երկուշաբթիից ուրբաթ, կ.ա. 4:00-ից կ.հ. 8:00-ը և շաբաթ օր կ.ա. 4:00-ից կ.հ. 5:00-ը: Եթե այս հասցեում բանեցնում եք կյանքը երկարաձգող բժշկական սարք, խնդրում ենք զանգահարել UPA-ին ժամադրություն դասավորելու համար:

문의사항이 있는 분은 월요일 – 금요일, 오전 4시부터 오후 8시까지, 그리고 토요일 오전 4시부터 오후 5시까지 UPA 무료 전화 **(800) 757-5963**번으로 전화해 주십시오. 이 주소에서 생명 유지를 위한 의료 기기를 사용하시는 분은 UPA 안내전화로 연락하셔서 예약하시기 바랍니다.

To learn more about Smart Meters, visit:

**[www.GlendaleWaterAndPower.com/smart\\_meters.aspx](http://www.GlendaleWaterAndPower.com/smart_meters.aspx)**

