

Currents



Always There for You!

2015 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.

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). The Colorado River Aqueduct and the State Water Project comprise the imported water supplies purchased from 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.

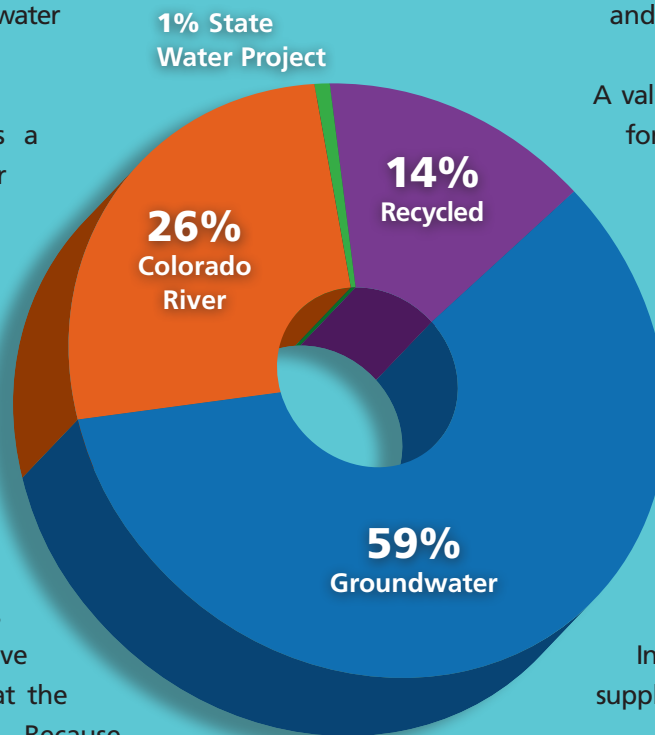
BWP can also increase credits by purchasing less expensive untreated water to spread at the Pacoima Spreading Grounds. Because of the severe drought there was minimal State Water Project water available for spreading. Instead, in 2015 BWP worked with MWD and the Los Angeles Department of Water and Power (LADWP) to purchase Colorado River untreated water in lieu of spreading and sent the water to LADWP for groundwater credits.

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 2015, 59% of our total water

supply came from groundwater that was treated solely at the BOU.

MWD operates its own treatment facilities for their surface water supplies before delivering them to Burbank. For the year 2015, 27% of the City's total water supply came from MWD's Colorado River and State Water Project treated sources. Both BOU and MWD treated sources meet or exceed all Federal and State drinking water standards.

Burbank's 2015 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 2015, 14% 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, 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.

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 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 USEPA Safe Drinking Water Hotline (1-800-426-4791) or visiting their Web site at www.epa.gov/safewater/.

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

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.

2015 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%	1.47%	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	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) (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	16	11 – 21	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (e)	ppb	60	NA	1.9	ND – 27	By-product of drinking water disinfection
Chloramines (g)	ppm	(4)	(4)	1.9	0.2 – 3.2	Drinking water disinfectant added for treatment
Bromate (g)	ppb	10	0.1	0.12	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	57	ND – 200	Residue from water treatment process; erosion of natural deposits
Arsenic	ppb	10	0.004	ND	ND – 3.3	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1,000	2,000	100	ND – 122	Oil and metal refineries discharge; natural deposits erosion
Chromium	ppb	50	(100)	4.1	ND – 6.4	Discharge from steel and pulp mills; erosion of natural deposits
Chromium VI	ppb	10	0.02	4.4	ND – 6.8	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Fluoride						
Naturally-occurring	ppm	2	1	0.43	0.38 – 0.48	Erosion of natural deposits in groundwater
Optimal Fluoride Control Range						
Treatment-related	ppm	2	1	0.56	0.6 – 1.0	Water additive for tooth health
Nitrate (as N)	ppm	10	10	5.4	ND – 6.6	Runoff and leaching from fertilizer use; sewage; natural erosion
Nitrate and Nitrite (as N)	ppm	10	10	5.4	ND – 6.6	Runoff and leaching from fertilizer use; sewage; natural erosion
RADIONUCLIDES:						
Gross Alpha Particle Activity (j)	pCi/L	15	(0)	11.6	ND – 17	Erosion of natural deposits
Gross Beta Particle Activity	pCi/L	50	(0)	6.8	ND – 7.8	Decay of natural and manmade deposits
Uranium	pCi/L	20	0.43	9.1	2 – 12	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	57	ND – 200	Residue from water treatment process; erosion of natural deposits
Chloride	ppm	500	NA	63	58 – 102	Runoff or leaching from natural deposits; seawater influence
Color	Units	15	NA	3	1 – 3	Naturally occurring organic materials
Odor	Units	3	NA	2	2	Naturally occurring organic materials
Specific Conductance	µS/Cm	1,600	NA	828	692 – 1060	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	128	108 – 261	Runoff or leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1,000	NA	500	325 – 641	Runoff or leaching from natural deposits; seawater influence
Turbidity	NTU	5	NA	0.07	0.06 – 0.08	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	228	89 – 260	Erosion of natural deposits
Boron	ppb	NL=1,000	NA	146	120 – 240	Runoff/leaching from natural deposits; industrial wastes
Calcium	ppm	NA	NA	78	36 – 87	Erosion of natural deposits
Chlorate	ppb	NL=800	NA	110	70 – 110	By-product of drinking water chloramination; industrial processes
Corrosivity	AI	NA	NA	13	12 – 13	Elemental balance in water
Hardness as CaCO ₃ (k)	ppm	NA	NA	293	130 – 330	The sum of polyvalent cations present in the water, generally magnesium and calcium; cations are usually naturally-occurring
Magnesium	ppm	NA	NA	24	10 – 28	Erosion of natural deposits
Molybdenum	ppb	NA	NA	5.9	4.7 – 6.3	Erosion of natural deposits
N-Nitrosodimethylamine (NDMA)	ppt	NL=10	3	ND	ND – 2.2	By-product of drinking water chlorination; industrial processes
N-Nitrosomorpholine (NMOR)	ppt	NA	NA	3.6	ND – 8	By-product of drinking water chlorination; industrial processes
pH	pH units	NA	NA	8.2	8.1 – 8.4	Acidity and alkalinity of water
Potassium	ppm	NA	NA	4.6	2.5 – 5.2	Erosion of natural deposits
Sodium	ppm	NA	NA	60	50 – 102	Refers to the salt present in the water and is generally naturally occurring
Strontium	ppb	HRL=1,500	NA	890	890	Erosion of natural deposits
Total Organic Carbon	ppm	TT	NA	0.82	ND – 2.6	Various natural and man-made sources
Vanadium	ppb	NL=50	NA	3.8	ND – 7.7	Naturally-occurring; industrial waste discharge
1,4-Dioxane	ppb	NL=1	NA	0.75	ND – 1.0	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 (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 2015.

(c) All distribution samples collected for 2015 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 2014, 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 2015.

(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 2015.

(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 Gross Alpha excludes radon and uranium. Compliance is based on adjusted gross alpha where radon and uranium are deducted.

(k) Hardness in grains/gallon can be found by dividing the ppm by 17.1. Burbank's water averaged 275 ppm for 2014 which is equivalent to 16 grains/gallon.

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

Can We Avoid This . . .



Limited Natural Gas Supply Could Affect Power Plants

BWP is proud of our long-standing record of providing Burbank with electricity you can count on. In fact, during 2014 and 2015, BWP had a power reliability factor of 99.999%! You depend upon us for reliable electricity and that has always been Job One for us.

Unfortunately, this year BWP and all other electric utilities in Southern California are grappling with a fact beyond our control that could lead to summer power outages. You've heard about the major natural gas leak at the Aliso Canyon Natural Gas Storage Facility located near Porter Ranch. That facility is currently shut down while thorough safety inspections are conducted. Without natural gas coming from this facility, 17 Los Angeles Basin power plants that are powered by natural gas may not get sufficient fuel to generate electricity. If that occurs, rolling blackouts across the Southland could happen.

and Keep the Lights on?

BWP is working with many others in the region to reduce the odds of rolling blackouts. However, if across the greater Los Angeles area there isn't enough electricity available to meet demand, blackouts will become inevitable. We want to stress that this is a regional situation, not something that is happening just in our city, and we are working with the entire region to find solutions.

You have the power to help!

- **Conserve electricity during the peak hours of 4-7pm.** Raising your thermostat to 78 degrees, running ceiling and box fans instead of central air, and not running appliances like clothes and dish washers during peak hours are great tips to get you started.
- **Use less natural gas.** Set your water heater temperature to no more than 120 degrees. (If your water heater doesn't have a degree setting, watch the video on Energy.gov on how to lower your water heating temperature.) Insulate water heaters with insulation blankets. Take shorter showers – that will save water, but also the natural gas that is used to heat water.



How will I know if Burbank is having a problem?

Sign up to receive City of Burbank Community Alerts! Go to **ReadyBurbank.org** and click on the 'Burbank Community Alert' button. In signing up, you'll receive time-sensitive emergency alert messages wherever you specify, such as your home, mobile or business phones, email address, and/or text messages. We will do our best to get outage information to you, so please take a few minutes now to sign up for this important service.

How do I prepare for an outage?

The reality is that no electric utility, even BWP with our high performance record, can guarantee electric reliability. There are too many variables that can cause a disruption, so it is always important to be prepared. This is especially important for customers with life support equipment you rely upon. Always have a secure power back-up in the event of an energy disruption!

- **Have a flashlight and extra batteries nearby. Don't use candles in a power outage.**
- **Turn off all but one light so that you'll know when power is restored.**
- **Keep refrigerator doors closed as much as possible.**
- **Turn off and unplug appliances and other electrical equipment to help prevent electrical circuit overloading which could delay restoration of your service.**



Get Your Rebate Before They Go Away!

Effective August 1, BWP will no longer provide rebates for:

**Clothes Washers • Dishwashers • Low-E Glass Windows and Doors
Solar Attic Fans • Whole House Fans • Solar Water Heaters**

Paying rebates for these products no longer makes sense. The reason for this has to do with improved Codes and Standards for energy efficiency. Manufacturers must ensure that their equipment meets California's efficiency standards. They can also make higher efficiency equipment and gain the Energy Star™ designation. In the past, the energy saving difference between standard and Energy Star™ models was pretty wide. Rebates helped convince consumers to pay more for high efficiency products, and the entire community reaped benefit from reduced energy requirements for Burbank. However, every few years, the Code changes and minimum efficiency requirements increase. Over time, the difference between standard efficiency and high efficiency has shrunk, such that the rebates are no longer 'paying' for much. Every year, we test our efficiency programs to make sure they are cost-effective for the entire community. For these six items, rebates are no longer cost-effective.

Don't despair! Rebates are still offered for these items: refrigerators, freezers, central and room air conditioning, smart thermostats, pool pumps, pool covers, EV chargers, and insulation for attics and walls. In fact, we just increased the rebate for central air conditioning. For appliance rebate information, please go to **BurbankWaterAndPower.com**.



Stay the Course

The drought. We know you are tired of hearing about it. We feel the same way. While heavy rain and snowfall in the northern part of the state filled up a number of reservoirs and provided the state with some good news, the sad fact is that the drought is still with us.

In May, Governor Brown issued an Executive Order directing that California transition to permanent, long-term improvements in using water more efficiently, eliminating water waste, and strengthening local drought resilience. It will be a few weeks before we know exactly what this means for Burbank, but for now the message is loud and clear: stay the course with water conservation!

- **Irrigate only on Burbank's allowed days.**
- **Water before 9am or after 6pm, when the sun is down.**
- **Hand watering is allowed any day, just not between 9am - 6pm.**
- **Run sprinklers no more than 15 minutes per station.**
- **Adjust sprinkler heads so you aren't watering the sidewalk!**

Please visit BurbankWaterAndPower.com for more water-saving tips.

Thank you for your water-saving efforts!

Save the Date!

BWP cordially invites you to attend a Rain Barrel and Drought-Tolerant Landscape event on Sunday, September 18, 10am–2pm, at Descanso Gardens. As we get closer to the date, we'll provide information on the agenda and speakers, how to register for the free event, and how to purchase rain barrels.



Burbank's Water Safe From Lead



The ongoing lead crisis in Flint, Michigan's water may have some Burbank residents wondering if their water is lead-free. Burbank samples for lead in our ongoing testing, in accordance with U.S. Environmental Protection Agency requirements. BWP samples over 50 homes triennially and all lead results come back as non-detect. Part of the reason results come back as non-detect is that Burbank has no lead service lines and the sources of water are naturally buffered which means Burbank's water is not corrosive. BWP's testing is performed under strict protocol, with samplings from homes most likely to have lead detection. This includes homes built in the 1980s that may have had pipes plumbed using lead-containing solder. However, even those homes show no lead detection.

Bottom line: BWP's water meets all State and Federal standards and is safe to drink. As always, if you have any water quality questions, please contact Tony Umphenour at 818-238-3500.

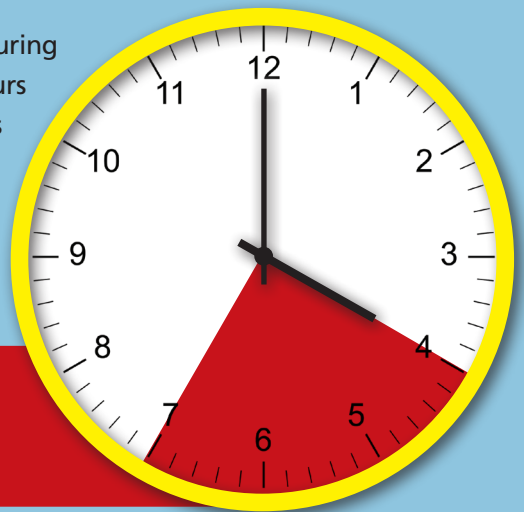
Attention Burbank Businesses: Time-of-Use Electric Rates Effective January 1, 2017

When energy is used can be as important as *how much* energy is used. That's because of supply and demand. When energy is in highest demand, like on a hot summer day when everyone's air conditioning is running, electricity costs more for utilities to procure. Conversely, when energy is in low demand, prices fall. For all Burbank businesses, your electric rates will reflect BWP's varying cost to provide you with energy at different times of day, starting January 1. **This only affects business customers; residents will not be moving to a time-of-use rate structure in January.**

Burbank's peak energy use occurs on weekday afternoons, from 4-7pm, during warmer months. Starting June 2017, electricity used during those hours would cost the most. Throughout the year, the vast majority of hours will be mid- or off-peak, and will be charged at lower rates.

For full information, including tips on how to shave your peak electric usage, visit BurbankWaterAndPower.com.

Cost-Saving Tip #1:
Curb energy use between 4-7pm.



ONEBurbank and Neurobrands – A Healthy Partnership!



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**

Neurobrands was founded in 2007 by Diana Jenkins who set out to create innovative and healthy alternatives to soda, coffee, tea and flavored waters. Today, the company produces a line of functional beverages sold nationwide, including NeuroSonic, NeuroSleep, NeuroBliss and NeuroDaily, each designed to address a specific health concern. Using globally sourced, nature-derived dietary ingredients, the drinks boast no artificial colors, flavors, or high calorie sweeteners, and contain no more than 35 calories per bottle. Calvin Larsen, Corporate Communications and Technology Director for Burbank-based Neurobrands, shares his experience with BWP's ONEBurbank fiber service:

Neurobrands relies on ONEBurbank fiber in our mission to manufacture and sell the highest quality proprietary drink formulas to help people make better choices for healthier lifestyles. When we relocated our headquarters from Santa Monica to Burbank in 2014, I scoured the internet to find the best and fastest possible internet service provider for our building. At first all I could find was basic, ancient DSL service offerings. But then I found ONEBurbank and we were saved! I knew ONEBurbank would be right for our business because it offered a speed greater than the unacceptable DSL line alternative.



Since we signed up, service has been great. We experience amazing upload and download speeds which allow us to run all of our information technology and telecommunications functions over IP. Going forward we know we can continue to count on ONEBurbank's fiber service as a valuable tool in our quest to deliver innovative and intelligent neuro drinks well into the future.

We welcome Neurobrands as another satisfied ONEBurbank customer! Visit their website at **drinkneuro.com** for more information.



Always There for You!

**Please
use
water
and
energy
wisely.**

Postal Customer

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ECRWSS



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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

ONEBurbank: (818) 238-3113

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