

Municipal Utilities: Serving residents through the pandemic

COVID-19 Webinar Series

April 21, 2020

How to Ask a Question

- All phone lines have been muted.
- For written questions - use the Q&A window to the right side of your screen. Please enter your name, title and city.

Speakers:

Jorge Somoano
General Manager
Burbank Water and Power



**WATER AND
POWER**



“Always there for you!”









Always There for You!



April 10, 2020



Proposed Rate Increases for Water , Electric and Refuse Services was Suspended Indefinitely

&

Shut Off and Late Fees Temporarily Suspended

- **Health and Safety is a Top Priority**
- The health and safety of our customers, employees, and community is always a top priority at BWP. We understand the concern and uncertainty you may be experiencing during this time and are committed to being responsive to our customer's needs.

Need help? Please contact BWP by calling **(818) 238-3700** or by email at BWPCustomerService@burbankca.gov.

Please follow the City website at Burbankca.gov and on social media for updates.



Burbank Water and Power

Always There for You!

164 W. Magnolia Blvd. Burbank, CA 91502
(818) 238-3700 | Monday - Friday 8am - 5pm
BurbankWaterAndPower.com

Customer: Customer Name

Account #: 1234567890

PIN: 123456

Notice Date:	Total Balance Due:	Due Date:
Month DD, YYYY	\$ XXX.XX	Month DD, YYYY

Your Municipal Services Bill Is Past Due

For our neighbors who are struggling to pay their Municipal Services bill:

- BWP has suspended water and power shut off and late fees.
- For those who need to make payment arrangements, please register for BWP's online service at my.BurbankWaterAndPower.com/portal or speak to BWP Customer Service by calling (818) 238-3700 7:30am - 5:00pm, Monday through Friday.
- For financial assistance and payment options visit: BurbankWaterAndPower.com/PaymentOptions

If you are struggling with your past due amount, *please reach out to us for assistance.*

We've assembled a list of programs and services that may be of further help.

Thank you,
Burbank Water and Power

Additional Resources From the City:

If you are impacted by the Coronavirus medical emergency and struggling with stabilizing your household, we encourage you to visit Burbankca.gov/what-s-new/coronavirus to learn about the many relief programs and services that are available.

Sign up for the City's E-notify to receive email updates at Burbankca.gov/what-s-new/enotify-me-sign-up.

Here Are Just a Few Resources Listed on the City's Coronavirus Webpage

Financial Assistance and Relief:

- City Council approved an urgency ordinance prohibiting the evictions of residential and commercial tenants for non-payment of rent caused by the coronavirus.
- Fannie Mae and Freddie Mac assistance options for homeowners impacted by COVID-19.

Links For:

- Unemployment
- Suspension of Federal Student Loans
- AT&T Relief
- Health Related Coronavirus Resources
- Services for Seniors, and more



Make a Project Share Donation

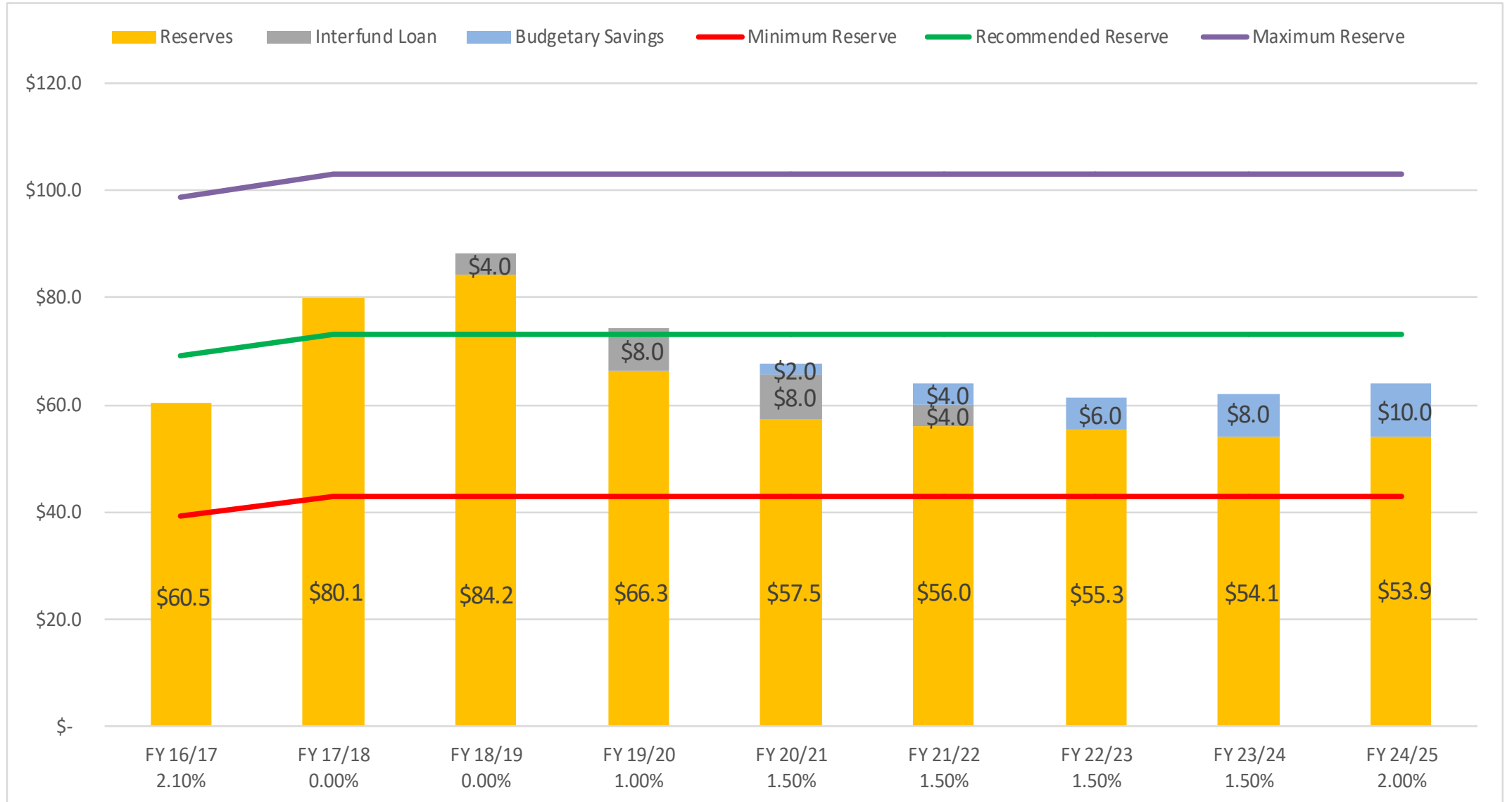
Help Burbank residents who need temporary assistance paying their utility bills.

How You Can Help

Would you like to help Burbank families in need of financial assistance? There are several ways you can help!

Electric Cash Reserves

(\$ in Millions)



Questions?

www.cacities.org/coronavirus