

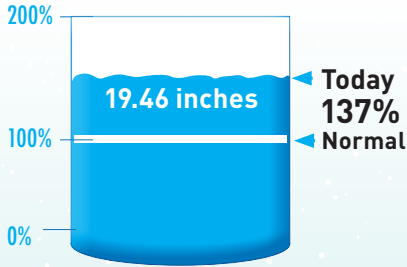
STAT SHEET

March 20-26, 2017

PRECIPITATION

LA RAIN

SINCE OCTOBER 1
(BEGINNING OF WATER YEAR)



SNOWPACK

CURRENT CONDITIONS

51.7 inches (water content)
228% of average to date

THIS YEAR

AVERAGE

2015-16

OCTOBER NOVEMBER DECEMBER CURRENT

CA FRIENDLY LANDSCAPING AT LADWP FACILITIES

- 8 facilities treated with drought-tolerant landscape so far in 2017
- Up to 3.4 million gallons of water saved on an annually basis, enough to supply up to 32 single-family homes in LA per year
- Most recent project completed: Distributing Station 51 - 326 G Street

POWER

99.32%

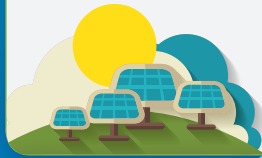
customers experienced no outages



274 outage incidents
10,172 customers affected

SOLAR INCENTIVE PROGRAM

85 applications for rebates confirmed
1 day average confirmation time
Calls to Solar Hotline returned within 24 hours



COMMERCIAL, INDUSTRIAL & INSTITUTIONAL (CI&I) REBATE PROGRAMS

To improve energy efficiency for commercial and industrial customers

In March, 2017

CLIP (Commercial Lighting Incentive Program): provides incentives on the installation of newly purchased and installed energy-saving lighting and controls

483 applications processed
\$419,906.74 incentives paid
2.4 million kWh saved, enough for 400 LA homes in one year

CPP (Custom Performance Program): offers rebates for the installation of various energy efficiency measures

7 applications processed
\$932,030.49 incentives paid
3.9 million kWh saved, enough for 650 LA homes in one year

WATER

99.89%

customers experienced no service interruptions

36 main leaks
720 service interruptions

WATER CONSERVATION RESPONSE UNIT LEAK DETECTION

	March 13-19	YTD 2017
Potential Leaks Investigated	103	462
Potential Leaks Found	31	165
Potential Water Savings (Gallons)	13,718	212,405

RESIDENTIAL WATER CONSERVATION DEVICES (FY 16-17 THROUGH FEBRUARY)

Item	Total Devices Given Out/Rebated	Estimated Water Savings Per Year
High-Efficiency Clothes Washers	2,810	29 million gallons
High-Efficiency Toilets	717	8 million gallons
Premium High-Efficiency Toilets	2,872	9 million gallons
Sprinklerhead Nozzles	2,343	2 million gallons
Smart Irrigation Controllers	4,587	60 million gallons

RIVER SUPPLY CONDUIT 5 & 6 PROGRESS REPORT

TRUNK LINE INFRASTRUCTURE PROJECT IN NORTH HOLLYWOOD AREA

March 2015: Beginning of project
16,134 feet: Total length of project
13,037 feet (80.81%): Portion completed to date
October 2017: Estimated project completion

CUSTOMER SERVICE



38,518 customer calls handled



98.64% on time billing



96.42% meters read



3.70% estimated bills

This week's average hold time!



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STAT SHEET

POWER

Outages

99.32% of customers experienced NO OUTAGES during the week of March 20-26.

For the week, there were 274 outage incidents, affecting 10,172 customers.

- Full and partial circuit outages affected customers mostly in Sylmar, Woodland Hills, Playa del Rey, Central-Alameda and Wilmington.
- Transformer outages affected customers mostly in Reseda, Shadow Hills, Lake View Terrace, Historic South-Central, and Beverly Crest.

LADWP's Energy Efficiency Partnership with Commercial Customers Strong

LADWP continues to make an impact in helping its commercial customers save energy and costs. In March 2017, through CLIP (Commercial Lighting Incentive Program), which provides incentives on the installation of newly purchased and installed energy-saving lighting and controls, LADWP processed 419 applications, paid out \$413,353.66 in incentives and helped its customers save 2.4 million kilowatt hours, enough for 400 LA homes in one year. In addition, with its CPP (Custom Performance Program), which offers rebates for the installation of various energy efficiency measures, three applications were processed, \$932,030.49 in incentives were paid, and 3.9 million kilowatt hours were saved, enough for 650 LA homes in one year.

Solar Incentive Program:

The LADWP Solar Incentive Program offers incentives to offset the cost of installing a solar rooftop system at a home or business. During the week of March 20-26, SIP confirmed 85 applications for rebates and did so in an average of one day's time. Calls to the Solar Hotline were answered within 24 hours.

CUSTOMER SERVICE

- Customer call wait times averaged 9 seconds for the reporting period of March 20-26, 2017.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.

WATER

Service Interruptions

99.89% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 36 main leaks and 720 service interruptions.

Customers to Receive Notifications on Class Action Reimbursement

Customers who may be members of the Class Action Billing Settlement involving LADWP began receiving Notice Packets from the Settlement Administrator that contain information on pending reimbursements. The mailing of packets began on March 28, 2017, and will be completed by April 4, 2017, per court order. This means customers should receive their packets no later than seven days after April 4. A third party is administering the process, as required by the court. More info at www.ladwp.com/billinginfo.

Precipitation Numbers Remain Robust For LA, Owens Valley

Rainfall in Los Angeles as well as snowfall in the Owens River Basin have brought good news to drought-stricken areas since the start of the water year on October 1. LA has received 19.46 inches of rain, which is 137 percent of average to date. In the Owens Valley area, 51.8 inches of snow (water content) fell in that same period, which is 227 percent of normal to date.

CA Friendly Landscaping at LADWP Facilities

Work to replace the existing turf at Distributing Station 51 with drought-tolerant landscaping was completed on March 23. That brings the total number of LADWP facilities that have been re-landscaped with water-conserving plants and other decorative features to eight this calendar year. The facility makeovers so far this year are projected to save more than 3.4 million gallons of water annually, enough to supply 32 single-family homes in LA per year. These projects are part of a continuing effort by LADWP to replace turf at all its facilities in order to conserve water.

River Supply Conduit 5 & 6 Progress Report

River Supply Conduit 5&6, a major trunk line replacement project taking place in the North Hollywood area, continues to make steady progress. To date, 80.81 percent of the project has been completed since it began in April, 2015. A total of 16,134 feet of trunk line is scheduled to be replaced by the estimated completion date of October, 2017.