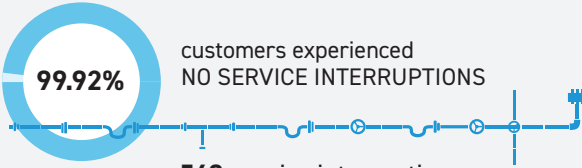


STAT SHEET

July 31-August 6, 2017

WATER



27 main leaks

540 service interruptions

RECYCLED WATER

2.6 B gallons provided, helping offset drinking water use for up to 24,090 single family homes in LA.



POWER



400 outage incidents

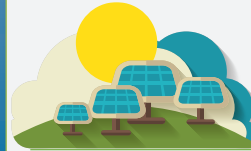
19,449 customers affected

GOING SOLAR

86 applications for Solar Incentive Program rebates confirmed

1 day average confirmation time

All calls to Solar Hotline returned within 24 hours



WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	July 31- August 6	YTD 2017
Potential Leaks Investigated	69	1,932
Potential Leaks Found	29	546
Potential Water Savings (Gallons)	3,803	182,472

HOME ENERGY IMPROVEMENT PROGRAM (HEIP)

Free energy-saving, water-conserving repairs and upgrades for qualifying LADWP residential customers.



- 247 projects completed
- 529,011 kWh in estimated energy savings per year = removing 88 LA homes off the grid annually
- 2.8 million gallons of estimated water savings per year = enough to supply 26 LA homes annually

COMMUNITY EVENTS (FY 16/17 TOTAL)

425 events and meetings staffed by Speakers Bureau

↑ 38% over FY 15/16

2017 CAREER DAY

381 kids plugged into water and power careers

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

For the week of July 28 - August 3 2017, a combined 1.48 million kilowatt hours were saved through the Custom Performance Program and Commercial Lighting Program, equivalent to 163 vehicles taken off the road on an annual basis.

JOIN US ON

MyLADWP.com



LADWP @LADWP LADWP1 LADWP1 LADWP



LADWP SPOTLIGHT

Questions about Chromium 6 and Drinking Water?

Our newest video answers some common questions. Watch at: www.vimeo.com/ladwp/chromium6

PEAK AVERAGE HOLD TIMES

CUSTOMER SERVICE



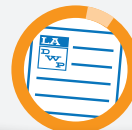
43,811 customer calls handled



97.67% on time bills

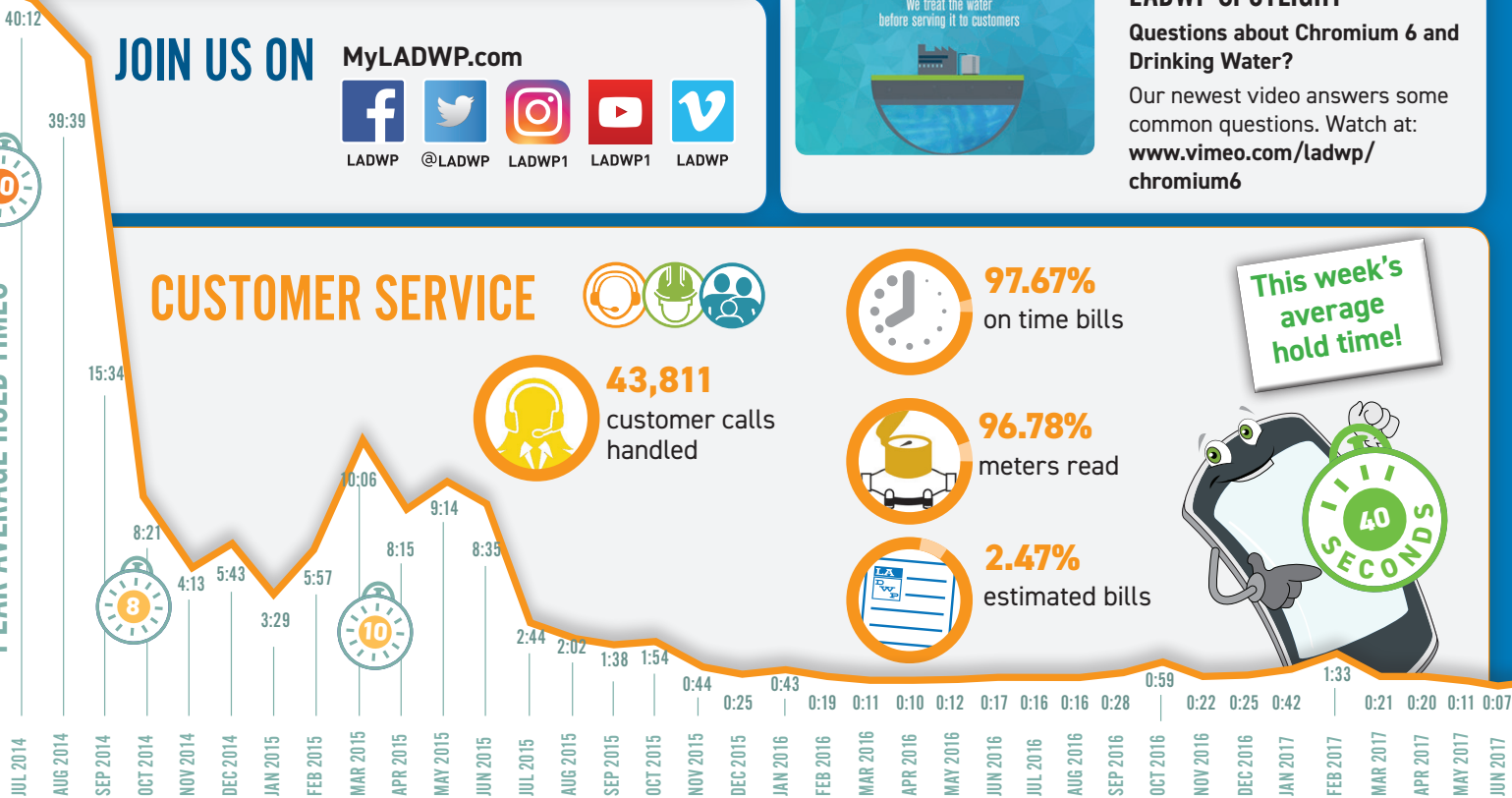


96.78% meters read



2.47% estimated bills

This week's average hold time!



STAT SHEET

WATER

Service Interruptions

99.92% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 27 main leaks and 540 service interruptions.

Water Conservation Response Unit: Customer Leak Detection

- 69 potential leaks investigated, 1,932 so far in 2017
- 29 potential leaks found, 546 so far in 2017
- 3,803 gallons in potential daily water savings, 182,472 gallons so far in 2017

Recycled Water Customers Help Offset Drinking Water Demand

LADWP's recycled water customers, including several City parks that use recycled water for irrigation, received a total of 2.6 billion gallons of recycled water in fiscal year 2016/17, helping to offset the use of drinking water. LADWP has set a high target for fiscal year 2017/18 – to deliver 3.9 billion gallons of recycled water to offset drinking water demand.

POWER

Outages

98.70% of customers experienced NO OUTAGES.

For the week, there were 400 outage incidents, affecting 19,449 customers.

- Full and partial circuit outages affected customers mostly in Sunland, Exposition Park, Mar Vista, San Pedro and Harbor Gateway
- Transformer outages affected customers mostly in Pacoima, Boyle Heights, Central-Alameda, Hollywood Hills and Westchester

Solar Incentive Program (SIP)

SIP offers incentives to offset the cost of installing a solar rooftop system at a customer's home or business. During the week, SIP staff confirmed 86 applications for rebates and did so in an average of one day's time. All calls to the Solar Hotline were answered within 24 hours.

CUSTOMER SERVICE

- Customer call wait times averaged 40 seconds for the reporting period of July 31- August 6
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015

LADWP's HEIP Team Helps Customers Save

LADWP's Home Energy Improvement Program (HEIP) completed 247 projects in the month of July that resulted in 529,011 kilowatt-hours of energy savings per year, equivalent to removing 88 single-family homes in LA off the grid annually. HEIP offers free repairs and upgrades to qualified LADWP residential customers' homes to make them more energy and water efficient, and help reduce their energy and water bills. The projects completed in July will save an estimated 2.8 million gallons of water per year, enough to supply 63 single-family homes in LA on an annual basis. To apply, go to www.ladwp.com/HEIP. If you are not the owner of the property, the owner's approval is required.

Employee Kids Plug into LADWP Careers

LADWP employees brought their kids to work on August 10, 2017 to learn about career opportunities during LADWP Career Day. The annual event featured exhibits, activities, demonstrations and speakers representing a variety of careers in the Department. A total of 381 children participated in this year's event, with some spending their day at the John Ferraro Building downtown and others at other LADWP sites. Activities included a demonstration of the water filtration process, an electric safety display, a water and energy conservation coloring wall and a selfie booth, complete with hard hats and safety gear. The goal is to help inspire the next generation of LADWP employees.



LADWP'S Green Team Pitches in for River Cleanup

Volunteers from LADWP's Green Team and the Legacy Club joined volunteers from SoCalGas and Southern California Edison, along with other groups, to help clean up the LA River. About 60 volunteers met on Saturday, July 15, at a stretch of the river along Woodley Avenue in Van Nuys, in the Sepulveda Basin to perform river cleanup. The effort took place in conjunction with Friends of the LA River and the LA Conservation Corps. Some of the participants were able to kayak recreationally. They also listened to a safety talk and enjoyed a picnic lunch. The event is one in a series of endeavors by the Green Team and Legacy Group to promote environmental responsibility and education.

LADWP Speakers Bureau

A valuable community resource, LADWP's Speakers Bureau program provides knowledgeable employee representatives to speak to organizations anywhere within city limits to promote sustainability, conservation and safety, and provide information about LADWP programs and projects. Speakers Bureau members have staffed 425 engagements in fiscal year 2016/17 – that's more than one event per day. This is 38 percent more than the previous fiscal year when Speaker Bureau members staffed 308 events.