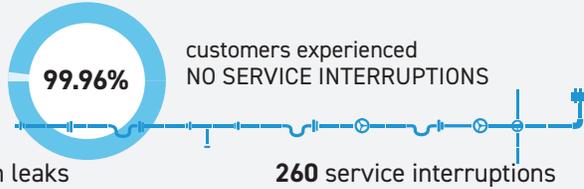


STAT SHEET

August 14-20, 2017

WATER



WATER QUALITY LAB

- 39,000 samples collected; 140,000 tests conducted.
- ~90% of all tests conducted by in-house lab.
- Passed all 53 methods certified by state lab regulators.
- Approved by EPA in 6 testing methods for unregulated contaminants.

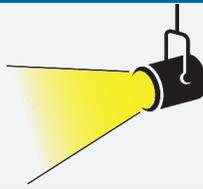


WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	Aug. 14-20	Calendar YTD 2017
Potential Leaks Investigated	58	2,036
Potential Leaks Found	7	557
Potential Water Savings (Gallons)	597	183,939

LADWP SPOTLIGHT

LADWP has been honored with two awards from the American Society of Civil Engineers for our work on the City Trunk Line South Tunnel Project.



POWER



GOING SOLAR

- **107 applications** for Solar Incentive Program rebates confirmed
- **1 day** confirmation time
- **All calls** to Solar Hotline returned within 24 hours

FEED-IN TARIFF

- **44 projects now in service**, totaling **41.1 MW**.
 - Annual energy generated= enough to power 10,201 homes*
 - **>61.4 MW** of projects in development phase
- *based on 500 kWh/month average usage



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

For the week of August 11-17, a combined **1.11 million kilowatt hours were saved** through various programs, including the Custom Performance Program and Commercial Lighting Program, **equivalent to 122 vehicles taken off the road on an annual basis.**

SAVE ENERGY LA!

[Five simple actions](#) can help you #SaveEnergyLA and save 5% on your bill!



JOIN US ON

MyLADWP.com



PEAK AVERAGE HOLD TIMES

CUSTOMER SERVICE



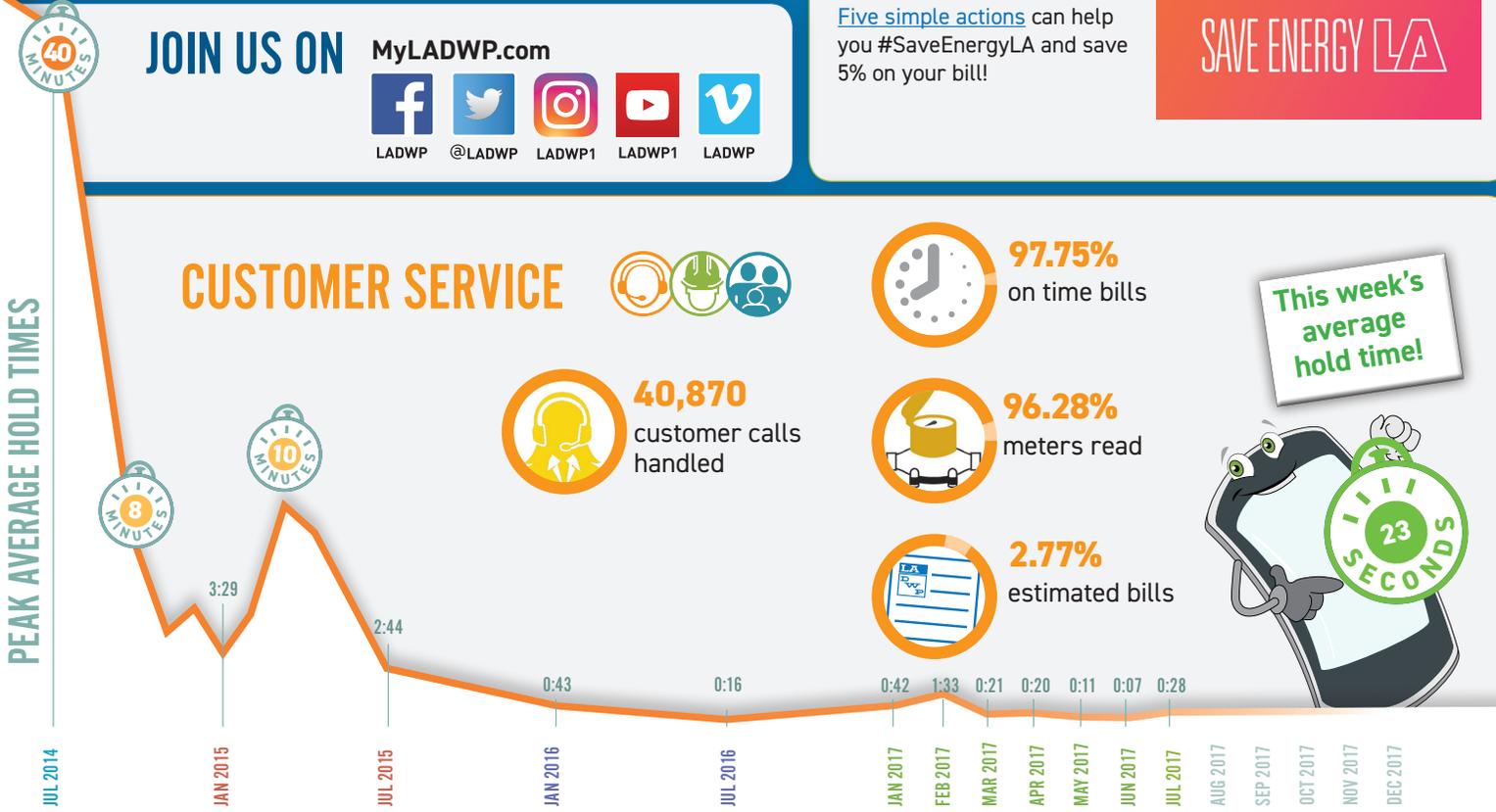
40,870 customer calls handled

97.75% on time bills

96.28% meters read

2.77% estimated bills

This week's average hold time!



STAT SHEET

WATER

Service Interruptions

99.96% of customers experienced NO SERVICE INTERRUPTIONS
For the week, there were 13 main leaks and 260 service interruptions.

Water Conservation Response Unit: Customer Leak Detection

- 58 potential leaks investigated, 2,036 so far in 2017
- 7 potential leaks found, 557 so far in 2017
- 597 gallons in potential daily water savings, 183,939 gallons so far in 2017

Water Quality Lab FY 16-17 Achievements

Part of LADWP's mission is to deliver a dependable supply of safe, quality water to our customers in an efficient and publicly responsible manner. In fiscal year 16-17, LADWP's own water quality lab, which has passed all 53 methods certified by the state's accreditation program, conducted 140,000 tests on 39,000 water samples collected by our water quality staff members. Ninety percent of the tests were conducted by our in-house lab, with the remainder sent out for testing by contract laboratories. To learn more about LADWP's commitment to water quality, visit www.ladwp.com/waterquality.

LADWP Honored with Two Awards from American Society of Civil Engineers

LADWP was honored on August 4 with two awards from the American Society of Civil Engineers, Metropolitan Los Angeles Branch, for its work on the City Trunk Line South Tunnel Project. Both awards recognized LADWP's use of an innovative method of tunneling more commonly used in the transportation industry called the Sequential Excavation Method (SEM). It is also referred to as a "design as you monitor" method because it allows engineers and construction crews to evaluate soil conditions in real time, while the tunneling takes place. It was used on this LADWP Water System project in order to exercise caution around bridge abutment piles near the tunneling path. The City Trunk Line projects are part of a larger effort to replace the original City Trunk Line, which was built in 1914 with riveted steel pipe. The project, which provides water to the Mid-City area, both improves reliability in our Water System and provides safe drinking water to our customers.

CUSTOMER SERVICE

- Customer call wait times averaged 23 seconds for the reporting period of August 14-20.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.

POWER

Outages

98.62% of customers experienced NO OUTAGES
For the week, there were 286 outage incidents, affecting 20,680 customers.

- Full and partial circuit outages affected customers mostly in El Sereno, Westlake, Los Feliz, San Pedro, and Silver Lake.
- Transformer outages affected customers mostly in Florence, Westlake, Venice, Pico-Robertson, and San Pedro.

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 107 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

August 21, 2017 Solar Eclipse and Power Reliability

LADWP's power generation operations ran smoothly, as expected, during the solar eclipse on Monday, August 21. For LADWP, the partial eclipse experienced here in our region was a "credit positive." According to Moody's Investors Service, the eclipse offered LADWP "... critical insight into handling major energy swings that result from solar energy becoming a more significant source of energy on the grid." LADWP power operators had taken steps to ensure it had sufficient energy resources to maintain reliable electric service to our customers throughout the day, just as our operators do every day. LADWP routinely schedules power generation from a variety of energy resources to accommodate scheduled outages for maintenance, or adjust to fluctuations in solar and wind power. Employees, however, did take a few moments out from their workday to observe, with safely glasses, the spectacular sight.



Student Engineers Complete Another Outstanding Summer

A group of 58 students will soon complete LADWP's Summer Student Engineering Program (SEP), which provides a valuable workplace experience to those interested in an engineering career. The program, designed for college-level engineering students, provides engineering students with practical on-the-job training and experience including career mentoring, theoretical and technical instruction, and complete project-related infrastructure work tasks. Student engineers are paired with LADWP engineers and work in technical teams within the Water, Power and Joint systems of the Department. SEP has been in place since 2007. Students are usually enrolled in the program from May through September.