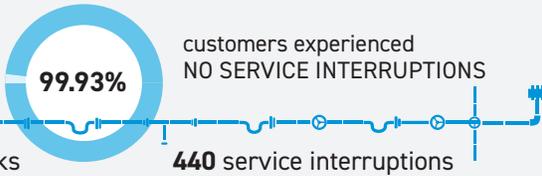


STAT SHEET

October 2-8, 2017

WATER



WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	Oct. 2-8	Calendar YTD 2017
Potential Leaks Investigated	53	2,442
Potential Leaks Found	9	663
Potential Water Savings (gallons per day)	2,928	218,873

GIVEAWAYS: WATER CONSERVATION DEVICES



	Residential Customers	Commercial Customers
Aerators	8,294	19,918
Showerheads	7,127	10,388
Water saved	127.46 million gallons of water = Enough to serve 1,173 LA homes annually	

POWER



247 outage incidents 17,665 customers affected

REBATES FOR COMMERCIAL CUSTOMERS

From Sept. 29- Oct 5, 2017, a **combined 918,701 kWh** were saved through the Custom Performance Program and Commercial Lighting Incentives Program, **equivalent to 101 vehicles taken off the road on an annual basis.**

GOING SOLAR SOLAR INCENTIVE PROGRAM



- **96 applications** confirmed
- **1 day** confirmation time
- **All calls** to Solar Hotline returned within 24 hours
- **213.9 MW** installed since program began in 1999

HOME ENERGY IMPROVEMENT PROGRAM (HEIP)

- **210** homes upgraded with energy & water efficiency measures
- **532,370 kWh** of energy saved=89 homes taken off the grid
- **2.13 million** gallons of drinking water conserved = enough to serve 19 LA homes



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LADWP SPOTLIGHT:

LADWP's LaKretz Innovation Campus' Microgrid Project was honored with the 2017 Electrical Excellence Distinguished Project Award from the National Electrical Contractors Association.

PEAK AVERAGE HOLD TIMES

CUSTOMER SERVICE



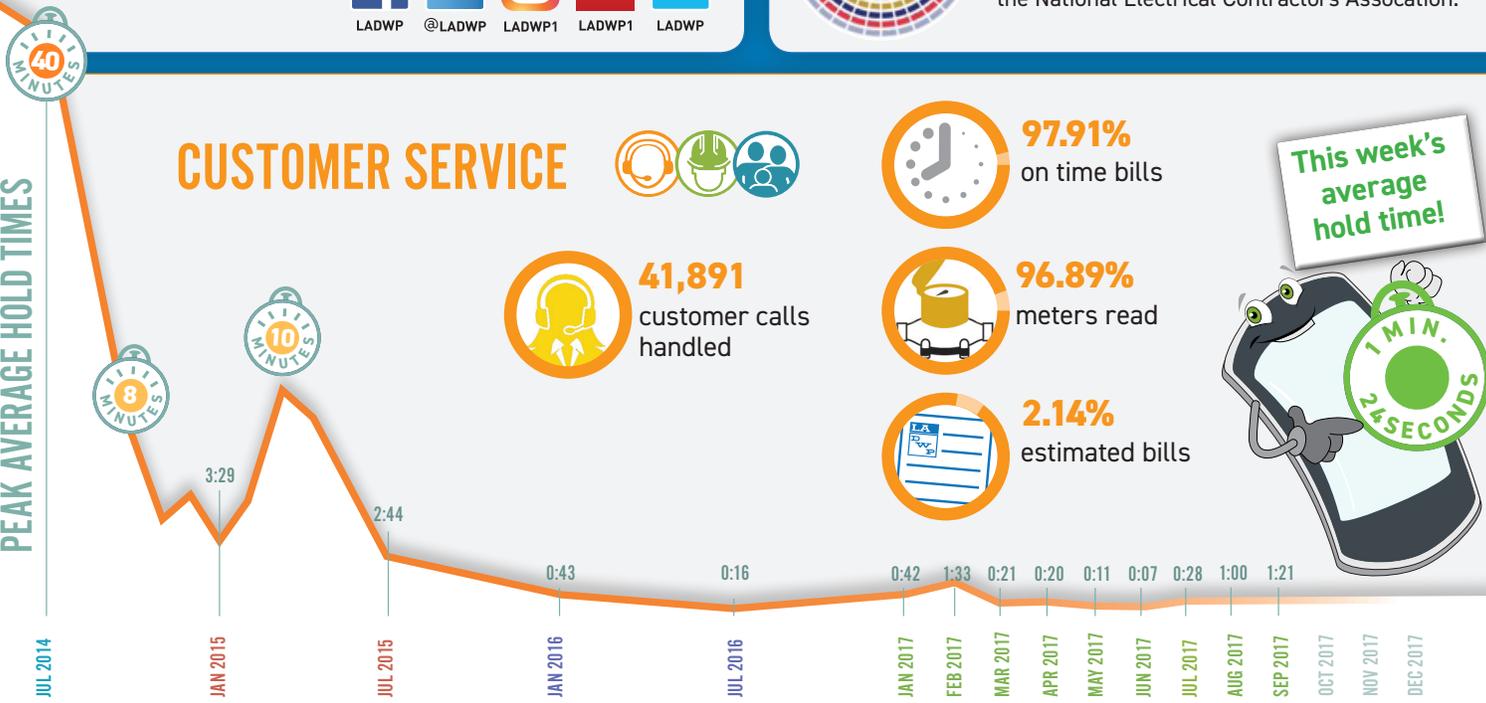
41,891 customer calls handled

97.91% on time bills

96.89% meters read

2.14% estimated bills

This week's average hold time!



STAT SHEET

WATER

Service Interruptions

99.93% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 22 main leaks and 440 service interruptions.

Water Conservation Response Unit: Customer Leak Detection (Oct. 1-8)

- 53 potential leaks investigated, 2,442 so far in 2017
- 9 potential leaks found, 663 so far in 2017
- 2,928 gallons in potential daily water savings, 218,873 gallons so far in 2017

Mayor Announces Increase of LADWP Turf Rebates to \$2 per Square Foot

LADWP has increased its rebate for Angelenos who want to conserve water by removing turf from their yards. The program expansion is part of the Mayor's effort to broaden his successful "Save the Drop" campaign, and reaffirm his commitment to water conservation. Taking advantage of the fall planting season, the turf removal rebate will increase for the next three months from \$1.75 to \$2 per square foot up to 1,500 square feet, or as much as \$375 more per customer.

Freebies Help Customers Conserve Water

Did you know, you can conserve water by simply changing out your faucet aerator and showerhead, and do so, free of charge? LADWP gives away free aerators and showerheads to commercial and residential customers to help them conserve water and save on their utility bills. So far in 2017, the aerators and showerheads given away to LADWP customers have the potential to save more than 127 million gallons of water. That's enough to serve 1,173 single family homes in Los Angeles on an annual basis.

POWER

Outages

98.82% of customers experienced NO OUTAGES

For the week, there were 247 outage incidents, affecting 17,665 customers.

- Full and partial circuit outages affected customers mostly in Reseda, Winnetka, Woodland Hills, Florence and Historic South-Central.
- Transformer outages affected customers mostly in Reseda, Downtown Los Angeles, Westlake, Winnetka and Pico-Robertson.

Solar Incentive Program (SIP)

- SIP offers incentives to offset the cost of installing a solar rooftop system at a customer's home or business. To date, approximately 29,000 solar systems have been installed and put in service through SIP, totaling 213.9 megawatts.
- During the week, SIP staff confirmed 96 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

Popular LADWP Program Helps Customers Save



LADWP's Home Energy Improvement Program (HEIP) completed 201 projects in the month of September that resulted in 532,370 kWh of energy savings per year, equivalent to removing 89 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 September will save an estimated 2.13 million gallons of water per year, enough to supply 19 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.

Businesses Take Advantage of Commercial Rebates

Businesses looking to retrofit their inefficient electrical equipment are turning to LADWP for rebates to help with the cost of upgrades that also lead to continued energy and cost savings. From Sept. 29- Oct 5, 2017, a combined 918,701 kWh were saved by businesses who took advantage of LADWP's Custom Performance Program and Commercial Lighting Incentives Program, which reduces greenhouse gas emissions equivalent to taking 101 vehicles off the road on an annual basis. Visit www.ladwp.com/non-res for additional information.

LaKretz Microgrid Project Receives National Recognition



The National Electrical Contractors Association (NECA) named the Microgrid

Project at LADWP's LaKretz Innovation Campus among its 2017 Project Excellence Award winners. A microgrid is a local source of energy supply that has the capability of disconnecting from the traditional grid to operate independently. The microgrid at LaKretz receives its power from the grid and from the onsite 175 kilowatt photovoltaic system. Energy is directed to serve the facility's power needs as well as to charge the Battery Energy Storage System.

This framework helps minimize the facility's demand on the grid. This was the inaugural year for the NECA awards with 17 winners selected.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute, 24 seconds for the reporting period of September 11-17.
- The average call wait time for the month of September was 1 minute, 21 seconds.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.