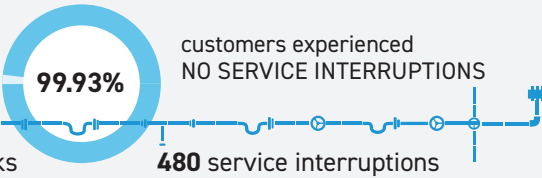


STAT SHEET

October 9-15, 2017

WATER



WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	Oct. 9-15	Calendar YTD 2017
Potential Leaks Investigated	48	2,490
Potential Leaks Found	10	673
Potential Water Savings (gallons per day)	1,635	220,508



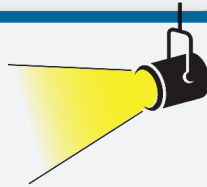
DAILY WATER USE

104 gallons

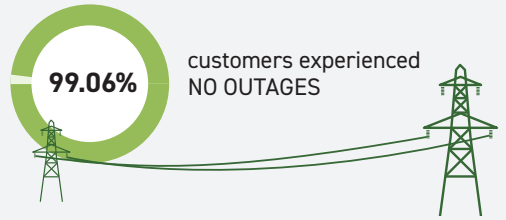


LADWP SPOTLIGHT:

The Association of Metropolitan Water Agencies bestowed LADWP with an award for excellence in management that made possible innovations and successes in sustainability.



POWER



POWER RELIABILITY



Poles replaced: 1,057, 35% of FY 17-18 goal
 Distribution transformers replaced: 243, 30% of FY 17-18 goal
 Underground cables replaced: 18.6 miles, 38% of FY 17-18 goal

SOLAR INCENTIVE PROGRAM

GOING SOLAR



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

CHARITABLE GIVING

The City's "Give to LA" charitable giving effort is underway, through November 17.



DYK:

- \$2 donation = home energy conservation materials for three low-income families
- \$7 donation = hot meal delivered to a frail senior
- \$50 shelters a homeless mother and child for a night

www.GivetoLA.org

JOIN US ON

MyLADWP.com



PEAK AVERAGE HOLD TIMES

CUSTOMER SERVICE



36,288 customer calls handled

97.90% on time bills

96.79% meters read

2.74% estimated bills



STAT SHEET

WATER

Service Interruptions

99.93% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 24 main leaks and 480 service interruptions.

Water Conservation Response Unit: Customer Leak Detection (Oct. 9-15)

- 48 potential leaks investigated, 2,490 so far in 2017
- 10 potential leaks found, 673 so far in 2017
- 1,635 gallons in potential daily water savings, 220,508 gallons so far in 2017

Water Conservation Is the New Normal

LADWP customers continue to make water conservation a way of life. In September, customers used 104 gallons per capita per day compared to 131 gallons in 2014. Since achieving the Mayor's goal of 20% water reduction by January of this year, LADWP customers have maintained their reduced water use, demonstrating that water conservation is not a trend, but the new normal.

Free Landscape Training Classes

Become a more water-wise gardener and attend one of LADWP's free California Friendly® landscape training classes. You will learn tips such as how to build a living soil sponge, choose the right place for the right plant and use rainwater as a resource. An estimated 210 people attended six workshops held this past summer. The next class will be held on the city's Westside. Details will be offered upon your RSVP and confirmation. Reserve your spot by emailing waterconservation@ladwp.com or calling 1-800-544-4498 and pressing option #5.

POWER

Outages

99.06% of customers experienced NO OUTAGES

For the week, there were 216 outage incidents, affecting 14,018 customers.

- Full and partial circuit outages affected customers mostly in Chatsworth, Green Meadows, Arlington Heights, Palms and North Hollywood.
- Transformer outages affected customers mostly in San Pedro, Chatsworth, Woodland Hills, Beverly Crest and Venice.

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 29,061 solar systems have been installed and put in service through SIP, totaling 214.2 megawatts.
- During the week, SIP staff confirmed 117 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

Self-Proclaimed "Robotic Nerds" Tour Power Plant 1

Some 40 Pacoima Charter Elementary School students, including some who belong to the afterschool "Robotic Nerds" team, recently took a guided tour of LADWP's Power Plant 1 in Saugus. The "Robotic Nerds" requested the tour as part of their research in preparation for the upcoming FIRST® LEGO League competition that focuses on hydrodynamics. Historic Power Plant 1 is a working hydro-electric plant that has been continuously providing service to LADWP customers for a century. Tour guide Ken Dinsmoor explained how power is generated and controlled as well as the water source, the Los Angeles Aqueduct, which is used to power the turbines. Such tours aim to help students better understand how the utility operates, the critical nature of the plants, as well as the many resource and environmental issues that are addressed.



LADWP Honored for Management Excellence

LADWP was recently recognized by the Association of Metropolitan Water Agencies (AMWA), along with 13 other public drinking water systems nationwide, for excellence in management in the category of Sustainable Water Utility Management. The AMWA awards spotlight the achievements of public drinking water utilities that are leading the nation in their efforts toward sustainability. Among LADWP's innovations and achievements cited by AMWA are the use of nearly 100 million shade balls to cover the surface of the Los Angeles Reservoir to uphold drinking water quality standards, our water conservation efforts, and the LEED Gold status awarded to LADWP's John Ferraro Building.

City Employees Dig Deep to "Give to LA"

The Office of Mayor Eric Garcetti is encouraging all City employees to donate to one of several worthy charities during the City's "Give to LA" campaign. The nine charities that LADWP employees can donate to this year via "Give to LA" are the Asian Pacific Community Fund, Brotherhood Crusade, City of Hope, Community Health Charities, EarthShare California, Los Angeles Foundation on Aging/Meals on Wheels, United Latinx Fund, United Negro College Fund and United Way of Greater LA. Employees can make a one-time donation or sign up to donate through payroll deductions. The campaign will run through November 17. You can also visit www.GivetoLA.org.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute, 37 seconds for the reporting period of October 9-15.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.