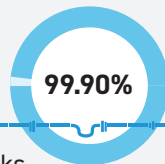


STAT SHEET

October 16-22, 2017

WATER



customers experienced
NO SERVICE INTERRUPTIONS

31 main leaks

620 service interruptions

WATER INFRASTRUCTURE IMPROVEMENT THE GRAND VIEW REGULATOR STATION PROJECT

COMPLETED

A water service reliability project in Mar Vista

- 15 new regulating and isolation valves constructed, installed
- 150 feet of 6- to 24-inch steel pipe network constructed, installed
- 350 cubic yards of soil excavated



CUSTOMER LEAK DETECTION: WATER CONSERVATION RESPONSE UNIT

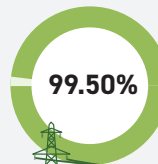
	Oct. 16-22	Calendar YTD 2017
Potential Leaks Investigated	113	2,603
Potential Leaks Found	24	697
Potential Water Savings (gallons per day)	11,522	233,291

REBATES & SAVINGS HIGH-EFFICIENCY TOILETS

Jan 1
through
Sept 30
2017

	Toilets Rebated	Estimated Water Savings (in gallons)
Commercial	20,700	89 million
Residential	2,182	12.87 million
		Total water savings = enough to supply 938 single family homes in LA annually

POWER



customers experienced
NO OUTAGES

232 outage incidents

7,959 customers affected

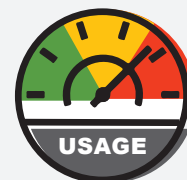
ENERGY DEMAND

Second all-time peak* for October

Tuesday, October 24

5,612 MW at 4:25 p.m.

*The all-time peak for October was 5,716 MW on Oct. 1, 2008.



SOLAR INCENTIVE PROGRAM

GOING SOLAR



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

LET'S GO, DODGERS!

We've gone BLUE in support of our hometown team!

#LetsGoDodgers #WorldSeries2017



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CUSTOMER SERVICE



40,082
customer calls
handled



97.89%
on time bills



96.60%
meters read



2.42%
estimated bills

This week's
average
hold time!



PEAK AVERAGE HOLD TIMES



3:29

2:44

0:43

0:16

0:42

1:33

0:21

0:20

0:11

0:07

0:28

1:00

1:21

JUL 2014

JAN 2015

JUL 2015

JAN 2016

JUL 2016

JAN 2017

FEB 2017

MAR 2017

APR 2017

MAY 2017

JUN 2017

JUL 2017

AUG 2017

SEP 2017

OCT 2017

NOV 2017

DEC 2017

STAT SHEET

WATER

Service Interruptions

99.90% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 31 main leaks and 620 service interruptions.

Water Conservation Response Unit: Customer Leak Detection (Oct. 16-22)

- 113 potential leaks investigated, 2,603 so far in 2017
- 24 potential leaks found, 697 so far in 2017
- 11,522 gallons in potential daily water savings, 233,291 gallons so far in 2017

LADWP Upgrades Aging Water Infrastructure in Mar Vista

Water service reliability has increased in the Mar Vista area and surrounding communities thanks to the rehabilitation of the Grand View Regulator Station by LADWP crews. The 66-year-old Grand View Regulator Station is one of the first stations to be rehabilitated under LADWP's five-year \$2.4 billion Water Infrastructure Plan. The Grand View Regulator Station project included construction and installation of 15 new regulating and isolation valves along with approximately 150 feet of 6- to 24-inch steel pipe network. Ventilation was also replaced to accommodate the new equipment inside the underground station vault. These installations are vital to LA's water system and are part of LADWP's long-term strategy to replace aging infrastructure. The project began last November and was completed on September 27, 2017.

UCLA Students Tour LADWP Reservoir

Seventeen current UCLA civil engineering students from the UCLA student chapter of the American Society of Civil Engineers took a tour of LADWP's Upper Stone Canyon Reservoir on October 20. The reservoir has been removed from service and drained as part of LADWP's plan to help protect water quality, enhance water supply reliability and bring our open water reservoirs into compliance with State and Federal laws that require covered storage of drinking water reservoirs. Part of the project will involve the installation of a new, flexible membrane floating cover. Conducting tours with engineering students are a way for the Department to enhance its recruitment of a diverse, qualified and skilled engineering workforce.



POWER

Outages

99.50% of customers experienced NO OUTAGES

For the week, there were 232 outage incidents, affecting 7,959 customers.

- Full and partial circuit outages affected customers mostly in El Sereno, Beverly Grove, Eagle Rock, Cheviot Hills and San Pedro.
- Transformer outages affected customers mostly in Hollywood, Tujunga, Sun Valley, Pico-Union and Encino.

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 29,138 solar systems have been installed and put in service through SIP, totaling 215.7 megawatts.
- During the week, SIP staff confirmed 112 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

LADWP Power Crews Lend a Helping Hand in Aftermath of Northern CA Fires

Ten LADWP employees spent five days providing assistance to PG&E in the aftermath of the deadly wildfires that hit Northern California. As part of our regional mutual aid agreement, the LADWP crews were deployed to nearly 200 locations throughout Richmond, Berkeley and San Pablo October 18-22, helping restore service.



An LADWP employee pressure washes a distribution voltage insulator that had been covered in ash and soot from the fires.

NEWS & NOTES

JFB Goes Dodger BLUE

The fountains at LADWP's John Ferraro Building went blue in support of our hometown team during the playoffs against the Chicago Cubs. The fountains remain blue in support of the LA Dodgers as they face off against the Houston Astros in the World Series. The deciding Game 7 takes place Wednesday, November 1.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute, 11 seconds for the reporting period of October 16-22.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.