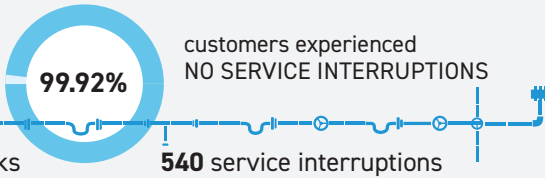


# STAT SHEET

October 23-29, 2017

## WATER



### REBATES & SAVINGS CASH IN YOUR LAWN



	Turf Removed (sq. ft.)	Estimated Water Savings (in gallons)
Commercial	151,307	6.65 million
Residential	743,791	32.7 million

Total water savings = enough to supply 362 single family homes in LA annually

GET \$2 BACK PER SQ. FT.      TRADE IN YOUR LAWN BY DEC. 31<sup>ST</sup>      SAVE the DROP



### CUSTOMER LEAK DETECTION: WATER CONSERVATION RESPONSE UNIT

	Oct. 23-29	Calendar YTD 2017
Potential Leaks Investigated	91	2,694
Potential Leaks Found	22	719
Potential Water Savings (gallons per day)	6,147	242,993

## POWER



458 outage incidents      23,371 customers affected

### GOING SOLAR



### SOLAR INCENTIVE PROGRAM

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

### SAVE ENERGY LA

#### WINDOW A/C DROP-OFF & RECYCLE EVENT

Saturday, October 28

34 old A/C units recycled  
31,756 kWh in estimated energy savings

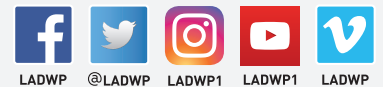
Since program began:

166 old A/C units recycled  
155,044 kWh in estimated energy savings  
= enough to power 26 homes annually



## JOIN US ON

MyLADWP.com

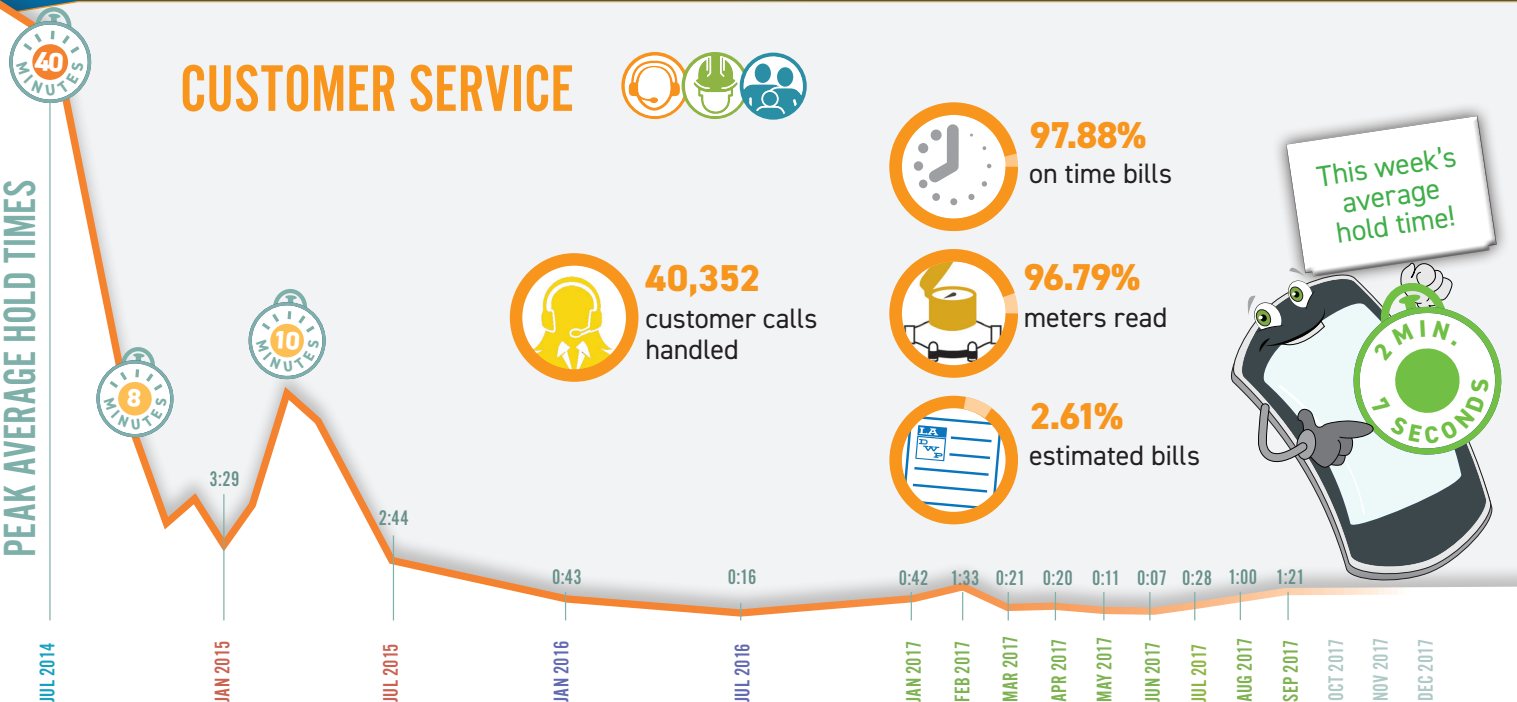


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## CUSTOMER SERVICE



PEAK AVERAGE HOLD TIMES



# 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 (Oct. 23-29)

- 91 potential leaks investigated, 2,694 so far in 2017
- 22 potential leaks found, 719 so far in 2017
- 6,147 gallons in potential daily water savings, 242,993 gallons so far in 2017

### Now's the Time to Cash in Your Lawn

This is one break-up that might be worth it! So far this year, LADWP's commercial and residential customers have "broken up" with their lawns and removed a combined 895,000 square feet (sq. ft.) of grass through LADWP's California Friendly® Landscape Incentive Program, resulting in an estimated 39 million gallons of water saved. That's enough water to supply 362 single family homes in LA annually. If you've been on the fence about re-landscaping your lawn, now's the time. LADWP has increased its rebate to \$2 per sq. ft. of lawn replaced, through the end of the year. A sustainable landscape will not only help you save on your water bill by reducing your water use, it will also help recharge the groundwater, reduce urban runoff and enhance wildlife habitat. Go to [www.SavetheDropLA.org](http://www.SavetheDropLA.org) for details.

## POWER

### Outages

- 98.44% of customers experienced NO OUTAGES
- For the week, there were 458 outage incidents, affecting 23,371 customers.
- Full and partial circuit outages affected customers mostly in Pacific Palisades, Wilmington, Sylmar, Vermont-Slauson and Eagle Rock.
- Transformer outages affected customers mostly in Brentwood, Sherman Oaks, Hollywood Hills, Pacific Palisades and Fairfax.

### 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 29,210 solar systems have been installed and put in service through SIP, totaling 236 megawatts.
- During the week, SIP staff confirmed 88 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

### Window A/C Drop-Off & Recycle Event

Retiring your old window air conditioning unit will save you energy and reduce your energy bill. To get that message out to more residential customers, LADWP held a third window air conditioning unit recycling event on Saturday, October 30 at Councilmember Bob Blumenfield's field office in Reseda. Folks who brought an old unit to recycle had their choice of a \$25 prepaid rebate gift card or an energy efficient window A/C unit. Thirty-four customers dropped off their old A/C units for recycling at the event. Since the Window A/C

Recycling Program began, LADWP has recycled 166 old A/C units, representing an estimated 155,044 kWh. That amount of energy savings is enough to serve 26 homes for one year.

## NEWS & NOTES

### LADWP Briefs Community about Equity Metrics

LADWP will make several presentations to Neighborhood Council representatives at upcoming meetings on the LADWP Equity Metrics Data Initiative (EMDI). The EMDI is established to track how LADWP programs are provided to all LADWP customers and residents of Los Angeles. Approved as part of the 2016 LADWP water and electric rate action, the EMDI will help the Department evaluate how well programs, services and resources are distributed and used throughout the city, both geographically and demographically, to see whether any disparities exist. Data collection and analysis through the EMDI will provide important information about LADWP's services and operations, and help ensure that all customers are reached with fairness and equity.

The next three meetings are:

**November 13, 2017 7 p.m.**

**Alliance of River Communities**

Glassell Park Community Senior Center  
3750 N. Verdugo Road  
Los Angeles, CA 90065

**November 15, 2017 8:30 a.m.**

**Westside Regional Alliance of Councils**

Lenny's Deli  
2379 Westwood Boulevard  
Los Angeles, CA 90064

**November 15, 2017 6 p.m.**

**Hollywood Hills West Neighborhood Council**

Will & Ariel Durant Library  
7140 West Sunset Boulevard  
Hollywood, CA 90046

### Funds Awarded to La Kretz Innovation Campus Earmarked for Student Program

The La Kretz Innovation Campus and Arts District Park, a collaboration of LADWP, City of Los Angeles and Los Angeles Cleantech Incubator (LACI), was recently honored with the Rudy Bruner Award for Urban Excellence, which comes with a \$10,000 award fund. The prestigious national design award recognizes transformative urban places distinguished by their economic and social contributions to America's cities. La Kretz is home to more than 500 campus members, including LACI's cleantech portfolio companies, leading environmental organizations and non-profit partners. LACI will use the \$10,000 to bring students and artists from disadvantaged LA neighborhoods into the campus to learn about the work done by the various organizations on-campus and to receive hands-on training with prototyping equipment used at the facility.

## CUSTOMER SERVICE

- Customer call wait times averaged 2 minutes, 7 seconds for the reporting period of October 23-29.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.