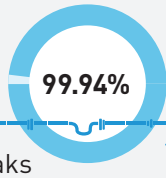


# STAT SHEET

November 20-26, 2017

## WATER



customers experienced NO SERVICE INTERRUPTIONS

19 main leaks

380 service interruptions

### GIVEAWAYS: WATER CONSERVATION DEVICES

Jan.-Oct. 2017

	Residential Customers	Commercial Customers
Aerators	2,139	5,353
Showerheads	3,591	3,787
Water Saved	47.36 million gallons = enough to supply 425 single-family homes annually	



### CUSTOMER LEAK DETECTION: WATER CONSERVATION RESPONSE UNIT

	Nov. 20-26	Calendar YTD 2017
Potential Leaks Investigated	23	2,942
Potential Leaks Found	4	758
Potential Water Savings (gallons per day)	1,973	276,656

### 2017 EASTERN SIERRA RUNOFF: FINAL REPORT

#### WATER SPREADING EFFORTS

Successfully managed **303 billion gallons** of runoff in Owens Valley

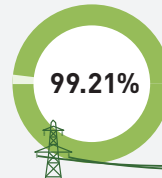
#### Highlights:

**138.5 billion gallons:** Flow to LA

**68.5 billion gallons:** Eastern Sierra water uses

**78.5 billion gallons:** Water spreading

## POWER



customers experienced NO OUTAGES

188 outage incidents

11,847 customers affected

### SOLAR INCENTIVE PROGRAM (RESIDENTIAL)

#### GOING SOLAR



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

### OUTDOOR LIGHTING INSTALLATIONS

Jan.-Nov. 2017

- 1,833 Outdoor Area Lighting installed for customers to illuminate private property
- 832 utilitarian lights installed on power poles to illuminate public streets



Before



After

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## CUSTOMER SERVICE



PEAK AVERAGE HOLD TIMES



**24,675** customer calls handled



**98.53%** on time bills

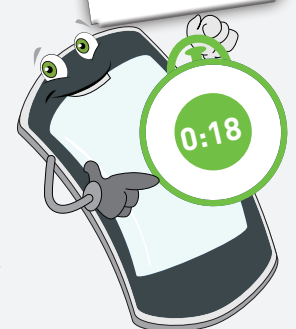


**96.74%** meters read



**2.21%** estimated bills

This week's average hold time!



# STAT SHEET

## WATER

### Service Interruptions

99.94% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 19 main leaks and 380 service interruptions.

### Water Conservation Response Unit: Customer Leak Detection (Nov. 20-26)

- 23 potential leaks investigated, 2,942 so far in 2017
- 4 potential leaks found, 758 so far in 2017
- 1,973 gallons in potential daily water savings, 276,656 gallons so far in 2017

### 2017 Eastern Sierra Runoff Management

LADWP managed 303 billion gallons of water that resulted from the Eastern Sierra runoff from last winter's near-record storm through infiltration in the groundwater basin and irrigation in the Owens Valley. Earlier this month, the Mayor lifted the emergency declaration he initiated in March to assist in protecting communities and roads in the Owens Valley from excessive flooding created by record snowpack in the Eastern Sierra. The declaration gave LADWP the green light to act quickly to acquire needed equipment, materials and services to help prevent any runoff emergencies in the Owens Valley and Los Angeles. In the course of preparing for management of the runoff, LADWP also completed substantial maintenance and infrastructure work to prepare for future wet years. That work included clearing 135 miles of canal and repairing 100 miles of road.

## POWER

### Outages

99.21% of customers experienced NO OUTAGES

For the week, there were 188 outage incidents, affecting 11,847 customers.

- Full and partial circuit outages affected customers mostly in Panorama City, East Hollywood, Venice, Silver Lake and North Hills.
- Transformer outages affected customers mostly in Vermont Vista, Westchester, Larchmont, Mid-city and Chatsworth.

### 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 29,484 solar systems have been incentivized and put in service through SIP, totaling 218.7 MW.
- During the week, SIP staff confirmed 62 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours.

### Outdoor Lighting Helps Communities Stay Safe

LADWP's Outdoor Area Lighting (OAL) program is requested by and paid for by customers to illuminate private property including buildings, parking lots and school campuses. OAL, which provides six to 10 times as much light as conventional lighting for the same energy consumption, is endorsed by the Los Angeles Police Department and meant to promote safety and deter crime. LADWP also offers a utilitarian lighting program to provide outdoor illumination on city streets.

From January through November 2017, LADWP's Streetlight Maintenance section completed:

- 1,833 installations for customers to illuminate private property
- 832 utilitarian lights installed on power poles to illuminate public streets

### Maintenance Crews Help Illuminate Skid Row "ReFresh Spot"

LADWP's Streetlight Maintenance and Streetlight Design sections installed Outdoor Area Lighting (AOL) at the newly opened Skid Row "ReFresh Spot" on Crocker Street. The "ReFresh Spot" is a place where unhoused Angelenos who reside downtown can gain daily access to restrooms, hand washing stations, showers and laundry services. LADWP installed two OAL projects, paid for by the Mayor's office, to illuminate the area for access and safety.

## NEWS & NOTES

### Calling All Student Engineers

LADWP is currently accepting applications for its Summer 2018 Student Engineer Program (SEP). The goal of the SEP is to provide college-level engineering students an experiential job training opportunity including career mentoring, theoretical and technical instruction, and complete project-related, infrastructure work tasks. Student engineers will be paired with LADWP engineers and work in technical teams within the Water, Power, and Joint systems of the organization. The deadline to submit a completed application is January 19, 2018. Successful applicants will be notified of their selection by March 2018. To apply, go to [www.ladwp.com/SEP](http://www.ladwp.com/SEP).



## CUSTOMER SERVICE

- Customer call wait times averaged 18 seconds for the reporting period of November 20-26.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.