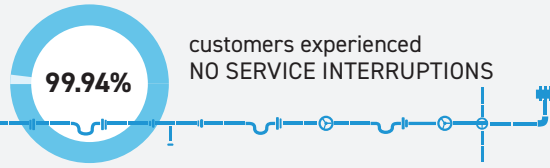


STAT SHEET

Feb. 12-18, 2018

WATER



18 main leaks 360 service interruptions



WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	Feb. 5 -11	YTD 2018
Potential Leaks Investigated	54	347
Potential Leaks Found	15	69
Customers Contacted	18	56
Potential Water Savings (gallons per day)	-	29,302

WATER SAVINGS & REBATES RESIDENTIAL

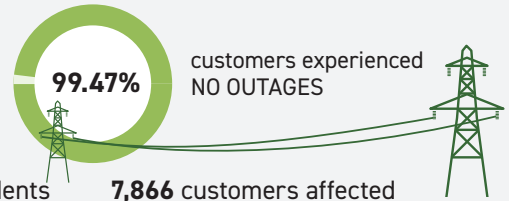
July-Dec 2017



	# Devices Rebated	Water Savings (Gallons/Yr)
High-Efficiency Clothes Washers	2,274	~24.3 M

Total water savings = enough to supply ~224 single-family homes annually

POWER



203 outage incidents 7,866 customers affected

GOING SOLAR SOLAR INCENTIVE PROGRAM



- **80 RESERVATIONS** for solar rebates confirmed
- **1 DAY** confirmation time
- **ALL CALLS** to Solar Hotline returned within **24 hours**
- **224 MW** from ~30,251 solar systems incentivized since 1999.

ENERGY SAVINGS & INCENTIVES COMMERCIAL (Feb. 9-15, 2018)

Commercial Lighting	Custom Performance
45 paid projects	3 paid projects
\$776,860 incentives paid	\$18,836 incentives paid
3,372,914 kWh savings	109,139 kWh savings/yr

Combined energy savings: kWh = 3,482,053
 Avoiding 1,788 metric tons of greenhouse gas emissions per year
 Removing 383 gas-fueled vehicles off the road annually

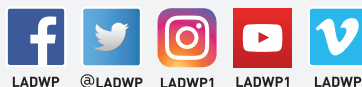
DECEMBER 2017

RESIDENTIAL REFRIGERATOR PROGRAMS

Program	Estimated Energy Savings (kWh/yr)
Refrigerator Exchange	1,083,112
Refrigerator Recycle	480,662

Combined Energy Savings: 1,563,774 kWh/yr
Offsets annually:
 Energy for 261 homes
 592 metric tons of greenhouse gas emissions per year
 Removing 128 gas-fueled vehicles off the road annually

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CUSTOMER SERVICE



35,195 customer calls handled

98.39% on time bills

96.71% meters read

2.36% estimated bills



PEAK AVERAGE HOLD TIMES

40 MINUTES

8 MINUTES

10 MINUTES



STAT SHEET

WATER

Service Interruptions

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 18 main leaks and 360 service interruptions.

Customer Leak Detection

Water Conservation Response Unit report:

- 54 potential leaks investigated, 347 so far in 2018
- 15 potential leaks found, 69 so far in 2018
- 29,302 gallons so far in 2018

Residential Water Saving Rebates

LADWP's water conservation rebate programs continue to help customers save water and help preserve precious water for the entire city. Residential customers received rebates for 2,274 high-efficiency clothes washers from July through December 2017. Those devices are estimated to save up to 24.3 million gallons, equivalent to providing drinking water to an estimated 224 homes annually.

POWER

Outages

99.47% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 203 outage incidents, including:

- 10 full and partial circuit outages that affected 7,522 customers, mostly in Baldwin Hills/Crenshaw, Wilmington, North Hollywood, Westwood, and Eagle Rock.
- 14 transformer outages that affected 344 customers, mostly in Sun Valley, Cheviot Hills, Westlake, Studio City, and Northridge.

Energy Savings for Commercial Customers

LADWP continues to assist its commercial customers in saving energy and money. During the week of February 9-15, 2018, a total of 3,482,053 kilowatt-hours (kWh) were saved through the Commercial Lighting Incentives Program and the Custom Performance Program. That amount of energy savings reduces greenhouse gas emissions equivalent to avoiding 1,788 metric tons per year, or taking 383 gas-fueled vehicles off the road on an annually.

Energy Savings for Residential Customers

LADWP helps residential customers reduce their energy use through many Efficiency Solutions Programs. The Refrigerator Exchange Program provides qualifying customers with a free Energy Star® refrigerator in exchange for their old, inefficient model. The Refrigerator Turn-in and Recycle Program provides a \$50 rebate for customers who recycled their old refrigerator through LADWP. In December 2017, participation in both programs is expected to save over 1.5 million kWh of electricity annually. That amount of energy savings will offset electrical use for 261 homes, and avoid 592 metric tons of greenhouse gas emissions, which is equivalent to removing 128 gas-fueled cars from the road.

Solar Incentive Program (SIP)

SIP, LADWP's net-meter solar program, offers incentives to offset the cost of installing a solar rooftop system at a home or business.

- As of February 20, 2018, approximately 224 megawatts (MW) from 30,251 solar installations have been incentivized through \$313.2 million in rebates, and put in service since the program began in 1999. Within LADWP's service area, there is a total of 249.3 MW from 33,710 customer-owned net-meter photovoltaic solar systems.
- During the week, SIP staff confirmed 80 incentive reservations and processed each within one day's time. Calls to the Solar Hotline were answered within 24 hours.

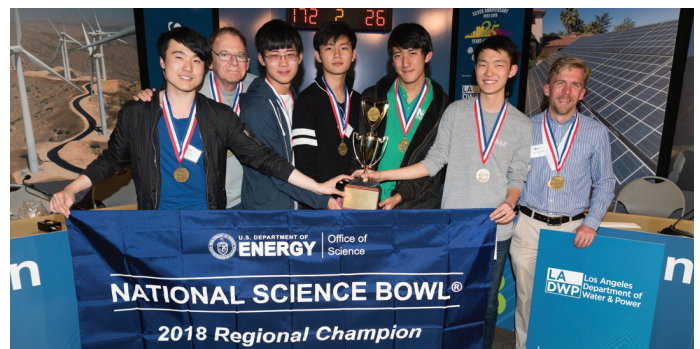
NEWS & NOTES

On the Road: Our Clean Energy Future

LADWP is seeking to educate the community regarding Department initiatives to create a clean energy future for Los Angeles. Power System executives made presentations about our clean energy initiatives, including the study to achieve 100 percent renewable energy, on February 21 to the Westside Regional Alliance of Councils and previously to the Harbor and South Los Angeles Alliances of Neighborhood Councils. Upcoming presentations are slated at the Valley Alliance of Neighborhood Councils and the Los Angeles Neighborhood Council Coalition.

Science Bowl

North Hollywood High School Team A High School students captured the title of Regional Science Bowl Champion on Saturday and will go on to compete in the National Science Bowl in Washington, DC, in April. It was North Hollywood High School's 19th regional championship in the last 21 years. About 250 of the top science students from public and private schools participated in the fast-paced event conducted Saturday at LADWP's John Ferraro Building. This year's event, which ran like clockwork thanks to assistance from about 100 volunteers, was themed "25 Years of Innovation, 1993-2018," marking the Silver Anniversary of the regional competition.



The North Hollywood A team with victory trophy.

CUSTOMER SERVICE

- Customer call wait times averaged 12 seconds for the reporting period of February 12-18, 2018.
- Customer call wait times have remained below the 3-minute goal since July 20-26, 2015.