

WATER

99.95%

customers experienced
NO SERVICE INTERRUPTIONS

17 main leaks

340 service interruptions



WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	April 16-22, 2018	Calendar YTD 2018
Potential Leaks Investigated	39	515
Potential Leaks Found	10	99
Customers Contacted	7	87
Potential Water Savings Savings (gallons per day)	13,474	132,808

FREE WATER-SAVING DEVICES

RESIDENTIAL & COMMERCIAL CUSTOMERS



JUL-MAR

2017-18

	Showerheads	Aerators
Commercial	6,688 (Savings: 35.9M gallons/yr)	11,044 (Savings: 11.9 M gallons/yr)
Residential	13,091 (Savings: 70.25M gallons/yr)	8,097 (Savings: 7.38 M gallons/yr)
Total water savings: 125.43 million =enough to supply 1,155 LA homes annually		

BENEDICT CANYON

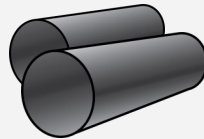
PIPELINE REPLACEMENT PROJECT

Where: Benedict Canyon & Liebe Drive

When: May 2018 – Nov 2018

Ft. Mainline Replaced: 5,200

Work Hours: 9 am – 9 pm, M-F (+some Saturdays)



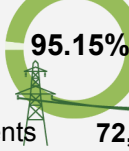
POWER

95.15%

customers experienced
NO OUTAGES

298 outage incidents

72,650 customers affected



GOING SOLAR

SOLAR INCENTIVE PROGRAM



- 71 RESERVATIONS for solar rebates confirmed
- 1 DAY confirmation time
- ALL CALLS to Solar Hotline returned within 24 hours
- 227.7 MW from ~30,818 solar systems incentivized since 1999.

ENERGY SAVINGS & INCENTIVES

COMMERCIAL (April 13-19, 2018)

Commercial Lighting

Custom Performance

74 paid projects

2 paid projects

\$980,423 incentives paid

\$242,927 incentives paid

4,246,934 kWh savings/yr

1,619,562 kWh savings/yr

Combined energy savings: 5,866,496 kWh =

- Avoiding 3,013 metric tons of greenhouse gas emissions per year
- Removing 645 gas-fueled vehicles off the road annually

LED DISTRIBUTION

WEEK 4 (April 16-22, 2018)

Total: 400,000 LEDs delivered

~55,200 MWH annually for up to 23 years

=Taking ~9,200 homes off the grid per year

Avoiding ~20,887 metric tons of greenhouse gas emissions per year



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PEAK AVERAGE HOLD TIMES

CUSTOMER SERVICE



35,487
customer calls
handled



98.67%
on-time bills



96.84%
meters read



2.17%
estimated
bills



Jul 2014

Jan 2015

Jul 2015

Jan 2016

Jul 2016

Jan 2017

Jul 2017

Jan 2018

Feb 2018

Mar 2018

3:29

2:44

0:43

0:16

0:42

0:28

1:02

0:44

0:29

STAT SHEET

WATER

Service Interruptions

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were **17** main leaks and **340** service interruptions.

Free Water-Saving Devices

LADWP customers can receive free water-saving devices by visiting one of our Customer Service Centers. These devices include bathroom and kitchen faucet aerators, which save about 900 gallons of water per year, and low-flow showerheads, which save up to 1 gallon per minute or over 5,300 gallons per year. From July 2017 through March 2018, LADWP gave away 19,141 aerators and 19,779 showerheads, saving water for approximately 1,155 homes annually.

Benedict Canyon Pipeline Replacement

To improve water supply reliability and fire protection capabilities, LADWP forces will begin a major pipeline replacement project in Benedict Canyon along Benedict Canyon Drive and Liebe Drive. Benedict Canyon Drive will be closed for the duration of the 7-month water reliability project to replace a mile of aging pipeline beginning May 1 and continuing through November 30. A press event took place April 26 with LADWP, the Los Angeles Fire Department and Los Angeles Department of Transportation to explain the construction project and traffic plans to accommodate commuters while the road is closed.



LADWP COO Martin Adams describes Benedict Canyon pipeline project at press conference April 26.

CUSTOMER SERVICE

- Customer call wait times averaged **3 seconds** for the reporting period of April 16-22, 2018.
- Customer call wait times have remained below the 3-minute goal since July 20-26, 2015.

POWER

Outages

95.15% customers experienced NO OUTAGES

For the week, there were **298** outage incidents, affecting **72,659** customers, including:

- 17 full and partial circuit outages that affected 13,737 customers mostly in Sun Valley, Larchmont, South Park, Palms, and Rancho Park.
- 29 transformer outages that affected 446 customers mostly in Studio City, Woodland Hills, Vermont Square, Hollywood, and Watts.

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 April 23, 2018, approximately 227.7 megawatts (MW) from 30,818 solar installations have been incentivized through \$313.7 million in rebates, and put in service since the program began in 1999. Within LADWP's service area, there is a total of 257.6 MW from 34,532 customer-owned net-meter photovoltaic solar systems.
- During the week, SIP staff confirmed 71 incentive reservations and processed each within one day's time. Calls to the Solar Hotline were answered within 24 hours.

Free LEDs Help Light Up L.A.

LADWP's second LED distribution to all 1.5 million electric customers continued during the week. As of April 22, a total 400,000 LEDs had been delivered to communities through Los Angeles. By replacing two 75-watt incandescent or CFL lamps with the two 12-watt LED bulbs they receive, our customers can expect to save a combined 138 kilowatt-hours annually for the life of the bulbs, estimated to last nearly 23 years. Customers who make the switch can also save up to \$476 in electric costs over the lifetime of those two LEDs. So far the residential lighting distribution is expected to save up to 41,400 megawatt-hours annually for up to 23 years.

Commercial Customer Rebates

LADWP continues to assist its commercial customers in saving energy and money. During the week of April 13-19 2018, a total of 5,866,496 kilowatt-hours 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 over 3,000 metric tons per year.