

## WATER

99.95%

 customers experienced  
NO SERVICE INTERRUPTIONS

16 main leaks

320 service interruptions



### WATER CONSERVATION RESPONSE UNIT: CUSTOMER LEAK DETECTION

	July 2-8, 2018	Calendar YTD 2018
Potential Leaks Investigated	30	895
Potential Leaks Found	8	198
Customers Contacted	10	191
Potential Water Savings Savings (gallons per day)	-	203,959

### CA FRIENDLY LANDSCAPING@LADWP FACILITIES MET PROJECT GOAL—15 LADWP FACILITIES CONVERTED IN FY 17-18

- 33,912 sq. ft. turf removed
- 218,749 sq. ft. of water-wise landscaping applied
- Water savings: ~6.56 M gallons/yr = water for ~60 homes/yr



### FY 17-18 Project Spotlight: Distributing Station (DS) 8, completed February 2, 2018

- Landscape replaced with California friendly plants
- Total water-wise landscape: 15,912 sq. ft.
- Water savings: 477,360 gallons/yr = water for ~4 homes/year



## POWER

92.5%

 customers experienced  
NO OUTAGES

949 outage incidents

112,865 customers affected

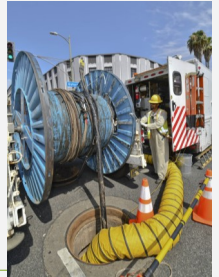


### RECORD SETTING HEAT STORM

**JULY 6 – 9, 2018**

All heat storm related customer outages resolved (~114,000 customers restored as of July 10, 3:45 p.m.)

- 2160 LADWP personnel supported restoration
- 24/7 customer service provided throughout event



### PROACTIVE INFRASTRUCTURE REPLACEMENT



- More than \$2.3 billion invested through Power Infrastructure Reliability Program (PSRP) over the last 3 years
- FY 18-19: \$936 million investment towards:
  - 3,500 poles
  - 800 transformers
  - 10,000 cross-arms
  - 50 miles of underground cable

### WATER & ENERGY SAVINGS

#### COMMERCIAL DIRECT INSTALL JAN – MAY 2018

- 39,665,404 kWh/yr saved
- Offsets energy for 6,611 homes
- Avoids 15,009 metric tons of CO2 emissions per year
- Removes 3,247 gas-fueled cars from road annually

JAN-MAY

2018

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PEAK AVERAGE HOLD TIMES

## CUSTOMER SERVICE


 47,379  
customer calls  
handled

 97.93% %  
on-time bills

 97.29%  
meters read

 2.48%  
estimated  
bills

 This week's  
average  
hold time!

 1 MINUTE  
51 SECONDS

 40  
MINUTES

 8  
MINUTES

 10  
MINUTES

3:29

2:44

0:43

0:16

0:42

0:28

0:44

Jul 2014

Jan 2015

Jul 2015

Jan 2016

Jul 2016

Jan 2017

Jul 2017

Jan 2018

# STAT SHEET

## WATER

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### Service Interruptions

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 16 main leaks and 320 service interruptions.

### Customer Leak Detection

To conserve water for residential customers, LADWP's Water Conservation Response Unit is continuing to investigate and respond to calls regarding potential water leaks at homes as well as condos and apartment complexes. For the week, the WCRU reported:

- 30 potential leaks investigated, 895 so far in 2018
- 8 potential leaks found, 198 so far in 2018
- 203,959 potential gallons per day saved so far in 2018

### CA Friendly Landscaping at LADWP Facilities: 15 Converted in FY 17-18

Throughout fiscal year 2017-2018, LADWP converted 15 of its facilities to water-wise landscaping through its California Friendly Landscape Update program, meeting its fiscal year project goal. The drought tolerant installations will potentially save over 6.56 million gallons per year, enough water for nearly 60 homes annually. The program was established to conserve water, lower water usage and costs, lower landscape operation and maintenance costs and provide our ratepayers with practical considerations and models to consider for their own properties. One of the facilities that received a drought tolerant landscape makeover in FY 17-18 was Distributing Station (DS) 8, located in Council district 10. The new landscaping is expected to save approximately 477,360 gallons per year. Completed February 2, 2018, LADWP applied Southwest-Mediterranean garden style landscaping, which consists of California friendly plants.

## CUSTOMER SERVICE

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- Customer call wait times averaged 1-minute and 51 seconds for the reporting period of July 2-8, 2018.
- Customer call wait times have remained below the 3-minute goal since July 20-26, 2015.

## POWER

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### Outages

92.5% customers experienced NO OUTAGES

For the week, there were 949 outage incidents, affecting 112,865 customers, including:

- 36 full and partial circuit outages that affected 39,779 customers mostly in Hollywood Hills West, Los Feliz, Reseda, San Pedro and Silver Lake.
- 161 transformer outages that affected 8,146 customers mostly in Encino, San Pedro, Sherman Oaks, Sun Valley and Valley Glen.

### Record Setting Heat Storm: July 6-9, 2018

From July 6-8, 2018, the City of Los Angeles experienced abnormal and extreme hot weather, causing LADWP's peak energy demand to reach record levels (July 6 – 6256 MW, highest load ever for a July day in City history; July 7 – 5743 MW, second highest weekend load in City history; July 8 – 5,230 MW, fourth highest Sunday load in City history). During the event, 2160 LADWP crews worked to restore power to our customers, many beyond their normal shift, and customer service was on call 24/7 to assist those affected. By 3:45 p.m. on July 10, LADWP had restored power to approximately 114,000 impacted customers. LADWP has been investing heavily in replacing aging equipment through its Power Reliability Program to counteract future heat storm outages, investing more than \$2.3 billion over the past three years. The Department projects to invest \$936 million in FY 18-19 towards the following capital improvements: 3,500 poles, 800 transformers, 10,000 cross-arms and 50 miles of underground cable.

### Water & Energy Savings: Commercial Direct Install

Since 2012, businesses and other non-residential customers have received free energy and water efficiency upgrades through the Commercial Direct Install program, helping reduce the city's carbon footprint. The program is available to small & mid-size non-residential customers whose average electrical demand is 250 kilowatt-hours or less. Upgrades include installing energy efficient, LED lighting, LED exit signs, low-flow water devices, and pre-rinse spray valves. This year alone (January – May 2018) the program has saved Los Angeles customers nearly 39,665,404 kilowatt-hours annually, avoiding approximately 15,009 metric tons of CO2 emissions per year. Annually, that amount is equivalent to removing 3,247 gas-fueled cars from road and offsets energy for 6,611 homes.