



WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS



2018 Calendar Year Totals	# Devices Rebated	Water Savings (Gallons/yr)
Cisterns	115	~308,917
Rain Barrels	186	~115,208
Total water savings: ~424,125 gallons/yr = enough to supply ~4 homes annually		

ENERGY SAVINGS & INCENTIVES COMMERCIAL (January 4-10, 2018)



Commercial Lighting	Custom Performance
13 paid projects	2 paid project
\$544,718 incentives	\$147,158 incentives
~2,414 MWh/yr savings	~683 MWh/yr savings

Combined energy savings: ~3,097 MWh/yr =

- Taking **516** homes off the grid
- Avoiding **1,172** metric tons of greenhouse gas emissions per year
- Removing **254** gas-fueled cars from the road annually

RESIDENTIAL WATER CONSERVATION REBATES

HIGH-EFFICIENCY CLOTHES WASHERS

From July 9, 2018 to January 6, 2019:

Rebate applications received	3,815
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As of January 6, 2019

- **31.4%** increase in participation during the holiday season (Dec. 2-Jan. 6)
- **33.3%** increase in participation since rebate was raised to \$400



POWER RELIABILITY UPGRADING POWER INFRASTRUCTURE



Infrastructure Replacements	2017-2018 Achievements	2018-2019 Targets
Poles	3,018	3,500
Cross-arms	10,925	10,000
Transformers	950	800
Miles of underground cables	51	50
Vaults	17	18

CUSTOMER SERVICE

41,516
customer calls handled

96.54%
meters read

This week's AVERAGE HOLD TIME

98.09%
on-time bills

2.93%
estimated bills

3:04

WATER

SERVICE INTERRUPTIONS

99.93% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 25 main leaks and 500 service interruptions.

WATER SAVING REBATES: RAIN BARRELS AND CISTERNS

LADWP helps residential customers reduce their water use and save on their bills by providing rebates on a variety of water-saving devices. For calendar year 2018, LADWP provided rebates and incentives for 115 cisterns and 186 rain barrels. Total rebates for those devices are expected to save approximately 424,125 gallons of drinking water—enough to supply water for 4 homes annually.

Visit www.ladwp.com/rebatesandprograms to learn more.

RESIDENTIAL WATER CONSERVATION REBATES: HIGH-EFFICIENCY CLOTHES WASHER

To help customers save water and also lower their energy bills, LADWP boosted the high-efficiency clothes washer rebate from \$300 to \$400 on July 1, 2018. From July 9, 2018 to January 6, 2019, 3,815 applications were received for the program, and 2,071 washer rebates were paid. Since raising the rebate level, participation in the program has increased by approximately 33%. During the holiday season (Dec. 2, 2018-Jan. 6, 2019), the program observed a 31% increase in the number of applications received. For more information about the rebate, visit www.ladwp.com/save.

CUSTOMER SERVICE

- Customer call wait times averaged 3 minutes, 4 seconds for the reporting period of January 7-13, 2019.

POWER

OUTAGES

97.24% of customers experienced NO OUTAGES.

For the week, there were 313 outage incidents, affecting 41,431 customers, including:

- 33 full and partial circuit outages that affected 24,479 customers mostly in Westchester, Echo Park, Lake Balboa, Downtown Los Angeles and Studio City.
- 15 transformer outages that affected 237 customers mostly in North Hollywood, Canoga Park, Valley Village, Sun Valley, and Hollywood Hills West.

ENERGY SAVINGS AND INCENTIVES PROGRAMS

During the week of Jan. 4-10, 2019 approximately 3,097 megawatt-hours (MWh) were saved through the Commercial Lighting Incentives and Customer Performance Programs. This amount of energy savings is equivalent to taking 516 homes off the grid and removing 254 gas-fueled vehicles off the road annually.

On Jan. 9, 2019, LADWP held its first Customer Performance Program (CPP) workshop at the La Kretz Innovation Campus to introduce customers and contractors to the program's new application tools and process. In an effort to simplify the application process and expedite incentive payments, the program now offers two tracks, Customer Express and Custom Calculated. To learn more about the program please visit www.ladwp.com/custom.

POWER RELIABILITY

An ongoing priority for LADWP is the need to replace aging critical infrastructure to maintain reliability to our customers. With approval of increased investments, LADWP continues to ramp up the replacement of distribution infrastructure, such as poles, cross-arms, transformers, overhead circuits, and underground cables through our Power System Reliability Program (PSRP). Our targets for fiscal year 2018-2019 are to replace 3,500 poles, 10,000 cross-arms, 800 transformers, 50 miles of underground cables and 18 vaults.

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