

WATER

SERVICE INTERRUPTIONS

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

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

SNOWPACK AND PRECIPITATION UPDATE

Following rain storms during mid-January, the combined average of LADWP's Owen's Valley snow courses was 109% of normal, above average for the first time this winter season. As of January 22, 2019, the Eastern Sierra snowpack has accumulated 14.4 inches of water content. The Los Angeles area has received 4.72 inches of rainfall since the beginning of January. This amount is 25% of the region's yearly rainfall, which came down in three weeks time.

NEWS & NOTES

INTRODUCING THE LADWP COMMUNITY NEWSLETTER

LADWP kicked off 2019 by bringing LADWP news and info to the inbox's of L.A. community members. On Tuesday, January 22, LADWP piloted a community e-newsletter to more than 1,500 stakeholders LADWP's mailing list. The digital publication included information about the 55th Street Water Main Break response, how to avoid scammers, and emergency preparedness. The open rate for the digital publication was 53.5% - the industry average for an e-newsletter is 19%. The newsletter was also promoted via a post on Nextdoor, which received more than 40,000 impressions and led to nearly 1,000 email signups. To sign up and receive the e-newsletter: <https://tinyurl.com/ladwpsignup>.

L.A. STUDENTS PREPARE FOR LADWP SCIENCE BOWL WITH PRACTICE SESSIONS

A total of 24 schools and 47 teams participated in the LADWP Science Bowl morning practice sessions on January 19. More than 40 volunteers served as officials. Several teams and student volunteers also attended a career panel at the event, learning about future LADWP opportunities in engineering, science and other technical fields. The LADWP 2019 Science Bowl XXVII all-day regional competition will be held at JFB on Saturday, Feb. 23. The winning team will represent the city and region at the U.S. Department of Energy National Science Bowl in April.

POWER

OUTAGES

95.10% of customers experienced NO OUTAGES.

For the week, there were 509 outage incidents, affecting 73,499 customers, including:

- 54 full and partial circuit outages that affected 40,437 customers mostly in Canoga Park, Chatsworth, Encino, Granada Hills and Sherman Oaks.
- 36 transformer outages that affected 1,058 customers mostly in Downtown Los Angeles, Reseda, Vermont-Slauson, Vermont Square and Wilmington.

RAIN STORM: JANUARY 15-18, 2019

From January 15-18, 2019, Los Angeles experienced rain and wind, causing 38,687 outages during the rain storm. During the event, 48 LADWP crews per day worked to restore power to our customers. Power was restored to 100 percent of customers within 24 hours, with 24/7 customer service provided throughout the event. At its peak, the rain storm affected 6,050 customers. Primary neighborhoods affected were Sherman Oaks, Silver Lake, Sun Valley, Highland Park, Watts, Valley Glen, North Hollywood, Playa Del Rey, Reseda and Downtown.

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 November 2018, participation in both programs saved 1,942,640 kilowatt-hours of electricity annually. That amount of energy savings will offset electrical use for 324 homes, and avoid 676 metric tons of greenhouse gas emissions, which is equivalent to removing 145 gas-fueled cars from the road.

CUSTOMER SERVICE

Customer call wait times averaged 53 seconds for the reporting period of January 14-20, 2019.

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