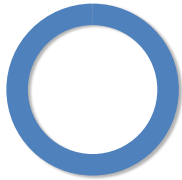


WATER



99.96%

of customers experienced
NO SERVICE INTERRUPTIONS
15 main leaks
300 service interruptions

POWER



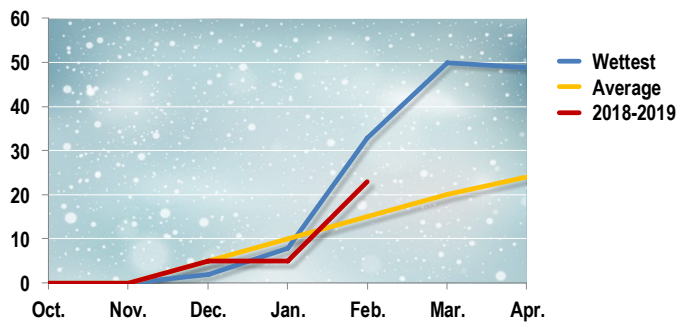
93.52%

of customers experienced
NO OUTAGES
564 outage incidents
97,198 customers affected

SNOWPACK LEVEL AS OF FEBRUARY 5, 2019



- 22.9" of water content
- 146% of average to date



RAIN STORM FEBRUARY 2-5, 2019

- 71,756 customers affected
- 93.1% of customers restored within **24 hours**
- 10,506 customers impacted at peak of storm
- 55 crews per day supported restoration
- Primary neighborhoods affected: Los Angeles, Mid-Wilshire, Venice, North Hollywood, Westlake, Hollywood Hills West, San Pedro, Broadway-Manchester, Glassell Park and Pacific Palisades.



NEWS & NOTES

LADWP IN THE COMMUNITY

Nextdoor

- 409,100 verified residents
- 101,213 email opens
- 1,230 neighborhoods
- 2,376 digest clicks
- 14 posts
- 566 thanks
- 83,518 views



OUTDOOR AREA LIGHTING MONTHLY STATS:

- 437 lights repaired
- 26 overhead services replaced
- 75 new outdoor area lights installed
- 18 utilitarian lights installed



CUSTOMER SERVICE

44,231
customer calls handled

96.46%
meters read

This week's AVERAGE HOLD TIME

98.40%
on-time bills

2.90%
estimated bills

1:09
seconds

WATER

SERVICE INTERRUPTIONS

99.96% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 15 main leaks and 300 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

Following rain storms and snowfall, the combined average of LADWP's Eastern Sierra snow courses was 146% of normal, a 40% increase in the snowpack over the course of three days. As of February 5, 2019, the Eastern Sierra snowpack has accumulated 22.9 inches of water content. This places the snowpack at 99.6% of the seasonal average (ending April 1). In Downtown L.A., 13.1 inches of rain have fallen since the start of the water year on October 1, 2018, well above the average amount of 7.75 inches for this time of year. In the San Fernando Valley, 15.1 inches of rain have fallen.

NEWS & NOTES

LADWP IN THE COMMUNITY: NEXTDOOR

LADWP is active on the Nextdoor app. As a neighborhood utility, LADWP uses this forum to connect with our customers and to provide important information about LADWP events, programs and services. Currently, LADWP can reach 409,100 verified residents in 1,230 neighborhoods through Nextdoor. During the month of January, the Communications, Media and Community Affairs division recorded the following engagement on the app: 83,518 views, 101,213 email opens, 2,376 digests clicks and 566 thanks. LADWP published 14 posts; posts included updates on infrastructure and construction projects, info on the Ivanhoe Walkway opening, a scam alert for customers, a sign-up post for the new LADWP Community Newsletter and alerts regarding free LADWP California friendly landscape trainings.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute and 9 seconds for the reporting period of January 28-February 3, 2019.
- For the month of January, the average customer call wait time was 1 minute and 55 seconds.

POWER

OUTAGES

93.52% of customers experienced NO OUTAGES.

For the week, there were 564 outage incidents, affecting 97,198 customers, including:

- 62 full and partial circuit outages that affected 53,506 customers mostly in Downtown Los Angeles, Hollywood, North Hollywood, Venice and Woodland Hills.
- 45 transformer outages that affected 971 customers mostly in Mission Hills, San Pedro, Sherman Oaks, Sylmar and Van Nuys.

RAIN STORM: FEBRUARY 2-5, 2019

From February 2-5, 2019, Los Angeles experienced rain and wind, causing outages due to falling trees and palm fronds that affected 71,756 customers during the rain storm. During the event, 55 LADWP crews per day worked to restore power to our customers. Power was restored to 93.1% of affected customers within 24 hours, with 24/7 customer service provided throughout the event. At its peak, the storm related outages affected 10,506 customers. Primary neighborhoods affected were Los Angeles, Mid-Wilshire, Venice, North Hollywood, Westlake, Hollywood Hills West, San Pedro, Broadway-Manchester, Glassell Park and Pacific Palisades.

OUTDOOR AREA LIGHTING

LADWP's Outdoor Area Lighting Group in the Power System installs outdoor lighting on power poles and streetlights to add much needed perimeter lighting for schools, homes, and businesses. This is a popular service that enhances safety in communities. The program began in the late 1990s and has since installed more than 21,000 outdoor lights. As part of this service, the team will inspect the requestor's property and will install outdoor area lighting (OAL) with energy efficient LED lights either on existing LADWP wooden power poles or on the Bureau of Street Lighting's steel and concrete lampposts. Installation, maintenance, and electricity are included for a low monthly cost. In the month of December, the group replaced 26 overhead services, installed 75 LED OALs and 18 utilitarian lights, and repaired 437 units.

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