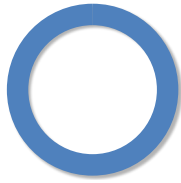


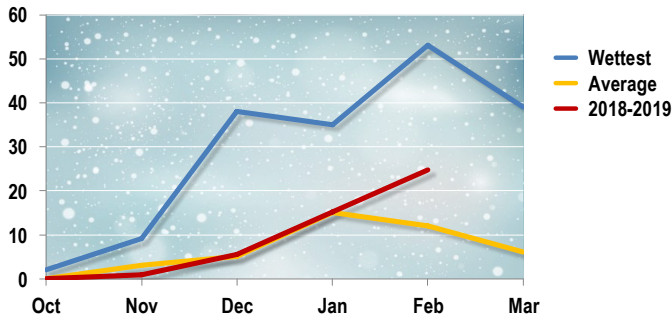
## WATER



**99.85%**  
of customers experienced  
**NO SERVICE INTERRUPTIONS**  
48 main leaks  
960 service interruptions

### SNOWPACK LEVEL AS OF FEBRUARY 12, 2019

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



## POWER



**96.07%**  
of customers experienced  
**NO OUTAGES**  
433 outage incidents

### ENERGY SAVINGS & INCENTIVES COMMERCIAL (February 1-7, 2019)



Commercial Lighting	Custom Performance
5 paid projects	2 paid project
\$19,697 incentives	\$125,318 incentives
~86.72 MWh/yr savings	~417.73 MWh/yr savings

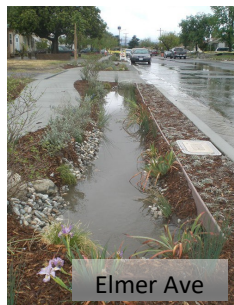
- Combined energy savings: ~504 MWh/yr =
- Taking **84** homes off the grid
  - Avoiding **176** metric tons of greenhouse gas emissions per year
  - Removing **38** gas-fueled cars from the road annually

### STORMWATER CAPTURE OCTOBER 1, 2018 - FEB 5, 2019

Capture-to-Date:

- Spreading Grounds = 4,720 AF
- Green Stormwater Infrastructure = 2,836 AF
- Rain Barrels & Cisterns = 145 AF
- Incidental Capture = 28,045 AF

**TOTAL = 35,746 AF**  
= enough water to serve **107,238**  
homes per year



## NEWS & NOTES

### RENEWABLE ENERGY GOALS

Feb. 12, 2019

- Mayor Eric Garcetti announced LADWP will phase out natural gas operations at three coastal natural-gas power plants—Scattergood, Haynes, and Harbor.
- Goal: LA's clean grid will support 100% renewables by 2045 and carbon neutrality by 2050.



## CUSTOMER SERVICE

**XX,XXX**  
customer calls handled

**XX.X%**  
meters read

This week's AVERAGE HOLD TIME

**XX.X%**  
on-time bills

**X.X%**  
estimated bills

**X:XX**  
seconds

## WATER

### SERVICE INTERRUPTIONS

99.85% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 48 main leaks and 960 service interruptions.

### SNOWPACK AND PRECIPITATION UPDATE

Last week's storm was another big boost for the Eastern Sierra snowpack. LADWP's snow courses are still currently at 146 percent of normal. As of February 12, 2019, water content was at 24.8 inches, which is 1.8 inches higher than our April 1st average during a normal year. Another big storm over the weekend brought several more inches of snow, which may mean we will have an above average year for water runoff.

### STORMWATER CAPTURE

Stormwater capture is a natural way to replenish local groundwater aquifers while reducing run-off and thereby improving water quality in our ocean, rivers and other water bodies. As part of the Los Angeles Sustainable City pLAN, LADWP has a goal to more than double the capture capacity to 150,000 acre-feet by 2035. The city of Los Angeles captures stormwater through various capture methods such as spreading grounds, green stormwater infrastructure, rain barrels and cisterns and incidental capture or capture that is a natural process without any engineering. For the current new water year, which starts October 1, 2018 and goes until September 30, 2019, we have captured approximately 35,746 acre-feet as of February 5, 2019. This amount of stormwater capture is equivalent to serving 107,238 homes.

## CUSTOMER SERVICE

- Customer call wait times averaged 2 minutes and 58 seconds for the reporting period of February 4-10, 2019.

## POWER

### OUTAGES

96.07% of customers experienced NO OUTAGES.

For the week, there were 433 outage incidents, affecting 58,941 customers, including:

- 40 full and partial circuit outages that affected 31,409 customers mostly in Mid-Wilshire, Valley Glen, Canoga Park, Hollywood Hills West, and Sherman Oaks.
- 34 transformer outages that affected 3,201 customers mostly in San Pedro, Tarzana, Historic South-Central, Venice and Watts.

### ENERGY SAVINGS AND INCENTIVES PROGRAMS

LADWP continues to assist its commercial customers in saving energy and costs. During the week of February 1-7, 2019 approximately 504 megawatt-hours (MWh) were saved through the Commercial Lighting Incentive and Custom Performance Programs. This amount of energy savings is equivalent to taking 84 homes off the grid and removing 38 gas-fueled vehicles off the road annually.

## NEWS & NOTES

### CITY OF LA ANNOUNCES GREEN ENERGY GOALS

On Tuesday February 12, 2019, Mayor Eric Garcetti, LADWP Board of Commissioner President Mel Levine, and Commissioner Aura Vasquez, along with L.A. City Councilmembers and LADWP General Manager announced the decision to phase out natural gas operations at three existing coastal plants—Scattergood, Haynes and Harbor. This shift in focus will help accelerate L.A.'s transition to 100% renewable energy and put the City on track to meet carbon neutrality by the year 2050.



Board of LADWP Commissioners Mel Levine at podium during news conference.

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