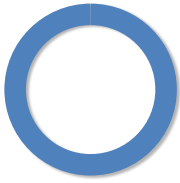


WATER



99.93%
of customers experienced
NO SERVICE INTERRUPTIONS
27 main leaks
540 service interruptions

POWER

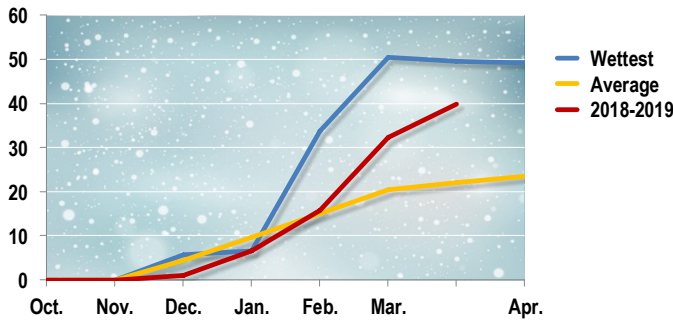


94.8%
of customers experienced
NO OUTAGES
393 outage incidents
78,074 customers affected

SNOWPACK LEVEL AS OF MARCH 13, 2019



- 39.9" of water content
- 187% of average to date



RAIN STORM MARCH 5-7, 2019

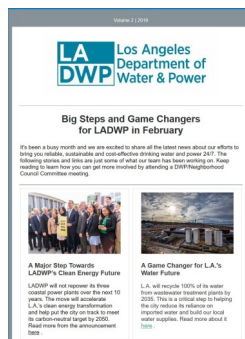
- 24,584 customers affected
- 100% of customers restored within 24 hours
- 6,765 customers impacted at peak of storm
- 47 crews per day supported restoration
- Primary neighborhoods affected: Westlake, Los Angeles, Marina Del Rey, Glassel Park, Venice, Sun Valley, Sylmar, Sawtelle, Beverly Crest and Lake Balboa.



NEWS & NOTES

LADWP IN THE COMMUNITY FEBRUARY NEWSLETTER

- Distributed February 28, 2019
- Open rate: 47%
- Industry average open rate: 19%



CHARGE UP L.A. LADWP-INSTALLED EV CHARGERS AS OF MARCH 13, 2019

- 656 EV chargers installed across 41 LADWP facilities
- 43 power pole EV chargers



CUSTOMER SERVICE

40,843
customer calls handled

97.93%
on-time bills

96.97%
meters read

2.59%
estimated bills

This week's AVERAGE HOLD TIME

1:17
seconds

WATER

SERVICE INTERRUPTIONS

99.93% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 27 main leaks and 540 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

As of March 13, 2019, the combined average of LADWP's Eastern Sierra snow courses was 187 percent of normal with water content measuring 39.9 inches. LADWP plans to spread 30,000 acre-feet of water in Long Valley beginning May 2019. In prior years when the Eastern Sierra runoff exceeded the capacity of the aqueduct system, LADWP spread water to its leased lands in the southern Mono area. LADWP is evaluating this year's anticipated runoff while also considering the demands of the overall water system, which include customer needs, environmental commitments and hydroelectric generation. Taking these factors into account, LADWP is committed to maximizing the beneficial use of runoff water to the fullest extent and working with lessees and the ranching community to use water efficiently.

NEWS & NOTES

LADWP COMMUNITY NEWSLETTER: FEBRUARY 2019

Through the LADWP Community Newsletter, LADWP sends news and info to the email inboxes of L.A. community members. The February digital newsletter was sent to subscribers on February 28, 2019. The open rate for the publication was 47 percent - the industry average for an e-newsletter is 19 percent. Sign up and be in the know! <https://tinyurl.com/ladwpsignup>

2019 ARBOR DAY CELEBRATION

On March 9, 2019, LADWP Commissioner Jill Banks Barad joined partners to celebrate Arbor Day and City Plants' planting of its 100,000th tree. Over 400 volunteers planted approximately 180 trees on the streets surrounding the Van Nuys Rec Center. Continuing its extensive tree planting involvement since 1998, LADWP recently signed an agreement with City Plants to fund 40,000 additional trees to be planted throughout Los Angeles over the next two years.

POWER

OUTAGES

94.8% of customers experienced NO OUTAGES.

For the week, there were 393 outage incidents, affecting 78,074 customers, including:

- 41 full and partial circuit outages that affected 37,142 customers mostly in Beverly Crest, Reseda, Sawtelle, Sylmar and Westlake.
- 34 transformer outages that affected 597 customers mostly in Highland Park, Hyde Park, Lincoln Heights, Mid-Wilshire and Sylmar.

RAIN STORM: MARCH 5-7, 2019

From March 5-7, 2019, Los Angeles experienced rain and wind, causing outages that affected 24,584 customers during the rain storm. During the event, 47 LADWP crews per day worked to restore power to our customers. Power was restored to 100 percent of affected customers within 24 hours. At its peak, the storm related outages affected 6,765 customers. Primary neighborhoods affected were Westlake, Los Angeles, Marina Del Rey, Glassel Park, Venice, Sun Valley, Sylmar, Sawtelle, Beverly Crest and Lake Balboa.

CHARGE UP L.A.: LADWP INSTALLED EV CHARGERS

To help drivers feel more confident about switching to EVs, LADWP is working to expand charging infrastructure in the city and region. Our goal is to support or directly install 10,000 public, workplace and fleet EV chargers in Los Angeles by June 2022, including 4,000 chargers on LADWP or City-owned property. As of March 13, 2019, LADWP has installed 656 EV chargers at 41 LADWP facilities, and 43 power pole EV chargers throughout the city. LADWP continues to assist other City facilities with the installation of additional public chargers.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 17 seconds for the reporting period of March 4-10, 2019.

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