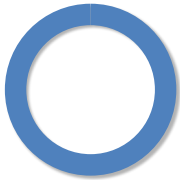


## WATER



**99.94%**  
of customers experienced  
**NO SERVICE INTERRUPTIONS**  
22 main leaks  
440 service interruptions

## POWER

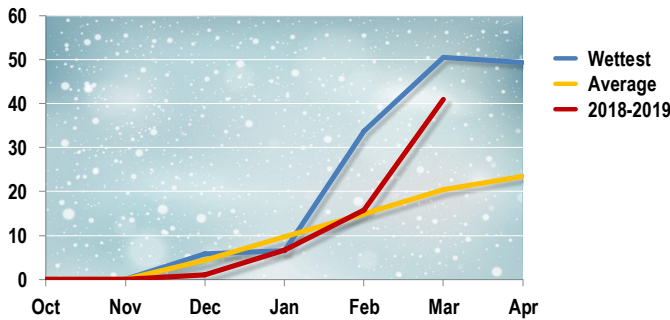


**96.65%**  
of customers experienced  
**NO OUTAGES**  
289 outage incidents  
50,257 customers affected

## SNOWPACK AND RAIN MEASUREMENTS

AS OF MARCH 21, 2019

- 41" of water content
- 186% of average to date



Rain Fall and Stormwater Capture in L.A.  
As of March 7, 2019



- ⇒ 18.5 inches of rain
- ⇒ Estimated 18.4 billion gallons of stormwater = enough to supply 170,000 homes annually

## NEWS & NOTES



LADWP ON NEXTDOOR APP

- 419,697 verified residents
- 12,025 residents joined
- 1,215 neighborhoods
- 966 digest clicks
- 43 posts
- 150 thanks
- 39,446 views



## CHARGE UP L.A.!

ELECTRIC TRANSPORTATION PROGRAM  
APRIL 2018—FEBRUARY 2019

### Used EV Rebate Program

Total # rebated	109
Total amount paid	\$49,050



## ENERGY SAVINGS

RESIDENTIAL PROGRAMS - JANUARY 2019

Program	Estimated Energy Savings (kWh/yr)
Refrigerator Exchange	294,792
Refrigerator Recycle	1,054,732
<b>Combined annual energy savings = 1,349,524 kWh/yr</b>	

Offsets annually:

- Energy for 225 homes
- 470 metric tons of greenhouse gas emissions
- 101 gas-fueled vehicles from the road



## CUSTOMER SERVICE



**38,064**  
customer calls handled



**96.88%**  
meters read



**1:22**  
Average call wait time



**98.26%**  
on-time bills



**3.07%**  
estimated bills

# WATER

## SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 22 main leaks and 440 service interruptions.

## SNOWPACK AND PRECIPITATION UPDATE

As of March 21, 2019, the combined average of LADWP's Eastern Sierra snow courses was 186 percent of normal with water content measuring 41 inches. The wet winter has helped boost snow levels and rainfall to well above average numbers across the region. The rain has helped replenish the local groundwater aquifers in L.A. through the capture of an estimated 18.4 billion gallons of stormwater as of March 7, 2019. That amount of water is enough to supply 170,000 homes in L.A. for one year. In Downtown L.A. alone, 18.6 inches of rain have fallen since the start of the water year on October 1, 2018.

# NEWS & NOTES

## LADWP ON NEXTDOOR:

As a neighborhood utility, LADWP uses the Nextdoor app to connect with customers and to provide important information about LADWP events, programs and services. To date, LADWP can reach 419,697 verified residents in 1,215 neighborhoods through Nextdoor. During the month of February, the following engagement was recorded on the app: 39,446 views, 12,025 residents joined, 966 digest clicks, and 150 thanks.

## LADWP INTAKE MAGAZINE GOES DIGITAL

LADWP's *Intake Magazine* is now available 24/7 on any digital device. An LADWP tradition since 1928, *Intake Magazine* has been a resource for engaging stories about Department initiatives, projects and people. Moving *Intake* online will allow LADWP to reach a more diverse audience to tell the LADWP story. The online format features a wide variety of articles on topics such as water and energy accomplishments to employee-focused stories. Head to [LADWPIntake.com](http://LADWPIntake.com) to read.



# POWER

## OUTAGES

96.65% of customers experienced NO OUTAGES.

For the week, there were 289 outage incidents, affecting 50,257 customers, including:

- 29 full and partial circuit outages that affected 26,568 customers mostly in Valley Village, Brentwood, Mid-City, Beverly Grove, and Vermont Square.
- 19 transformer outages that affected 534 customers mostly in Palms, Venice, Mid-Wilshire, Echo Park and West Hills.

## CHARGE UP L.A.!

To encourage drivers to choose EVs over gas-powered vehicles, LADWP offers rebates designed to promote equitable access to EVs. Customers can now receive a \$450 rebate for the purchase of a pre-owned EV. From April 2018 through February 2019, 109 used EVs were rebated, for a total of \$49,050 in payments issued and \$850,950 in program funds remaining.

## ENERGY SAVINGS FOR RESIDENTIAL CUSTOMERS

LADWP helps residential customers reduce their energy use through various Energy Efficiency 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 January 2019, participation in both programs saved 1,349,524 kilowatt-hours of electricity annually. That amount of energy savings will offset electrical use for 225 homes, and avoid 470 metric tons of greenhouse gas emissions, which is equivalent to removing 101 gas-fueled cars from the road.

# CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 22 seconds for the reporting period of March 11-17, 2019.

JOIN US [LADWP.com](http://LADWP.com)

