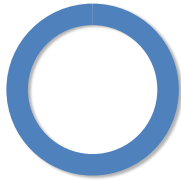


WATER



99.94%

of customers experienced
NO SERVICE INTERRUPTIONS
23 main leaks
460 service interruptions

POWER



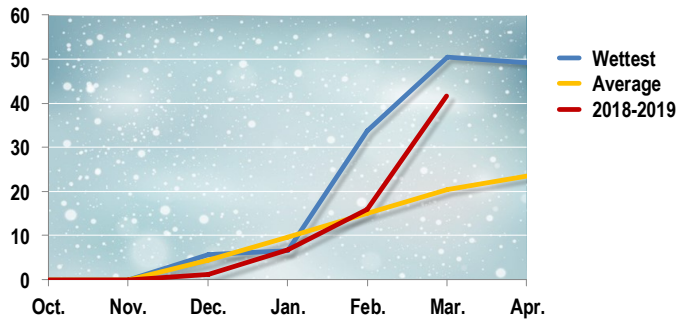
96.06%

of customers experienced
NO OUTAGES
298 outage incidents
59,139 customers affected

SNOWPACK LEVEL AS OF MARCH 26, 2019



- 41.6" of water content
- 185% of average to date



COMMERCIAL ENERGY SAVINGS & INCENTIVES MARCH 15-21, 2019

Commercial Lighting	Custom Performance
8 paid projects	1 paid project
\$113,111 incentives	\$39,297 incentives
557.89 MWh/yr savings	~130.99 MWh/yr savings

Combined energy savings: ~689 MWh/yr =

- Taking **115 homes** off the grid
- Avoiding **240 metric tons** of greenhouse gas emissions per year
- Removing **52 gas-fueled cars** from the road



WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS

RAIN BARRELS AND CISTERNS JULY 2018-JANUARY 2019

	# Rebates	Gallons/yr
Rain Barrels	122	75,600
Cisterns	17	43,700

- Total water savings: **119,300 gallons/yr**

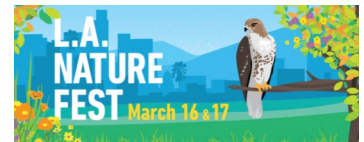


NEWS & NOTES

LADWP IN THE COMMUNITY

LADWP SPONSORS 5TH ANNUAL L.A. NATURE FEST MARCH 16-17, 2019

- **2-day** event at Natural History Museum of Los Angeles County
- **7,771** attendees
- Featured **over 35** local organizations and researchers



CUSTOMER SERVICE

36,578
customer calls handled

96.62%
meters read

This week's AVERAGE HOLD TIME

97.66%
on-time bills

3.33%
estimated bills

1:35
seconds

WATER

SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 23 main leaks and 460 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

As of March 26, 2019, the combined average of LADWP's Eastern Sierra snow courses was 185 percent of normal with water content measuring 41.6 inches. Final snowpack measurements will be taken during the weeks of March 25-29 and April 1-5 to coincide with the end of the water year.

WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS: RAIN BARRELS AND CISTERNS

LADWP continues to improve awareness of water use and encourage customers to conserve water. Collecting and re-using rainwater for lawns and gardens minimizes the amount of water flowing into storm drains and local waterways, and offsets the use of drinking water for landscape irrigation. From July 2018 to January 2019, LADWP provided rebates for 17 cisterns and 122 rain barrels to residential customers, helping to save 119,300 gallons of water.

POWER

OUTAGES

96.06% of customers experienced NO OUTAGES.

For the week, there were 298 outage incidents, affecting 59,139 customers, including:

- 22 full and partial circuit outages that affected 28,841 customers mostly in Canoga Park, Florence, North Hollywood, Sylmar and Tarzana.
- 21 transformer outages that affected 436 customers mostly in Florence, North Hills, Sylmar, Tarzana and Winnetka.

COMMERCIAL ENERGY SAVINGS AND INCENTIVES PROGRAMS

LADWP continues to assist its commercial customers in saving energy and costs. During the week of March 15-21, 2019, the Department's Commercial Lighting Incentive and Custom Performance Programs provided more than \$152,000 in incentives to customers. The projects will result in approximately 689 megawatt-hours (MWh) of energy savings per year, equivalent to taking 115 homes off the grid, avoiding 240 metric tons of greenhouse gas emissions and removing 52 gas-fueled vehicles off the road annually.

NEWS & NOTES

LADWP SPONSORS 5TH ANNUAL L.A. NATURE FEST

From March 16-17, 2019, 7,771 visitors attended the Natural History Museum of Los Angeles County's 5th Annual L.A. Nature Fest, sponsored in part by LADWP. Over 35 local organizations and museum researchers from filled the outdoor nature gardens during the two-day festival, creating countless opportunities for visitors to better understand and connect to the diverse nature in L.A. LADWP's "Charge Up LA!" booth drew interest from visitors inquiring about the electric vehicle display. Guests appreciated having an opportunity to take a break, grab some water, and recharge their phones at the LADWP Chill Zone after strolling the gardens.

LADWP CHIEF SUSTAINABILITY OFFICER HONORED WITH PRESTIGIOUS AWARD

LADWP's Chief Sustainability Officer Nancy Sutley was named this year's sole recipient of the Climate Leadership Award for Individual Leadership. Sutley accepted the award at the eighth annual Climate Leadership Awards on March 21, 2019 in Baltimore, Maryland. At the awards ceremony, the Center for Climate and Energy Solutions (C2ES) and The Climate Registry (TCR), in partnership with headline sponsor Bloomberg Philanthropies, bestowed a total of 19 awards to 11 organizations and three partnerships. The lone individual award went to Sutley. As Chief Sustainability Officer, Sutley oversees LADWP's regulatory compliance with greenhouse gas emissions. By end of 2017, LADWP had reduced greenhouse gas emissions from power supply by 47 percent from 1990 levels, exceeding California's 2030 goal.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 35 seconds for the reporting period of March 18-24, 2019.

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