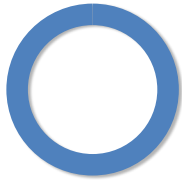


WATER



99.95%

of customers experienced
NO SERVICE INTERRUPTIONS
19 main leaks
380 service interruptions

POWER



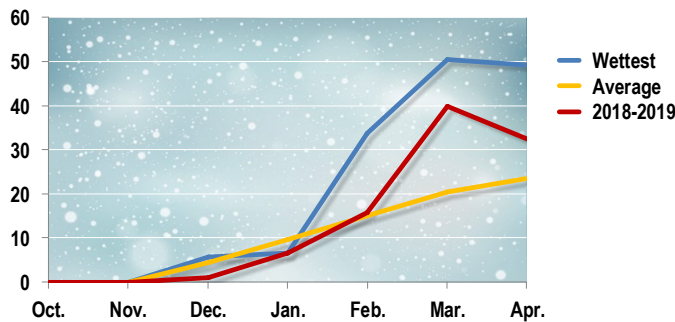
96.46%

of customers experienced
NO OUTAGES
240 outage incidents
53,164 customers affected

SNOWPACK LEVEL FINAL SNOW SURVEY RESULTS APRIL 5, 2019



- 32.5" of water content
- 171% of average to date



CHARGE UP L.A. CHARGING STATION REBATES AS OF MARCH 31, 2019



Program	Number Rebated
Commercial Charging Stations	941
Residential Charging Stations	716

- Total: ~\$4.7 million in rebates for charging units



NEWS & NOTES

LADWP IN THE COMMUNITY NEXTDOOR—MARCH 2019



- 439,191 verified residents
- 32,778 email opens
- 1,225 neighborhoods
- 693 digest clicks
- 11 posts
- 113 thanks
- 37,778 views

COMMERCIAL ENERGY SAVINGS & INCENTIVES COMMERCIAL DIRECT INSTALL



Combined energy savings: ~5.87M kWh =

- Taking **978 homes** off the grid
- Avoiding **2,042 metric tons** of greenhouse gas emissions per year
- Removing **439 gas-fueled cars** from the road annually



CUSTOMER SERVICE

37,578
customer calls handled

96.13%
meters read

This week's AVERAGE HOLD TIME

98.28%
on-time bills

2.76%
estimated bills

1:33

WATER

SERVICE INTERRUPTIONS

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 19 main leaks and 380 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

On April 5, LADWP hydrographers performed the season's final snowpack survey, which helps determine the amount of water available for Los Angeles' water supply. This year, the snowpack measured at 171 percent of normal, which translates to a well above average year. In comparison, the snowpack registered at 66 percent of normal in 2018, a dry year, and 203 percent in 2017, the second wettest year on record. Based on this year's final snowpack survey, approximately 350,000 acre-feet (119 billion gallons) of water, will be used in the Mono Basin and Inyo County to meet environmental commitments and operational needs. The L.A. Aqueduct system will flow at or near full capacity for much of the year. This means in the following 12-month period, the L.A. Aqueduct is expected to provide approximately 365,000 acre-feet of water, which will meet an estimated 70 percent of L.A.'s overall water demand.

POWER

OUTAGES

96.46% of customers experienced NO OUTAGES.

For the week, there were 240 outage incidents, affecting 53,164 customers, including:

- 19 full and partial circuit outages that affected 22,016 customers mostly in Beverly Crest, Boyle Heights, Canoga Park, Panorama City and Vermont Square.
- 14 transformer outages that affected 352 customers mostly in Beverly Grove, Central-Alameda, Panorama City, Porter Ranch and Van Nuys.

CHARGE UP L.A.: CHARGING STATION REBATES

As we strive to create a clean energy future for Los Angeles, LADWP is at the forefront of efforts to electrify transportation. LADWP supports electric vehicle adoption, and we are building the infrastructure to Charge Up L.A., powering EVs in our customers' homes and business. To incentivize drivers to choose EVs over gas-powered vehicles, LADWP offers rebates designed to promote equitable access to EVs. From July 2018 through March 2019, LADWP issued 941 commercial charging station rebates and 716 residential charging station rebates. Altogether, LADWP has provided about \$4.7 million in charging station rebates to Angelenos this fiscal year.

COMMERCIAL ENERGY SAVINGS & INCENTIVES: COMMERCIAL DIRECT INSTALL

Since 2012, businesses and other non-residential customers have received free energy and water efficiency upgrades through the Commercial Direct Install program, helping reduce the city's carbon footprint. The program is available to small & mid-size non-residential customers whose average electrical demand is 250 kilowatt-hours or less. Upgrades include installing energy efficient, LED lighting, LED exit signs, low-flow water devices, and pre-rinse spray valves. In February 2019, the program saved Los Angeles customers nearly 5.87 million kilowatt-hours of energy, avoiding approximately 2,042 metric tons of CO2 emissions per year. Annually, that amount is equivalent to removing 439 gas-fueled cars from road and offsets energy for 978 homes.

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 436,191 verified residents in 1,225 neighborhoods through Nextdoor. During the month of March, the Communications, Media and Community Affairs division recorded the following engagement on the app: 6,271 views, 8,173 email opens, 117 digests clicks and 34 thanks. LADWP published 11 posts throughout the month.

HONORING L.A.'S SUSTAINABILITY VISIONARIES

LADWP hosted the 4th Annual Sustainability Awards on April 4 to honor businesses and non-profit and government agencies that made significant efforts to improve sustainability of their operations or facilities. The combined water saved by the honorees is enough to supply 524 single family homes in Los Angeles on an annual basis, and the combined carbon emissions avoided is equivalent to taking nearly 4,950 cars off the road. Awards were presented to 21 non-residential customers in five categories: Energy Management, Water Management, Transportation Electrification, Renewables, and Demand Response.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 33 seconds for the reporting period of April 1-7, 2019.

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