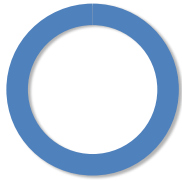


WATER



99.97%

of customers experienced
NO SERVICE INTERRUPTIONS
12 main leaks
240 service interruptions

POWER



98.34%

of customers experienced
NO OUTAGES
189 outage incidents
24,839 customers affected

CA FRIENDLY LANDSCAPING @ LADWP FACILITIES

**TRUESDALE TRAINING FACILITY,
11760 TRUESDALE ST. –
COMPLETED MAY 3, 2019**



- Total water-wise landscape:
4,558 sq. ft.
- Water savings: **136,740 gallons/yr=**
water for ~1 home/yr

WATER SAVING REBATES FOR RESIDENTIAL AND COMMERCIAL CUSTOMERS

**HIGH-EFFICIENCY TOILETS
JULY 2018-MARCH 2019**



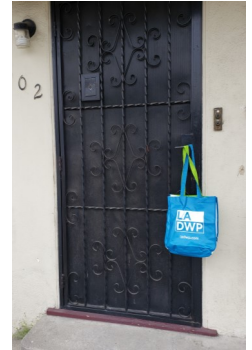
	# Devices	Applications	Water Savings
Residential	1,181	718	~9.2M gal/yr
Commercial	20,058	2,149	~69.3M gal/yr

- Total water savings: **78.5M gallons/yr**
- Equivalent to providing water for ~720 homes annually

LED DISTRIBUTION

WEEK 1 (MAY 2 - 5, 2019)

- Total delivered: **84,000 LED's**
- Neighborhoods: South Los Angeles, University Park, South Figueroa, Central Alameda, Pico Union, Jefferson, Fashion District, Nevin, Westlake South, MacArthur Park, Mid City, Arlington Heights, Vermont Harbor
- Campaign goal: distribute **2.8M LED's** to all LADWP customers



NEWS & NOTES

LADWP IN THE COMMUNITY APRIL NEWSLETTER

- Distributed April 24, 2019 to **1,760** emails
- Open rate: **48.1%**
- Click rate: **10.3%**
- **64.6%** of users read on desktop, **34.5%** on mobile



CUSTOMER SERVICE



36,647
customer calls handled



97.23%
meters read



98.24%
on-time bills



2.35%
estimated bills

This week's AVERAGE HOLD TIME



1:08

WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 12 main leaks and 240 service interruptions.

LADWP FACILITY RECEIVES CALIFORNIA-FRIENDLY LANDSCAPE MAKEOVER

LADWP facilities continue to receive drought tolerant landscape makeovers. The Truesdale Training Center at 11750 Truesdale St. was retrofitted with Southwest-Mediterranean landscaping on May 3 and will save 136,740 gallons per year, equivalent to the annual water savings for approximately one home. Throughout fiscal year 2018-19, LADWP has converted 14 of its facilities to water-wise landscaping through its California Friendly Landscape Update program. The drought tolerant installations will potentially save over 3.4 million gallons per year, enough water for approximately 31 homes annually.

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS: HIGH EFFICIENCY TOILETS

LADWP helps commercial customers reduce their water use and save on their bills by providing rebates on a variety of water-saving devices. From July 2018 through March 2019, LADWP provided rebates for 20,058 high-efficiency toilets. The devices are expected to save about 78.5 million gallons of drinking water – enough to supply water to an estimated 720 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates for businesses, large industries, non-profits and multi-family residences.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute and 8 seconds for the reporting period of April 29 - May 5, 2019.
- For the month of April, the average customer call wait time was 1 minute and 16 seconds.

POWER

OUTAGES

98.34% of customers experienced NO OUTAGES.

For the week, there were 189 outage incidents, affecting 24,839 customers, including:

- 6 full and partial circuit outages that affected 3,696 customers mostly in Beverly Crest, Boyle Heights, Harbor Gateway, Northridge and Sylmar.
- 13 transformer outages that affected 340 customers mostly in Hyde Park, Lincoln Heights, Mar Vista, Pacific Palisades and Studio City.

FREE LED'S HELP LIGHT UP L.A.

LADWP's third annual citywide LED distribution to all 1.4 million electric customers kicked off on May 2, 2019. During its first week (May 2 - 5), a total 84,000 LEDs were delivered to customers in Los Angeles neighborhoods. By replacing two 75-watt incandescent or CFL lamps with the two 12-watt LED bulbs they receive, customers can expect to save up to \$476 in electric costs annually for the life of the bulbs.

NEWS & NOTES

LADWP APRIL COMMUNITY NEWSLETTER

The April edition of our LADWP in the Community Newsletter highlighted Earth Day and LADWP's commitment to being a responsible environmental steward. The digital newsletter was sent to 1,760 subscribers on April 24, 2019 with an open rate of 54 percent - the industry average for an e-newsletter is 19 percent. The e-blast had a click rate of 10.3%, with 64.6% of users reading the newsletter on a desktop and 35.4% via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.

JOIN US LADWP.com

