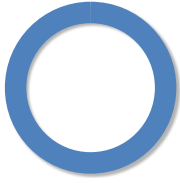


## WATER



**99.96%**

of customers experienced  
**NO SERVICE INTERRUPTIONS**  
13 main leaks  
260 service interruptions

## POWER



**89.52%**

of customers experienced  
**NO OUTAGES**  
615 outage incidents  
157,207 customers affected

### CA FRIENDLY LANDSCAPING @ LADWP FACILITIES DISTRIBUTING STATION 5—COMPLETED APRIL 8, 2019

- Total water-wise landscape: **2,770 sq. ft.**
- Water savings: **83,100 gallons/yr**
- Turf removed: **2,005 sq. ft.**



### WIND STORM APRIL 9-11, 2019

- **131,975** customers affected
- **89%** of customers restored within **24 hours**
- **48,975** customers impacted at peak of storm
- **About 80** crews per day supported restoration with **94** crews working at peak of the storm.
- Primary neighborhoods affected: Koreatown, Hyde Park, Mid-Wilshire, Hollywood, Silver Lake, Arlington Heights, Wilmington, Palms, Central-Alameda and Hollywood Hills West.



## NEWS & NOTES

### LADWP IN THE COMMUNITY EARTH DAY EVENTS



#### April 6: Chatsworth Open House

- **1,800** attendees
- Live animal exhibits and information booths
- **2-mile** nature walk around the ecology pond

#### April 11: Earth Day LA @ Grand Park

- **2,500** attendees
- **500** elementary students
- **22** classes of 1<sup>st</sup> - 5<sup>th</sup> graders
- Over **25** educational booths

### CHARGE UP L.A.! USED EV REBATE PROGRAM AS OF MARCH 31, 2019

| Used EV Rebate Program |          |
|------------------------|----------|
| Total # rebated        | 131      |
| Total amount paid      | \$58,950 |



## CUSTOMER SERVICE

**33,655**  
customer calls handled

**97.08%**  
meters read

**97.92%**  
on-time bills

**2.8%**  
estimated bills

This week's AVERAGE HOLD TIME

**1:51**

# WATER

## SERVICE INTERRUPTIONS

99.96% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 13 main leaks and 260 service interruptions.

## LADWP FACILITIES RECEIVE CALIFORNIA-FRIENDLY LANDSCAPE MAKEOVER

On April 8, LADWP Distributing Station (DS) 5, located in Council District 14, received a drought tolerant landscape makeover. Application of Southwest–Mediterranean landscaping on approximately 2,770 square feet is expected to save approximately 83,100 gallons of water per year.

# NEWS & NOTES

## LADWP IN THE COMMUNITY: EARTH DAY EVENTS

Throughout the month of April, LADWP participated and sponsored several Earth Day events. On April 6, LADWP, the Santa Susana Mountain Park Association and Sky Valley Volunteers hosted the annual Chatsworth Nature Preserve Earth Day Open House. The family-friendly event welcomed 1,800 participants and included a 2-mile nature hike around the ecology pond.

On April 11, LADWP, Music Center and Grand Park held Earth Day LA, marking the sixth year of our partnership. Earth Day LA creates an educational and interactive event where 500 local elementary students and more than 2,500 attendees enjoy over 25 informational booths about water conservation and environmental demonstrations.



# CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 51 seconds for the reporting period of April 8-14, 2019.

# POWER

## OUTAGES

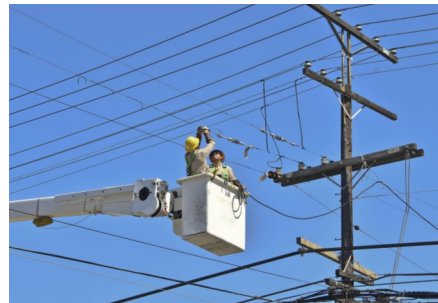
89.52% of customers experienced NO OUTAGES.

For the week, there were 615 outage incidents, affecting 157,207 customers, including:

- 88 full and partial circuit outages that affected 105,026 customers mostly Wilmington, Mid-Wilshire, Encino, Vermont Square, and Koreatown.
- 57 transformer outages that affected 1,679 customers mostly in Hollywood Hills, Granada Hills, Mid-Wilshire, Panorama City, and Central-Alameda.

## WIND STORM: APRIL 9-11, 2019

From April 9-11, 2019, Los Angeles experienced one of the worst wind storms impacting the power grid since 2011. Beginning in the afternoon of Tuesday April 9, LADWP crews worked around the clock restoring power to 131,975 customers. During the event, about 80 crews each day worked to restore power to customers. At its peak of the storm 48,975 customers were affected. The "Metro" portion of LADWP's service area, which includes all neighborhoods south of Mulholland Drive, were particularly impacted the hardest. Power was restored to 89 percent of affected customers within 24 hours.



## CHARGE UP L.A.: USED EV REBATE PROGRAM

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 July 2018 through March 2019, 131 used EVs were rebated, for a total of \$58,950 in payments issued and \$841,050 in program funds remaining.

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

