

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS AERATORS AND SHOWERHEADS JULY 2018-MARCH 2019



	# Devices	Applications	Water Savings
Aerators	12,597	3,697	~24M gal/yr
Showerheads	11,351	3,252	~60.9M gal/yr

Total water savings: **84.9M gallons/yr**
 Equivalent to providing water for **~782** homes annually

LED DISTRIBUTION WEEK 5 (MAY 28-JUNE 1, 2019)



Amount delivered this week:
273,000 LEDs

⇒ Total since launch:
<1.3 million LEDs

Energy savings: **433,157 MWH** annually up to 23 years (average life cycle of bulb)
 ⇒ Taking **72,193** homes off the grid per year
 ⇒ Avoiding **150,699** metric tons of GHG emissions per year

NEWS & NOTES

LADWP IN THE COMMUNITY MAY NEWSLETTER

Distributed May 31, 2019 to **1,825** emails
 Open rate: **45.3%**
 Click rate: **11.3%**
63.4% of users read on desktop, **36.6%** on mobile



ENERGY SAVINGS RESIDENTIAL REFRIGERATOR PROGRAMS



Program	Estimated Energy Savings (kWh/yr)
Refrigerator Exchange	242,092
Refrigerator Recycle	601,314

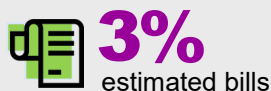
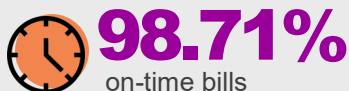


Combined annual energy savings:
843,406 kWh/yr
 Offsets annually:

- **293** metric tons of GHG emissions
- Energy for **141** homes
- **63** gas-fueled vehicles removed off the road

CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

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

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS: AERATORS AND SHOWERHEADS

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 12,597 aerators and 11,351 showerheads. The devices are expected to save about 84.9 million gallons of drinking water – enough to supply water to an estimated 782 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates for businesses, large industries, non-profits and multi-family residences.

NEWS & NOTES

LADWP MAY COMMUNITY NEWSLETTER

The May edition of our LADWP in the Community Newsletter highlighted Asian Pacific Islander Month and other recent initiatives at the Department, such as the LED distribution, Mylar balloon education and the recently completed IS 5474 project at LAX. The digital newsletter was sent to 1,825 subscribers on May 31, 2019 with an open rate of 45.3 percent - the industry average for an e-newsletter is 19 percent. The e-blast had a click rate of 11.3%, with 63.4% of users reading the newsletter on a desktop and 36.6% via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.

LA KRETZ INNOVATION CAMPUS NOW OPEN FOR TOURS

LADWP's La Kretz Innovation Campus is extending an open invitation to the community to tour the campus and learn how LADWP is leading by example to reduce greenhouse gas emissions and dependency on imported water. The Customer Engagement and Sustainable Living Labs at the La Kretz Innovation Campus showcase what LADWP is doing to be more sustainable and to create an inclusive green economy. Campus tours can be scheduled online at <http://lkic.la/> or go to <http://www.ladwp.com/lakretz>.

CUSTOMER SERVICE

Customer call wait times averaged 2 minutes for the reporting period of May 27-June 2, 2019.

POWER

OUTAGES

97.01% of customers experienced NO OUTAGES.

For the week, there were 210 outage incidents, affecting 44,783 customers, including:

- 14 full and partial circuit outages that affected 20,890 customers mostly in Chatsworth, Historic South-Central, Hyde Park, Koreatown and Shadow Hills.
- 24 transformer outages that affected 754 customers mostly in Canoga Park, Chatsworth, North Hollywood, Van Nuys and Winnetka.

FREE LEDS HELP LIGHT UP L.A.

LADWP's third annual citywide LED distribution to all 1.4 million residential electric customers continued this week. During the fourth week (May 28-June 1, 2019), a total of 136,500 LED kits (273,000 LEDs) were distributed to customers. The bulbs will lead to 18,833 MWH of energy savings annually, or 433,157 MWH of energy savings over the life of each bulb—23 years. That amount of energy savings is equivalent to removing about 72,193 homes from the grid annually or avoiding approximately 150,699 metric tons of GHG emissions per year. During the week, the LED's were delivered to customers in the following LA neighborhoods: Boyle Heights, Montecito Heights, El Sereno, Rose Hill, Ramona Gardens, Eagle Rock, Highland Park, Northeast Los Angeles, Hazard, Glassell Park, Aroyo Seco, Toluca Lake, Toluca Woods, Toluca Terrace, West Toluca Lake, Valley Glen, North Hollywood, Van Nuys, Sherman Oaks, Sherwood Forest and Reseda.

ENERGY SAVINGS FOR RESIDENTIAL CUSTOMERS

LADWP helps residential customers reduce their energy use through many Efficiency Solutions 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 April 2019, participation in both programs saved 843,406 kilowatt-hours of electricity annually. That amount of energy savings will offset electrical use for 141 homes, and avoid 293 metric tons of greenhouse gas emissions, which is equivalent to removing 63 gas-fueled cars from the road.

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