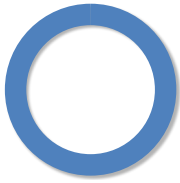


WATER



99.97%

of customers experienced
NO SERVICE INTERRUPTIONS
11 main leaks
220 service interruptions

POWER



97.16%

of customers experienced
NO OUTAGES
245 outage incidents
42,599 customers affected

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS



	# Devices	Applications	Water Savings
Cooling Tower Controller	16	1	~10.1M gal/yr
Flow Regulators	2,456	11	~6.7M gal/yr
Temperature Shutoff Valve	1,686	1,558	~1.3M gal/yr

Total water savings: **18.1M gallons/yr**
Equivalent to providing water for **~166 homes** annually

LED DISTRIBUTION WEEK 6 (JUNE 3-8, 2019)



LEDs delivered this week: **308,000**
Total LEDs since launch: **~1.6M**

Energy savings: **21,247 MWH annually = 488,690 MWH** over the lifetime of the bulb (estimated to be up to 23 years).

- = Taking **81,448 homes** off the grid per year
- = Avoiding **170,020 metric tons** of GHG emissions per year

CHARGE UP L.A. CHARGING STATION REBATES JULY 2018 - MAY 2019



Program	Number Rebated
Commercial Charging Stations	1,223
Residential Charging Stations	866

- Total: **~\$6.1 million** in rebates for charging units

NEWS & NOTES

LADWP IN THE COMMUNITY NEXTDOOR—MAY 2019



- 460,217 verified residents
- 1,226 neighborhoods
- 10 posts
- 86,762 views
- 84,065 email opens
- 1,066 digest clicks
- 339 thanks

CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



37,017
customer calls handled



97.24%
meters read



98.66%
on-time bills



2.43%
estimated bills



1:36

WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 11 main leaks and 220 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 cooling tower controllers, flow regulators, and temperature shutoff valves expected to save approximately 18.1 million gallons of drinking water – enough to supply water to an estimated 166 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 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, services and projects. Currently, LADWP can reach 460,217 verified residents in 1,226 neighborhoods through Nextdoor. During the month of May, the Communications, Media and Community Affairs division recorded the following engagement on the app: 86,762 views, 84,065 email opens, 1,066 digest clicks, and 339 thank yous with 16,007 residents joining in the month. LADWP published 10 posts throughout the month of May.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 36 seconds for the reporting period of June 3 –9, 2019.

POWER

OUTAGES

97.16% of customers experienced NO OUTAGES.

For the week, there were 245 outage incidents, affecting 42,599 customers, including:

- 19 full and partial circuit outages that affected 19,661 customers mostly in Granada Hills, Watts, Vermont Knolls, Westlake, and Mid-City.
- 21 transformer outages that affected 239 customers mostly in Valley Glen, Reseda, Van Nuys, Larchmont and Lake Balboa.

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 sixth week (June 3-8, 2019), a total of 154,000 LED kits (308,000 LEDs) were distributed to customers. The total energy savings would be 21,247 MWH each year, which will yield 488,690 MWH over the lifetime of the bulbs, estimated to be up to 23 years. That amount of energy savings is equivalent to removing about 81,448 homes from the grid annually or avoiding approximately 170,020 metric tons of greenhouse gas emissions per year. During the week, the LED's were delivered to customers in the following LA neighborhoods: Montecito Heights, Rose Hill, Atwater Village, Eagle Rock, Glassell Park, Highland Park, North East LA, Arroyo Seco, Somerset, Oakwood, Central LA, Rampart Village, La Brea, Park La Brea, University Park, Silverlake, West Hollywood, Tarzana, Reseda, Encino, Northridge, Canoga Park, Winnetka, Tarzana, Woodland Hills, Hidden Hills and West Hills.

CHARGE UP L.A.: CHARGING STATION REBATES

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 May 2019, LADWP issued 1,223 commercial charging station rebates and 866 residential charging station rebates. Altogether, LADWP has provided about \$6.1 million in charging station rebates to Angelenos this fiscal year.

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