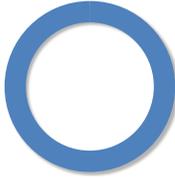


WATER



99.9%

of customers experienced
NO SERVICE INTERRUPTIONS
38 main leaks
760 service interruptions

POWER



99.58%

of customers experienced
NO OUTAGES
43 outage incidents
6,301 customers affected

RECYCLED WATER

ROOSEVELT GOLF COURSE COMPLETES RECYCLED WATER IRRIGATION SYSTEM

- Recycled water irrigates **38 acres** of turf
- 8th** City golf course to switch to recycled water irrigation
- Part of LADWP and RAP partnership
- More than **1,000 acres** of City golf courses using recycled water irrigation:
⇒ Saving **~690 million gallons** of drinking water annually = enough to supply **~6,300 homes/year**



LED DISTRIBUTION

CAMPAIGN COMPLETED JULY 8, 2019

Total LEDs delivered: **~2.8M**
11 weeks of deliveries to all LADWP residential customers



Combined energy savings: **193,158 MWh** annually = up to **4,410 GWh** over the lifetime of the bulb (estimated to be up to 23 years)

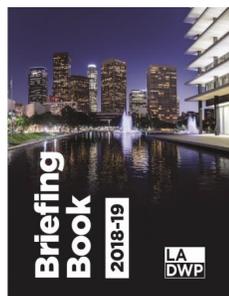
- Taking **32,193** homes off the grid
- Avoiding **67,201 metric tons** of GHG emissions

NEWS & NOTES

LADWP PUBLICATIONS

2018-2019 BRIEFING BOOK NOW AVAILABLE

- Covers fiscal year 2018-2019
- Published annually since 2013
- Highlights LADWP's accomplishments, operations, programs and policies.
- Available for download at www.ladwp.com/reports



COMMERCIAL ENERGY SAVINGS & INCENTIVES

JUNE 28—JULY 11, 2019

Commercial Lighting	Custom Performance
25 paid projects	10 paid projects
\$856,142 incentives	\$45,327 incentives
~3,894 MWh/yr savings	~381 MWh/yr savings

Combined energy savings: **~4,272 MWh/yr =**

- Taking **712 homes** off the grid
- Avoiding **1,486 metric tons** of greenhouse gas emissions per year
- Removing **320 gas-fueled cars** from the road



CUSTOMER SERVICE



37,512
customer calls handled



97.39%
meters read



99.09%
on-time bills



2.51%
estimated bills

This week's AVERAGE HOLD TIME



1:24

WATER

SERVICE INTERRUPTIONS

99.9% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 38 main leaks and 760 service interruptions.

ROOSEVELT GOLF COURSE COMPLETES RECYCLED WATER IRRIGATION SYSTEM

Roosevelt Golf Course, a unique executive 9-hole golf course which touts some of the best views of the City of Los Angeles, can also add water efficiency to its brag list. The City of Los Angeles Department of Recreation and Parks (RAP) and LADWP celebrated the completion of the Griffith Park Roosevelt Golf Course irrigation retrofit project on July 12, 2019. The project, which broke ground last September, switches the golf course's irrigation system from using drinking water to recycled water for its 38 acres of turf. Roosevelt Golf Course is the 8th city golf course to make the switch when it comes to watering its course with recycled water as an effort to conserve drinking water. In total, there are now more than 1,000 acres of city golf course facilities using recycled water for turf irrigation, saving an estimated 690 million gallons of drinking water per year – that's enough to supply more than 6,300 single family homes in L.A.

NEWS & NOTES

2018-2019 BRIEFING BOOK NOW AVAILABLE

The Communications, Media and Community Affairs Division is pleased to announce that the LADWP 2018-19 Briefing Book is now available for reading and downloading on www.ladwp.com/reports. Published annually since 2013, the Briefing Book highlights LADWP's accomplishments, operations, programs and policies. The publication serves as a communication tool to build customer confidence and share LADWP's successes as we execute our strategic plan, mission, goals and objectives

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 24 seconds for the reporting period of July 8-14, 2019.

POWER

OUTAGES

99.58% of customers experienced NO OUTAGES.

For the week, there were 43 outage incidents, affecting 6,301 customers, including:

- 3 full and partial circuit outages that affected 2,665 customers mostly in Boyle Heights, Pico-Union and Shadow Hills.
- 14 transformer outages that affected 150 customers mostly in Pacoima, Valley Village, West Hills, Winnetka and Woodland Hills.

FREE LEDS HELP LIGHT UP L.A.

LADWP's third annual citywide LED distribution to all 1.4 million residential electric customers was completed on July 8, 2019, with 1,000 kits delivered in Brentwood Heights on the final day. During the campaign, a total of nearly 1.4 million LED kits (~2.8 million LEDs) were distributed to customers. The total energy savings for the campaign would be 193,158 megawatt hours (MWh) each year, or up to 4,410 gigawatt hours (GWh) over the lifetime of the bulb (estimated to be up to 23 years). That amount of energy savings is equivalent to removing about 32,193 homes from the grid, or avoiding approximately 67,201 metric tons of greenhouse gas emissions per year. The program is expected to save customers a combined \$666.4 million over the lifetime of the LED bulb.

COMMERCIAL ENERGY SAVINGS AND INCENTIVES PROGRAMS

LADWP continues to assist its commercial customers in saving energy and costs. During the week of June 28-July 11, 2019, the Department's Commercial Lighting Incentive and Custom Performance Programs provided more than \$901,000 in incentives to customers. The projects will result in approximately 4,272 megawatt-hours (MWh) of energy savings per year, equivalent to taking 712 homes off the grid, avoiding 1,486 metric tons of greenhouse gas emissions and removing 320 gas-fueled vehicles off the road annually.

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