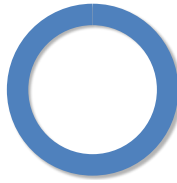


## WATER



**99.93%**

of customers experienced  
**NO SERVICE INTERRUPTIONS**  
29 main leaks  
580 service interruptions

## POWER



**97.19%**

of customers experienced  
**NO OUTAGES**  
102 outage incidents  
43,695 customers affected

### 2018 DRINKING WATER QUALITY REPORT JANUARY 1—DECEMBER 31, 2018

- Water System supplied **4 million customers** in 2018
- Served over **160 billion gallons** of drinking water
- Tested over **200 constituents** in the water
- Performed more than **120,000 tests** on samples throughout the city



## NEWS & NOTES

### LADWP IN THE COMMUNITY NEXTDOOR—JUNE 2019



- 472,900 verified residents
- 1,236 neighborhoods
- 8 posts
- 46,023 views
- 33,468 email opens
- 372 digest clicks
- 89 thanks

### LED DISTRIBUTION WEEK 10 (JULY 1-7, 2019)

LEDs delivered this week: **220,234**  
Total LEDs since launch: **~2.8M**



Energy savings: **15,192 MWh annually** = up to **349,435 MWh** over the lifetime of the bulb (estimated to be up to 23 years).

- Taking **2,532 homes** off the grid per year
- Avoiding **5,285 metric tons** of GHG emissions per year

### POWER OUTAGE ALERTS NEW NOTIFICATION SERVICE FOR CUSTOMERS



- Launched July 2, 2019
- 2,200 total sign-ups since launch
- Customers can sign up for email or text notifications online at [ladwp.com/outages](http://ladwp.com/outages)
- LADWP serves 1.5M residential and business electric customers

## CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



**33,620**  
customer calls handled



**97.18%**  
meters read



**98.88%**  
on-time bills



**2.52%**  
estimated bills



**1:05**

# WATER

## SERVICE INTERRUPTIONS

99.93% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 29 main leaks and 580 service interruptions.

## 2018 WATER QUALITY REPORT PUBLISHED

LADWP's 2018 Drinking Water Quality Report is now available online at [www.ladwp.com/waterquality](http://www.ladwp.com/waterquality). The water system supplied 4 million LADWP customers with over 160 billion gallons of drinking water in 2018. For 2018, the city's water met and surpassed federal and state drinking water standards set by the U.S. Environmental Protection Agency (US EPA) and the State of California, Water Resources Control Board—Division of Drinking Water (SWRCB-DDW). The summary is available in Spanish and 25 other languages. The report pdf is available for download online or call (213) 367-3182 to request a printed copy to be mailed to you.

# 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 472,900 verified residents in 1,236 neighborhoods through Nextdoor. During the month of June, the Communications, Media and Community Affairs division recorded the following engagement on the app: 46,023 views, 33,468 email opens, 372 digest clicks, and 89 thank yous. LADWP published 10 posts throughout the month of June.

# CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 5 seconds for the reporting period of July 1-7, 2019.

# POWER

## OUTAGES

97.19% of customers experienced NO OUTAGES.

For the week, there were 102 outage incidents, affecting 43,695 customers, including:

- 14 full and partial circuit outages that affected 18,101 customers mostly in Sylmar, Downtown Los Angeles, Boyle Heights, Koreatown, and Larchmont.
- 16 transformer outages that affected 308 customers mostly in Sherman Oaks, Silver Lake, Vermont Square, San Pedro, and North Hollywood.

## 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 tenth week (July 1-7, 2019), a total of 110,117 LED kits (220,234 LEDs) were distributed to customers. The total energy savings would be 15,192 MWh each year, which will yield up to 349,435 MWh over the lifetime of the bulbs, estimated to be up to 23 years. That amount of energy savings is equivalent to removing about 2,532 homes from the grid annually or avoiding approximately 5,285 metric tons of greenhouse gas emissions per year. During the week, the LED's were delivered to customers in the following LA neighborhoods: Little Armenia, Hollywood, Los Feliz, Universal City, Studio City, Westwood, Hollywood Hills, Bel Air, Laurel Canyon, Sawtelle, Rancho Park, Sherman Oaks, Van Nuys, Coldwater Canyon, Beverly Glen, Holmby Hills, Brentwood, Pacific Palisades, Mulholland and Stone Canyon.

## MAYOR ANNOUNCES NEW POWER OUTAGE NOTIFICATION SERVICE FOR CUSTOMERS

On July 2, 2019, Mayor Eric Garcetti announced a new notification service to keep LADWP customers informed of power outages. Since launch, 2,200 customers have signed up. The power outage notification system will allow LADWP customers to receive text or emails when a power outage is reported in their neighborhood. In addition to alerts about a power outage, residents will also be notified about estimated times for repairs and service restoration. Customers have the option to choose between English and Spanish alerts, and anyone can enroll in up to three neighborhoods within LADWP's service area. To sign up you must be a LADWP residential customer. Please visit [ladwp.com/outages](http://ladwp.com/outages) and click the "subscribe for outage alerts" tab and log in to your account.

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

