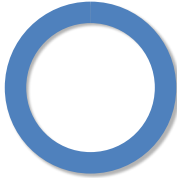


WATER



99.94%

of customers experienced
NO SERVICE INTERRUPTIONS
23 main leaks
460 service interruptions

POWER



98.29%

of customers experienced
NO OUTAGES
91 outage incidents
25,708 customers affected

CA FRIENDLY LANDSCAPING @ LADWP FACILITIES

EXCEEDED PROJECT GOAL—16 FACILITIES CONVERTED IN FY 18-19

- 16 facilities converted
- 29,074 sq. ft. turf removed
- 140,383 sq. ft. of water-wise landscaping applied
- Water savings: ~4.2M gallons = water for ~38 homes/yr

PROJECT SPOTLIGHT: DISTRIBUTING STATION 105 COMPLETED JUNE 28, 2019

- Total water-wise landscape: 14,077 sq. ft.
- Water savings: 422,310 gallons/yr = water for ~4 homes/yr



LED DISTRIBUTION

WEEK 9 (JUNE 24-29, 2019)

LEDs delivered this week: **315,000**
Total LEDs since launch: ~2.6M



Energy savings: **21,730 MWh annually** = up to **499,796 MWh** over the lifetime of the bulb (estimated to be up to 23 years).

- Taking **3,622** homes off the grid per year
- Avoiding **7,560** metric tons of GHG emissions per year

NEWS & NOTES

LADWP IN THE COMMUNITY JUNE NEWSLETTER

Distributed June 27, 2019 to
1,846 emails
Open rate: **43.5%**
Click rate: **9.9%**



CHARGE UP L.A.!

**USED EV REBATE PROGRAM
JULY 2018—MAY 2019**



Charge Up LA!



Used EV Rebate Program

Total # rebated	167
Total amount paid	\$75,150

CUSTOMER SERVICE



36,102
customer calls handled



97.18%
meters read



98.88%
on-time bills



2.52%
estimated bills

This week's AVERAGE HOLD TIME



1:06

WATER

SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 23 main leaks and 460 service interruptions.

CA FRIENDLY LANDSCAPING AT LADWP FACILITIES: 16 CONVERTED IN FY 18-19

Throughout fiscal year 2018-2019, LADWP converted 16 of its facilities to water-wise landscaping through its California Friendly Landscape Update program, exceeding its fiscal year project goal of 15 facilities. The drought tolerant installations will potentially save approximately 4.2 million gallons per year, enough water for about 38 homes annually. The program was established to conserve water, lower water usage and costs, lower landscape operation and maintenance costs and provide our ratepayers with practical considerations and models to consider for their own properties. One of the facilities that received a drought tolerant landscape makeover in FY 18-19 was Distributing Station (DS) 105, located in City Council district 15. The new landscaping is expected to save approximately 422,310 gallons per year. Completed June 28, 2019, LADWP applied Southwest-Mediterranean garden style landscaping, which consists of California friendly plants.

NEWS & NOTES

LADWP JUNE COMMUNITY NEWSLETTER

The June edition of our LADWP in the Community Newsletter highlighted National Safety Awareness Month and other recent initiatives at the Department, such as Susana Reyes' appointment to the LADWP Board of Commissioners, the Bel Art Power Upgrade Project and Tap Water Day. The digital newsletter was sent to 1,846 subscribers on June 27, 2019 with an open rate of 43.5 percent - the industry average for an e-newsletter is 19 percent. The e-blast had a click rate of 9.9%, with 62.9% of users reading the newsletter on a desktop and 37.1% via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 6 seconds for the reporting period of June 24-30, 2019.

POWER

OUTAGES

98.29% of customers experienced NO OUTAGES.

For the week, there were 91 outage incidents, affecting 25,708 customers, including:

- 10 full and partial circuit outages that affected 12,129 customers mostly in Boyle Heights, Hollywood, Hyde Park, Koreatown and Vermont-Slauson.
- 15 transformer outages that affected 300 customers mostly in Century City, Historic South-Central, North Hills, Tarzana and Vermont Square.

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 ninth week (June 24-29, 2019), a total of 157,500 LED kits (315,000 LEDs) were distributed to customers. The total energy savings would be 21,730 MWh each year, which will yield up to 499,796 MWh over the lifetime of the bulbs, estimated to be up to 23 years. That amount of energy savings is equivalent to removing about 3,622 homes from the grid annually or avoiding approximately 7,560 metric tons of greenhouse gas emissions per year. During the week, the LED's were delivered to customers in the following LA neighborhoods: Art District/McManus, Cheviot Hills, Faircrest Heights, Beverly Woods, Fairfax, Beverly Grove, Century City, Beverlywood, West Los Angeles, Palms, Rancho Park, Park Mesa, Westchester, Windsor Hills, Del Rey, Playa Vista, Cypress Grove, Ladera, Mar Vista, Marina Del Rey, Sawtelle, Oakwood/Venice, Park La Brea and Melrose.

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 May 2019, 167 used EVs were rebated, for a total of \$75,150 in payments issued and \$824,850 in program funds remaining.

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