

**WATER RELIABILITY  
INFRASTRUCTURE REPLACEMENT**

FY 2018-19 Accomplishments:

- ✓ 3,600 ft of trunk line installed
- ✓ Over 1,900 ft of 54-inch diameter earthquake resistant ductile iron pipe (ERDIP)
- ✓ ~1,700 ft of 12-inch diameter ERDIP
- ✓ 7 large valves replaced – exceeding FY goal of 5



**CHARGE UP L.A.!  
ELECTRIC TRANSPORTATION PROGRAM  
JULY 2018—JUNE 2019**

Used EV Rebate Program	
Total # rebated	181
Total amount paid	\$81,450



**NEWS & NOTES**

**LADWP IN THE COMMUNITY  
COMMUNITY PARTNERSHIP GRANTS PROGRAM  
NOW OPEN**

- 17 Grants for Non-Profits
- \$50,000-60,000 each
- Encourage new community outreach and public education efforts for residential and business customers
- Objective: Save energy, water and money on bills
- Due: Aug. 7, 2019

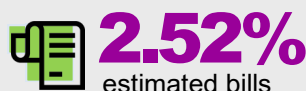


**ATTIC INSULATION REBATES  
CUSTOMER REBATE PROGRAM  
AUGUST 24, 2018-JULY 15, 2019**

<b>Total Applications Received</b>	<b>3,526</b>
Applications paid	1,571
Total square footage rebated	~2.3M
kWh savings	426,176
Total energy savings = enough to serve 71 homes annually	

\*includes applications paid and payment in process

**CUSTOMER SERVICE**



This week's AVERAGE HOLD TIME



## WATER

### SERVICE INTERRUPTIONS

99.93% of customers experienced NO SERVICE INTERRUPTIONS.

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

### WATER RELIABILITY

LADWP maintains a water distribution system with over 7,000 miles of pipe and a significant amount installed at the turn of the last century. To strengthen reliability and ensure the delivery of high quality water to LA residents, LADWP is investing \$2.85 billion in the next 10 years to upgrade and replace critical infrastructure. In fiscal year 2018-2019 the Water Distribution Division replaced over 32 miles of water distribution mainline and completed installation of over 3,600 feet of trunk line which included over 1,900 feet of 54-inch diameter earthquake resistant ductile iron pipe (ERDIP) and approximately 1,700 feet of 12-inch diameter ERDIP. Water Distribution also replaced seven large valves, including a very complex 30-inch gate valve at the Upper Stone Outlet Line to exceed its FY 2018-2019 goals of replacing 5 large valves.

## NEWS & NOTES

### LADWP IN THE COMMUNITY: COMMUNITY PARTNERSHIP GRANTS NOW OPEN

LADWP is now receiving applications for the 7<sup>th</sup> round of Community Partnership Grants for local non-profit organizations. The objective of the grants is to encourage new community outreach and public education efforts that engage LADWP residential and business customers on improving their energy and water efficiency and to help reduce their utility bills. This latest round offers 17 grants totaling \$860,000. Sixteen of these grants will be offered at \$50,000, totaling \$800,000 and one grant at \$60,000. The focus of these grants is on reaching traditionally underserved, hard to reach communities among LADWP residential and commercial customers through workshops, community events, presentations and other engagement opportunities. For more information: [www.ladwp.com/np](http://www.ladwp.com/np).

## CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 5 seconds for the reporting period of July 15-21, 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.

### CHARGE UP L.A.!

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 April 2018 through June 2019, 181 used EVs were rebated, for a total of \$81,450 in payments issued and \$818,550 in program funds remaining.

### ATTIC INSULATION CUSTOMER REBATE PROGRAM

From August 24, 2018 to July 15, 2019 the LADWP attic insulation customer rebate program received 3,526 applications, and rebated a total of nearly 2.3 million square feet of insulation. The program has helped save 426,176 kilowatt hours which is equivalent to serving 71 homes annually. Introduced in August 2018, the rebate covers 80 percent of the cost of the materials and labor to install attic insulation, up to \$1 per square foot.

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