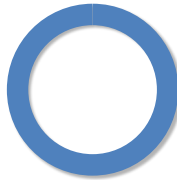


WATER



99.94%

of customers experienced
NO SERVICE INTERRUPTIONS
21 main leaks
420 service interruptions

POWER



98.68%

of customers experienced
NO OUTAGES
135 outage incidents
19,850 customers affected

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS

JANUARY - JUNE 2019



ENERGY SAVINGS REBATES ATTIC INSULATION CUSTOMER REBATE PROGRAM

AUGUST 24, 2018 - AUGUST 15, 2019

	# Devices	Applications	Water Savings
Smart Irrigation Controllers	24	1	~100,930 gal/yr
Sprinklerhead Nozzles	901	3	~775,424 gal/yr

Total water savings ~876,354 gallons/yr = providing water for ~8 homes annually

Total Applications Received	6,351
Applications paid	2,090
Total square footage rebated	~3M
kWh savings	536,043
Total energy savings = enough to serve 89 homes annually	

*includes applications paid and payment in process

NEWS & NOTES

LADWP IN THE COMMUNITY NEXTDOOR—JULY 2019



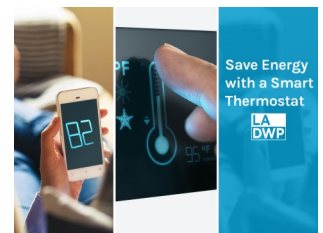
- 482,296 verified residents
- 1,242 neighborhoods
- 14 posts
- 51,545 views
- 63,341 email opens
- 411 digest clicks
- 312 thanks

EFFICIENT PRODUCT MARKET PLACE RESIDENTIAL PROGRAMS — JUNE 2019

Incentives	Estimated Energy Savings (MWh/yr)
69,327	1,078

Offsets annually:

- Energy for **180** homes
- **375** metric tons of greenhouse gas emissions
- **81** gas-fueled vehicles from the road



CUSTOMER SERVICE



37,017
customer calls handled



97.19%
meters read



98.71%
on-time bills



2.59%
estimated bills

This week's AVERAGE HOLD TIME



1:28

WATER

SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 21 main leaks and 420 service interruptions.

WATER SAVING REBATES: COMMERCIAL CUSTOMERS

LADWP helps commercial customers reduce water use and save on their bills by providing rebates on a variety of water-saving devices. From January through June 2019, LADWP provided rebates for 24 smart irrigation controllers and 901 sprinklerhead nozzles. Total rebates for these devices are expected to save about 876,354 gallons of drinking water—enough water to supply 8 homes annually. Visit www.ladwp.com/save to learn more about LADWP water conservation rebates.

NEWS & NOTES

LADWP IN THE COMMUNITY: NEXTDOOR

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 482,296 verified residents in 1,242 neighborhoods through Nextdoor. During the month of July, the Communications, Media and Community Affairs Division recorded the following engagement on the app: 46,023 views, 63,341 email opens, 411 digest clicks, and 312 thank you's. LADWP published 14 posts throughout the month of July.

EVENTS & ACTIVITIES:

- Hosted by the Bureau of Engineering on August 24, LADWP participated in the Community Workshop and Reservoir Walk for the Silver Lake Reservoir Complex Master Plan.
- LADWP loaned a tusk artifact to Inyo County Eastern California Museum. After several months of coordination, the tusk is now on display at the Eastern California Museum in Independence, CA. Read the joint press release here <https://bit.ly/2P4eqSp>.
- On August 23, LADWP co-hosted the Valley Industry & Commerce Association (VICA) 6th Annual Congressional Luncheon with NBC Universal and Wells Fargo. Attendees had the opportunity to engage with federal elected officials, and Interim General Manager and Chief Engineer Marty Adams participated in the program as moderator.

- On August 25, LADWP Water Operations Director Anselmo Collins was recognized by Viva Panama among its 2019 Ambassador Award Recipients. Viva Panama celebrates leaders of the Panamanian decent who are making significant contributions to Los Angeles and the state of California.

POWER

OUTAGES

98.68% of customers experienced NO OUTAGES.

For the week, there were 135 outage incidents, affecting 19,850 customers, including:

- 14 full and partial circuit outages that affected 11,572 customers mostly in Vermont Square, Winnetka, Historic South-central, Reseda, and Chinatown.
- 19 transformer outages that affected 385 customers mostly in Panorama City, Sun Valley, Glassell Park, Woodland Hills, and Carthay.

ATTIC INSULATION CUSTOMER REBATE PROGRAM

From August 24, 2018 to August 15, 2019, the LADWP attic insulation customer rebate program received 6,351 applications, and rebated nearly 3 million square feet of insulation. The program has helped save 536,043 kilowatt hours which is equivalent to serving 89 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.

EFFICIENT PRODUCT MARKETPLACE

LADWP's Efficient Product Marketplace (EPM) is a one-stop, online resource for rebates on energy-saving household items where customers can also shop and compare brands on devices like smart thermostats and air conditioners. In June 2019, energy-efficient products purchased by customers from EPM can help save an estimated 1,078 megawatt hours annually. That amount of energy savings can offset electrical use for 180 homes, and avoid 375 metric tons of greenhouse gas emissions, which is the same as removing 81 gas-fueled cars from the road. More info: www.ladwp.com/EPM.

CUSTOMER SERVICE

Customer call wait times averaged 1 minutes and 28 seconds for the reporting period of August 12-18, 2019.

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