

### WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS AERATORS AND SHOWERHEADS JANUARY-JUNE 2019



	# Devices	Applications	Water Savings
Aerators	6,404	1,810	~7.4M gal/yr
Showerheads	4,959	1,365	~26.6M gal/yr

Total water savings: ~34M gallons/yr  
Equivalent to providing water for ~313 homes annually

### COMMERCIAL ENERGY SAVINGS & INCENTIVES COMMERCIAL DIRECT INSTALL FY 18-19 TOTALS

Combined energy savings: ~100,307 MWh =

- Taking ~16,700 homes off the grid
- Avoiding ~34,900 metric tons of greenhouse gas emissions per year
- Removing ~7,500 gas-fueled cars from the road annually



### CUSTOMERS FIRST POWER OUTAGE NOTIFICATION SYSTEM AS OF AUGUST 29, 2019

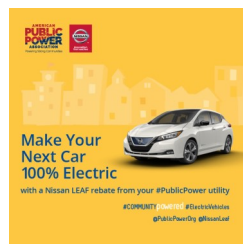
Notification System Enrollment	
Subscribers	15,523
Subscriptions (community enrollments)	17,970
Communities	115

## NEWS & NOTES

### CHARGE UP L.A. SAVE UP TO \$3,500 ON A NEW ELECTRIC CAR

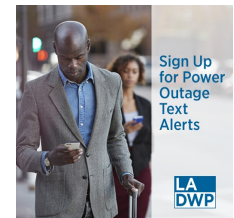
LADWP customers now qualify for the following rebates:

- **\$3,500** on the 2019 Nissan LEAF 40 kWh Standard
- **\$2,500** on the 2019 Nissan LEAF 62 kWh ePlus



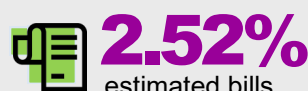
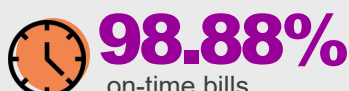
Campaign launched August 8 through email and social media to promote new system:

- Increased subscriber count by ~11,140
- Increased subscription count by ~12,680



## CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



## WATER

### SERVICE INTERRUPTIONS

99.92% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 31 main leaks and 620 service interruptions.

### WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS: AERATORS AND SHOWERHEADS

LADWP helps commercial customers reduce their 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 6,404 aerators and 4,959 showerheads. The devices are expected to save about 34 million gallons of drinking water – enough to supply water to an estimated 313 homes annually. Visit [www.ladwp.com/save](http://www.ladwp.com/save) to learn about LADWP water conservation rebates for businesses, large industries, non-profits and multi-family residences.

## NEWS & NOTES

- LADWP customers can now get a rebate of \$3,500 on the 2019 Nissan LEAF 40 kWh Standard and of \$2,500 on the 2019 Nissan LEAF 62 kWh ePlus. This offer is courtesy of the American Public Power Association that includes LADWP. Getting an EV will help you save on fuel costs and help the environment. To get the rebate please download this [flyer](#) and take it to your [local Nissan dealer](#) along with your current LADWP electric bill.
- LADWP General Manager and Chief Engineer participated in a press conference with Mayor Eric Garcetti on August 28 aimed at deterring unlicensed cannabis dispensaries.
- From August 26-29, LADWP served as the host utility for the Transmission & Distribution Maintenance Management Association (T&D MMA) conference, which provides an information exchange forum for electric utilities whose core business is the transmission of electric energy.
- Over Labor Day weekend on August 31, LADWP sponsored the Eastern Sierra Tri-County Fair and hosted a booth, engaging event-goers on LADWP information and career opportunities.

## CUSTOMER SERVICE

Customer call wait times averaged 48 seconds for the reporting period of August 19-25, 2019.

## POWER

### OUTAGES

99.06% of customers experienced NO OUTAGES.

For the week, there were 98 outage incidents, affecting 14,155 customers, including:

- 14 full and partial circuit outages that affected 7,702 customers mostly in Atwater Village, Beverly Crest, Carthay, Eagle Rock and Northridge.
- 21 transformer outages that affected 608 customers mostly in Highland Park, Hollywood, Pacoima, Studio City and Westwood.

### COMMERCIAL ENERGY SAVINGS & INCENTIVES: COMMERCIAL DIRECT INSTALL

Since 2012, businesses and other non-residential customers have received free energy and water efficiency upgrades through the Commercial Direct Install program, helping reduce the city's carbon footprint. The program is available to small & mid-size non-residential customers whose average electrical demand is 250 kilowatt-hours or less. Upgrades include installing energy efficient, LED lighting, LED exit signs, low-flow water devices, and pre-rinse spray valves. In fiscal year 2018-19, the program saved Los Angeles customers nearly 100,307 million megawatt-hours of energy, avoiding approximately 34,900 metric tons of CO2 emissions per year. Annually, that amount is equivalent to removing about 7,500 gas-fueled cars from road and offsets energy for approximately 16,700 homes.

### POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT

Sign up for LADWP's new text and email alerts to stay informed about power outages in your neighborhood and get updates along with notifications when service is fully restored. As of August 29, there were 15,523 subscribers, 17,979 subscriptions (community enrollments, subscribers can sign up for up to three) and 115 communities participating since the system's launch on July 2, 2019. To ensure customers are aware of this expanded communication about power outages, LADWP initiated a campaign via email and social media from August 7-13, 2019. The effort led to an increase of about 11,140 subscribers and 12,680 subscriptions. Customers can sign up today through their LADWP account on [www.ladwp.com](http://www.ladwp.com).

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