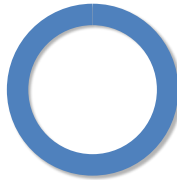


WATER



99.95%

of customers experienced
NO SERVICE INTERRUPTIONS
17 main leaks
340 service interruptions

POWER



97.93%

of customers experienced
NO OUTAGES
115 outage incidents
31,125 customers affected

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS JANUARY-JUNE 2019



	# Devices	Applications	Water Savings
Cooling Tower Controller	19	4	~12M gal/yr
Temperature Shutoff Valve	705	669	~540,997 gal/yr

Total water savings: ~12.5M gallons/yr
Equivalent to providing water for ~115 homes annually

OUTDOOR AREA LIGHTING MONTHLY STATS—AUGUST 2019

- 137 LED Outdoor Area Lights (OAL)
- 106 LED Utilitarian Lights installed
- 178 OAL and Utilitarian Lights repaired



ENERGY SAVINGS & INCENTIVES COMMERCIAL CUSTOMERS AUGUST 23-29, 2019



Commercial Lighting	Custom Performance
9 paid projects	4 paid projects
\$286,155 incentives paid	\$78,944 incentives paid
1,231,825 kWh savings/yr	547,317 kWh savings/yr

Combined annual energy savings: ~1,779 MWh

- Taking 297 homes off the grid per year
- Avoiding 619 metric tons of greenhouse gas emissions per year
- Removing 133 gas-fueled vehicles off the road annually

NEWS & NOTES

LADWP IN THE COMMUNITY NATURAL HISTORY MUSEUM'S SUMMER NIGHTS IN THE GARDEN

Summer Nights Attendance:

- June 28—1,085
- July 12—1,341
- July 26—1,465
- August 9—1,353



CUSTOMER SERVICE

37,379
customer calls handled

97.05%
meters read

98.56%
on-time bills

2.72%
estimated bills

This week's AVERAGE HOLD TIME

2:23

WATER

SERVICE INTERRUPTIONS

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 17 main leaks and 340 service interruptions.

WATER SAVING REBATES FOR COMMERCIAL CUSTOMERS

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 19 cooling tower controllers and 705 temperature shutoff valves. The devices are expected to save about 12.5 million gallons of drinking water— enough to supply water to an estimated 115 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates for businesses, large industries, non-profits and multi-family residences.

NEWS & NOTES

- LADWP served as the official sponsor of the Natural History Museum of Los Angeles County's 6th annual Summer Nights in the Garden series, beginning Friday, June 28 and concluding on August 9 for a total of four events. This year, LADWP provided drinking water for the popular event through our water trailer and activated our charging station. In total, 5,244 Angelenos attended the events, with the July 26 event as the most highly attended (1,465).
- "Charge Up LA!," Los Angeles' premier EV test drive event, will be held on Saturday, September 14 from 10 a.m. to 3 p.m. at the Frank Hotchkin Memorial Training Center, 1700 Stadium Way. LADWP is the lead sponsor of the event.
- First time Owens Valley grantee of LADWP's Community Partnership Outreach Grants Program, the High Sierra Energy Foundation (HSEF) presented at the Bishop City Council meeting in August to announce the installation of a weather station at Bishop City Park. The weather station was donated to the City of Bishop through a grant from LADWP to the HSEF.

POWER

OUTAGES

97.93% of customers experienced NO OUTAGES.

For the week, there were 115 outage incidents, affecting 31,125 customers, including:

- 18 full and partial circuit outages that affected 15,415 customers mostly in Beverly Crest, Green Meadows, Koreatown, Sherman Oaks, and Venice.
- 24 transformer outages that affected 426 customers mostly in Historic South-Central, Hollywood Hills West, Chatsworth, Koreatown, and Fairfax.

OUTDOOR AREA LIGHTING

LADWP's Outdoor Area Lighting Group in the Power System installs outdoor lighting on power poles and streetlights to add much needed perimeter lighting for schools, homes, and businesses. This is a popular service that enhances safety in communities. As part of this service, the team will inspect the requestor's property and will install outdoor area lighting (OAL) with energy efficient LED lights either on existing LADWP wooden power poles or on the Bureau of Street Lighting's steel and concrete lampposts. In the month of August, the group installed 137 LED OALs and 106 LED utilitarian lights, and repaired 178 units.

ENERGY SAVINGS FOR COMMERCIAL CUSTOMERS

LADWP continues to assist its commercial customers in saving energy and money. During the week of August 23-29, 2019, approximately 1,779 megawatt-hours (MWh) were saved through the Commercial Lighting Incentives Program and the Custom Performance Program. That amount of energy savings is equivalent to taking 133 automobiles off the road and avoiding 619 metric tons of greenhouse gas emissions per year taking 297 houses off the grid.

CUSTOMER SERVICE

Customer call wait times averaged 2 minutes and 23 seconds for the reporting period of August 26—September 1, 2019.

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