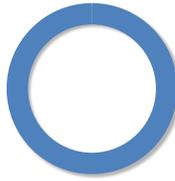


## WATER



**99.94%**  
of customers experienced  
**NO SERVICE INTERRUPTIONS**  
21 main leaks  
420 service interruptions

## POWER



**98.99%**  
of customers experienced  
**NO OUTAGES**  
101 outage incidents  
15,187 customers affected

### WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS JANUARY - JUNE 2019



### CHARGE UP L.A. LADWP-INSTALLED EV CHARGERS JULY 2018 - AUGUST 2019

- 766 EV chargers installed across 46 LADWP facilities
- 43 power pole EV chargers



	# Devices	Applications	Water
Aerators	5,289	655	~4.8M gal/yr
Showerheads	3,082	849	~16.5M gal/yr

Total water savings: ~21.3M gallons/yr  
Equivalent to providing water for ~196 homes annually

## NEWS & NOTES

### ELAND SOLAR AND STORAGE CENTER PROJECT APPROVED BY LADWP COMMISSIONERS



- The largest solar and battery energy and storage system in the U.S.
- Increase LADWP renewable energy sources by 7.1% = reducing 727,360 metric tons of GHG emissions and taking 148,700 cars off the road per year.
- The site will hold enough energy to power 283,330 homes across L.A.
- The project is expected to create 700 jobs.

### HYDRATION STATION PROGRAM SEPTEMBER 10, 2019 REPORT

- Installed 21 provisional drinking water fountains located throughout the City.
- 6 placed in Skid Row with efforts in progress to make 5 permanent.
- 11 potential sites identified at LADWP Customer Service Centers.
- Mayor's Green New Deal goal to install permanent hydration stations at 200 sites by 2035.



## CUSTOMER SERVICE

**33,159**  
customer calls handled

**97.01%**  
meters read

This week's AVERAGE HOLD TIME

**98.11%**  
on-time bills

**2.72%**  
estimated bills

**3:41**

# 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 FOR RESIDENTIAL CUSTOMERS: AERATORS AND SHOWERHEADS

LADWP helps residential 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 5,289 aerators and 3,082 showerheads. The devices are expected to save about 21.3 million gallons of drinking water – enough to supply water to an estimated 196 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.

## HYDRATION STATION PROGRAM

In an effort to increase accessibility and promote drinking tap water, LADWP is working with agency partners to install and maintain hydration stations throughout the City of Los Angeles. During the summer season, LADWP installed 21 provisional drinking water fountains with six in Skid Row—three times as many as in prior years. The program helps to reduce single-use plastic bottle waste and improve public perception of drinking tap water. LADWP is continuing to work with the City agencies to expand various aspects of the program, and install more permanent fixtures. The Mayor's Green New Deal goal is to install permanent hydration stations at 200 sites by 2035. This will be done in partnership with other City agencies.

# CUSTOMER SERVICE

Customer call wait times averaged 3 minutes and 41 seconds for the reporting period of September 2-6, 2019.

# POWER

## OUTAGES

98.99% of customers experienced NO OUTAGES.

For the week, there were 101 outage incidents, affecting 15,187 customers, including:

- 11 full and partial circuit outages that affected 9,458 customers mostly in Reseda, Westchester, Historic South-central, Sun Valley, and Van Nuys.
- 26 transformer outages that affected 595 customers mostly in Green Meadows, Tarzana, Woodland Hills, Downtown Los Angeles, and Hancock Park.

## CHARGE UP L.A.: EV CHARGERS

To help drivers feel more confident about switching to EVs, LADWP is working to expand charging infrastructure in the city and region. Our goal is to support or directly install 10,000 public, workplace and fleet EV chargers in Los Angeles by June 2022, including 4,000 chargers on LADWP or City-owned property. From July 2018 through August 2019, LADWP has installed 766 EV chargers at 46 LADWP facilities and 43 power pole EV chargers.

# NEWS & NOTES

On September 10, LADWP Board of Commissioners approved the Eland Solar Storage Center, which will generate the cheapest solar energy in the U.S., create green jobs and power up to 283,330 homes. Increasing renewable energy sources by up to 7.1%, the Eland Solar and Storage Center is expected to play a key role in helping LA reach 55% renewable energy by 2025, 80% by 2036, and 100% renewable energy by 2045. Located in Kern County, California, the project will include two large-scale solar facilities that will capture 400 megawatts (MW) of solar energy and store up to 1,200 megawatt-hours (MWh) of energy.

LADWP Water System collaborated with an Israel Smart Water Delegation on September 9. Approximately 75 participants, who also included MWD and Las Virgenes Municipal Water District representatives, gathered for a showcase of Israel's innovative technologies in the fields of water treatment and management, water conservation, and water recycling.

"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.

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