

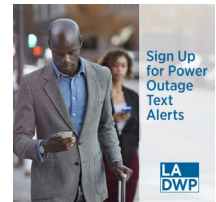
### WATER CONSERVATION RESIDENTIAL TURF REPLACEMENT PROGRAM JULY-AUGUST 2019

	Turf Removed	Applications	Water Savings
Residential	~36k sq. ft.	29	~1.6M gal/yr

- Total water savings: ~1.6M gallons/yr
- Equivalent to providing water for ~14 homes annually



### CUSTOMERS FIRST POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT AS OF SEPTEMBER 16, 2019



Notification System Enrollment	
Subscribers	16,201
Subscriptions (community enrollments)*	18,760

*\*Each subscriber can sign up for notifications for up to three areas of the city*

## NEWS & NOTES

### LADWP IN THE COMMUNITY NEXTDOOR—AUGUST 2019



- 492,041 verified residents
- 28,004 email opens
- 1,240 neighborhoods
- 435 digest clicks
- 18 posts
- 98 thanks
- 33,724 views

### ENERGY SAVINGS AC OPTIMIZATION PROGRAM—JULY 2019

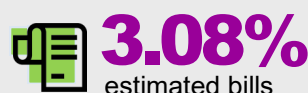
Program	Estimated Energy Savings (kWh/yr)
AC Optimization Program	1,258,883

Offsets annually:

- Energy for **210** homes
- **438** metric tons of greenhouse gas emissions
- **94** gas-fueled vehicles from the road



## CUSTOMER SERVICE



This week's AVERAGE HOLD TIME



## WATER

### SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 22 main leaks and 440 service interruptions.

### WATER CONSERVATION: RESIDENTIAL TURF REPLACEMENT PROGRAM

The Turf Replacement Program for residents assists customers with transforming their properties by replacing turf with sustainable, water-wise landscaping, which conserves water and lowers utility bills. From July through August 2019, residential customers removed approximately 36,000 sq. ft. of turf through the program, saving an estimated 1.6 million gallons of water per year. The total amount of water savings offsets drinking water served to about 14 Los Angeles homes. Apply and learn more about the Turf Replacement Program by visiting [www.ladwp.com/landscaping](http://www.ladwp.com/landscaping).

## NEWS & NOTES

- The Los Angeles City Council unanimously confirmed Martin L. Adams as LADWP's General Manager and Chief Engineer during the September 13, 2019 council meeting at City Hall. Adams has served in an interim capacity since his appointment by the Los Angeles Board of Water and Power Commissioners on July 23, 2019.
- LADWP hosted the Los Angeles 100% Renewable Energy Study (LA100) Advisory Group on September 19, 2019. Feedback and questions received during the meeting will help refine the study's models.
- 27 stakeholders participated in LADWP's Owens Valley Tour from September 20-21, 2019, touring the L.A. aqueduct and learning about the city's water and power infrastructure firsthand.
- LADWP is active on the Nextdoor app. Currently, LADWP can reach 492,041 verified residents in 1,240 neighborhoods through Nextdoor. During the month of August, LADWP engaged neighbors on Nextdoor with 33,724 views, 28,004 email opens, 435 digests clicks and 98 thanks. LADWP published 18 posts throughout the month.

## POWER

### OUTAGES

99.18% of customers experienced NO OUTAGES.

For the week, there were 133 outage incidents, affecting 12,306 customers, including:

- 10 full and partial circuit outages that affected 6,635 customers mostly in Downtown Los Angeles, Florence, Harbor Gateway, South Park and West Hills.
- 17 transformer outages that affected 539 customers mostly in Canoga Park, Cheviot Hills, Pico-Union, Sherman Oaks and Wilmington.

### POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT

LADWP's new text and email alerts help customers stay informed about power outages in their neighborhoods and receive updates along with notifications when service is fully restored. As of September 16, there were 16,201 subscribers and 18,760 subscriptions (community enrollments, subscribers can sign up for up to three) participating since the system's launch in July. Customers from any neighborhood can sign up today through their LADWP account on [www.ladwp.com](http://www.ladwp.com).

### ENERGY SAVINGS: AC OPTIMIZATION PROGRAM

LADWP's AC Optimization program helps residential and commercial customers save on their cooling costs. The program, which is free for qualifying LADWP customers, provides services by certified, professional heating, ventilation, and air conditioning (HVAC) technicians from approved, licensed contractors to analyze cooling systems and provide basic maintenance and efficiency services. In July 2019, the program created an estimated annual energy savings of 1,258,883 kWh, which is equivalent to avoiding 438 metric tons of CO2 emissions, taking 94 cars from the road annually and offsetting energy for 210 homes.

## CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 37 seconds for the reporting period of September 9-15, 2019.

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