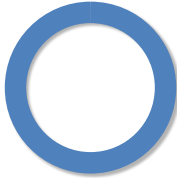


## WATER



**99.97%**

of customers experienced  
**NO SERVICE INTERRUPTIONS**  
10 main leaks  
200 service interruptions

## POWER



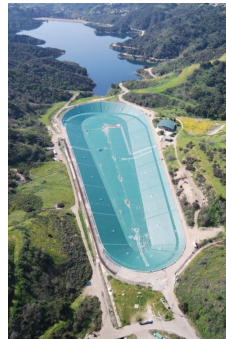
**98.2%**

of customers experienced  
**NO OUTAGES**  
95 outage incidents  
27,026 customers affected

## WATER QUALITY

### LADWP'S UPPER STONE CANYON RETURNS TO SERVICE WITH NEW FLOATING COVER

- **700,000 square-foot** floating cover protects and preserves water quality
- Large enough to cover **12 football fields**
- **139 million-gallon** reservoir first constructed in 1954 and located in Bel Air
- Provides water to approx. **450,000 residents** in West Los Angeles, Pacific Palisades, Marina Del Rey/LAX and the UCLA campus



## COMMERCIAL ENERGY SAVINGS & INCENTIVES

### SEPTEMBER 27 - OCTOBER 3, 2019

Commercial Lighting	Custom Performance
7 paid projects	4 paid project
<b>\$850,341</b> incentives	<b>\$122,526</b> incentives
<b>~3,728 MWh/yr</b> savings	<b>~604 MWh/yr</b> savings

Combined energy savings: **~4,332 MWh/yr =**

- Taking **722 homes** off the grid
- Avoiding **1,507 metric tons** of greenhouse gas emissions per year
- Removing **324 gas-fueled cars** from the road



## NEWS & NOTES

### LADWP IN THE COMMUNITY SEPTEMBER NEWSLETTER

Distributed September 26, 2019 to **1,931** emails

Open rate: **45.2%**

Click rate: **7.8%**

**67.9%** of users read on desktop, **32.1%** on mobile



## OUTDOOR AREA LIGHTING

### MONTHLY STATS—SEPTEMBER 2019

- **196** lights repaired
- **68** overhead services replaced
- **84** new outdoor area lights installed
- **43** utilitarian lights installed



## CUSTOMER SERVICE



**42,059**  
customer calls handled



**96.76%**  
meters read

This week's AVERAGE HOLD TIME



**98.34%**  
on-time bills



**2.89%**  
estimated bills



**2:59**

## WATER

### SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 10 main leaks and 200 service interruptions.

### LADWP'S UPPER STONE CANYON RESERVOIR RETURNS TO SERVICE WITH NEW FLOATING COVER

LADWP recently completed the installation of a 700,000 square-foot floating cover at its Upper Stone Canyon Reservoir as part of an initiative to protect and preserve the city's water quality. This 139 million-gallon-reservoir, first constructed in 1954, is an important water storage facility located in the Bel Air area. It provides water to approximately 450,000 residents in the areas of West Los Angeles, Pacific Palisades, Marina Del Rey/LAX, and the UCLA campus. The floating cover—large enough to cover 12 football fields—helps preserve water quality, enhance water supply reliability, and comply with State and Federal laws that require drinking water reservoirs to be covered.

## NEWS & NOTES

- The September edition of our LADWP in the Community Newsletter was sent to 1,931 subscribers on September 26, 2019 with an open rate of 45.2 percent - the industry average for an e-newsletter is 19 percent. The e-blast had an average click rate of 7.8 percent with 67.9 percent of users reading the newsletter on a desktop and 32.1 percent via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.
- LADWP's La Kretz Innovation Campus, is the first building in the United States to achieve both LEED v3 Platinum in New Construction and WELL v1 Gold Core and Shell certifications. LEED Platinum is the highest achievement for a building according to the United States Green Building Council's (USGBC) rating system and La Kretz is the first LADWP building to achieve this level.
- The Asian American Architects/Engineers Association (AAa/e) bestowed General Manager and Chief Engineer Marty Adams with its Leadership Award on October 3. AAa/e is committed to providing a platform for empowering professionals working in the built environment.
- On October 7, LADWP in partnership with LA Sanitation and Environment hosted the first of two workshops to discuss the transformation of the Hyperion Water Reclamation Plant to support local water supply goals.

## POWER

### OUTAGES

98.2% of customers experienced NO OUTAGES.

For the week, there were 95 outage incidents, affecting 27,026 customers, including:

- 16 full and partial circuit outages that affected 16,921 customers mostly in Brentwood, Exposition Park, North Hollywood, Porter Ranch and San Pedro.
- 17 transformer outages that affected 718 customers mostly in Carthay, Hollywood Hills, North Hills, Sawtelle and Venice.

### COMMERCIAL ENERGY SAVINGS AND INCENTIVES PROGRAMS

LADWP continues to assist its commercial customers in saving energy and costs. During the week of September 27 through October 3, 2019, the Department's Commercial Lighting Incentive and Custom Performance Programs provided about \$973,000 in incentives to customers. The projects will result in approximately 4,332 megawatt-hours (MWh) of energy savings per year, equivalent to taking 722 homes off the grid, avoiding 1,507 metric tons of greenhouse gas emissions and removing 324 gas-fueled vehicles off the road annually.

### 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. The program began in the late 1990s and has since installed more than 21,000 outdoor lights. 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. Installation, maintenance, and electricity are included for a low monthly cost. In the month of September, the group replaced 68 overhead services, installed 84 OALs and 43 LED utilitarian lights and repaired 196 units.

## CUSTOMER SERVICE

Customer call wait times averaged 2 minutes and 59 seconds for the reporting period of September 30-October 6, 2019.

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