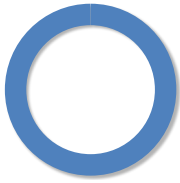


WATER



99.93%

of customers experienced
NO SERVICE INTERRUPTIONS
26 main leaks
520 service interruptions

POWER



96.86%

of customers experienced
NO OUTAGES
121 outage incidents
47,071 customers affected

LADWP IN THE OWENS VALLEY

WATERSHED RESOURCES: LAWS REVEGETATION PROJECT FINISHES FALL PLANTING

September 30—October 4, 2019

- **9,000 native shrubs** planted
- **55 crew members**
- Covering ~ **255 acres**
- In total the project has planted over **160,000 native shrubs** across **16 years**



SADDLERIDGE FIRE

LADWP SYSTEMS PARTICIPATE IN FIRE RESPONSE

- Electric Trouble division took part in the Unified Command response at Hansen Dam and coordinated any necessary firefighting response.
- LA Reservoir was utilized to provide water to LAFD Air Support.
- Water System monitored water facilities around the clock near fire area.
- LADWP Office of Emergency Management activated.
- 12,500 views: Video taken by DWP employee of firefighting helicopter picking up water from LA Reservoir



NEWS & NOTES

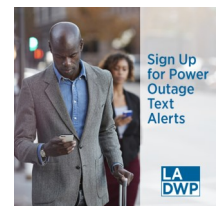
LADWP IN THE COMMUNITY NEXTDOOR—SEPTEMBER 2019



- 505,012 verified residents
- 65,371 email opens
- 1,234 neighborhoods
- 760 digest clicks
- 18 posts
- 192 thanks
- 72,293 views

CUSTOMERS FIRST

POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT AS OF OCTOBER 14, 2019



Notification System Enrollment	
Subscribers	17,678
Subscriptions (community enrollments)	20,580

CUSTOMER SERVICE

37,534
customer calls handled

97.13%
meters read

This week's AVERAGE HOLD TIME

98.51%
on-time bills

2.87%
estimated bills

0:51
seconds

WATER

SERVICE INTERRUPTIONS

99.93% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 26 main leaks and 520 service interruptions.

LAWS REVEGETATION PROJECT FINISHES FALL PLANTING

LADWP Watershed Resources staff, Bishop Construction, and Calfire crews planted native shrubs for the fall planting for an overall mitigation effort to reach the vegetation and dust control goals in the area around Laws, a small town located northeast of Bishop, Calif. This year's fall planting season took place September 30 - October 4, 2019 and approximately 9,000 plants were planted. In total, the project has planted over 160,000 native shrubs covering 255 acres of land. All of the shrubs are native to the Great Basin ecoregions. Plant species included burrowbush, fourwing saltbush, rubber rabbitbrush, winterfat, and California buckwheat. In addition, LADWP has established a seed farm and greenhouse to aid in the implementation of all re-vegetation projects in the Owens Valley.

NEWS & NOTES

- LADWP is active on the Nextdoor app. Currently, we can reach 505,012 verified residents in 1,234 neighborhoods through Nextdoor. During the month of September, the Communications, Media and Community Affairs division recorded the following engagement on the app: 72,293 views, 65,371 email opens, 760 digests clicks and 192 thanks. LADWP published 18 posts throughout the month.
- LADWP employees took part in the *Great Shakeout Drill* on October 17, 2019, an annual worldwide event, which takes place in October. This year, LADWP employees were amongst the 24 million registered global participants.
- On October 19, LADWP participated as a sponsor and vendor at the 14th Annual Taste of Soul Family Festival. The one-day event attracted almost 100,000 attendees. LADWP highlighted our EV programs and rebates, and had an EV vehicle display for event-goers to view.
- On October 19, LADWP hosted a free California Friendly[®] Landscape training class in the San Fernando Valley. Participants learned how to remove turf, grade soil for capturing rainwater, and the step-by-step process it takes to create sustainable landscapes in their own yard.

POWER

OUTAGES

96.86% of customers experienced NO OUTAGES.

For the week, there were 121 outage incidents, affecting 47,071 customers, including:

- 21 full and partial circuit outages that affected 16,970 customers mostly in Granada Hills, Chatsworth, Central-Alameda, Sylmar, and Exposition Park.
- 17 transformer outages that affected 1,103 customers mostly in Porter Ranch, Sylmar, Canoga Park, Harvard Park, and Sun Valley.

SADDLERIDGE FIRE RESPONSE

LADWP systems closely monitored the Saddleridge Fire and coordinated with both LA County and LA City fire departments to assist with firefighting efforts. LADWP's Power System participated in the Unified Command stationed at Hansen Dam. The Water System monitored all water facilities in the affected areas, and the LA Reservoir was utilized to provide water to LAFD Air Support. The LADWP Office of Emergency Response management was activated and provided response activity updates. The Communications, Media and Community Affairs team provided regular updates to the Mayor's Office and posted about customer power outages, traffic closures, and fire conditions on social media. LADWP also posted a video of a firefighting helicopter drawing water from the LA Reservoir. The video was taken by an employee and garnered more than 12,500 views on social media.

POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT

LADWP's new text and email alert system helps customers stay informed about power outages in their neighborhoods, and get updates along with notifications when service is fully restored. As of October 14, there were 17,678 subscribers and 20,580 subscriptions (community enrollments, subscribers can sign up for up to three) participating since the system's launch on July 2, 2019. Customers from any neighborhood can sign up through their LADWP account on www.ladwp.com.

CUSTOMER SERVICE

Customer call wait times averaged 51 seconds for the reporting period of October 7-13, 2019.

JOIN US LADWP.com

