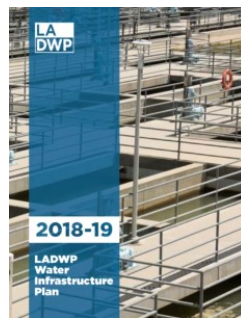


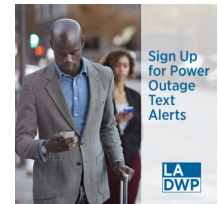
WATER INFRASTRUCTURE PLAN 2018-2019

2018-2019 goals include:

- Replace **232,000 feet** of mainlines
- Replace **~1.5 miles** of trunk line
- Replace **5 large valves**
- Replace or rehabilitate **12 pumps/motors**
- Retrofit **4 regulator stations** per year through 2022
- Replace **31,500 water meters**



CUSTOMERS FIRST POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT AS OF DECEMBER 2, 2019



Notification System Enrollment	
Subscribers	19,373
Subscriptions (community enrollments)	22,606

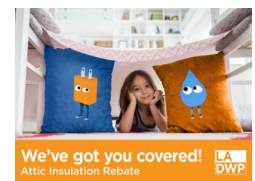
NEWS & NOTES

LADWP IN OUR SCHOOLS CONNECTING WITH STUDENTS AT YOMO LOS ANGELES



- STEAM (Science, Technology, Engineering, Art and Mathematics) festival for local students from October 22-24
- Aqueduct Activity: **13 classes** from **12 schools** participated, **379 students** total
- Water Footprint Stations: **2 stations**, **4,199 participants** total
- LADWP Careers Booth: **617 participants**

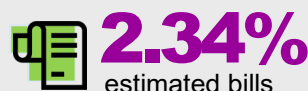
ENERGY SAVINGS ATTIC INSULATION CONSUMER REBATE PROGRAM AUGUST 24, 2018 - NOVEMBER 15, 2019



Attic Insulation Consumer Rebate Program	
Applications paid	5,648
Total square footage rebated	~7.9M

Total energy savings: **~1,309 MWh/yr**
Equivalent to serving **218 homes** annually

CUSTOMER SERVICE



This week's AVERAGE HOLD TIME



WATER

SERVICE INTERRUPTIONS

99.91% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 33 main leaks and 660 service interruptions.

WATER INFRASTRUCTURE PLAN 2018-2019

LADWP's Water Infrastructure Plan 2018-2019 is now available on www.ladwpnews.com. It includes infrastructure upgrades that are a part of the \$6.3 billion five-year Water System capital plan. All major components of Water System infrastructure are evaluated as part of the ongoing Asset Management (AM) Program. The goal of AM is to systematically manage assets in a way that will result in the lowest cost of ownership, including capital and operations and maintenance costs. The AM Program data and analysis is continuously being improved and refined.

NEWS & NOTES

- LADWP participated in the 2nd annual YoMo STEAM (Science, Technology, Engineering, Arts and Mathematics) Festival at the L.A. Convention Center on October 22-24. YoMo brings together scientific educational organizations with professional representation of STEAM careers (such as LADWP) for the benefit of local schools and to inspire students toward a STEAM academic path. LADWP had 3 exhibits at the event, which attracted a total of 5,195 students.
- On November 26, General Manager and Chief Engineer Martin L. Adams spoke at a press conference with Mayor Eric Garcetti, LACI and other partners to announce the Zero Emissions 2028 Roadmap 2.0 plan aimed at accelerating the deployment of zero-emissions goods movement in L.A. in advance of the 2028 Olympic and Paralympic Games.
- A 72-inch diameter trunk line located in Mission Hills ruptured in the early morning on December 4. Several LADWP crews worked in close coordination to slowly shut off valves in a choreographed manner to prevent further damage to the system. Crews also performed excavation and repair work. We appreciate the patience and understanding of customers affected by low water pressure and traffic closures as we worked to complete complex repairs.
- General Manager and Chief Engineer Martin Adams spoke at the Sun Valley Community Forum, organized by Pacoima Beautiful and the Clean Energy Coalition, on December 5 to discuss the future of the Valley Generating Station. He discussed LADWP's efforts to green the grid and reduce emissions at the station.

POWER

OUTAGES

97.7% of customers experienced NO OUTAGES.

For the week, there were 118 outage incidents, affecting 34,531 customers, including:

- 26 full and partial circuit outages that affected 14,941 customers mostly in Beverly Crest, Brentwood, Chatsworth, Encino and Valley Glen.
- 27 transformer outages that affected 362 customers mostly in Florence, Hyde Park, Mid-City, Montecito Heights and Sun Valley.

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 December 2, there were 19,373 subscribers and 22,606 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.

ATTIC INSULATION CONSUMER REBATE PROGRAM

From August 24, 2018 to November 15, 2019, the LADWP attic insulation customer rebate program provided rebates for 5,648 applications and rebated nearly 7.9 million square feet of insulation. The program has helped save approximately 1,309 megawatt hours per year, which is equivalent to serving 218 homes annually. Introduced in August 2018, the rebate covers 80 percent of the cost of the materials and labor to install attic insulation, up to \$1 per square foot. Visit www.ladwp.com/save to learn more.

CUSTOMER SERVICE

- Customer call wait times averaged 37 seconds for the reporting period of November 25-December 1, 2019.
- For the month of November, the average customer hold time was 50 seconds.

JOIN US LADWP.com

