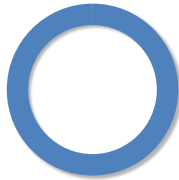


WATER



99.95%

of customers experienced
NO SERVICE INTERRUPTIONS
18 main leaks
360 service interruptions

POWER



97.63%

of customers experienced
NO OUTAGES
79 outage incidents
35,599 customers affected

WATER SAVING DEVICES FOR RESIDENTIAL CUSTOMERS

AERATORS AND SHOWERHEADS JULY-SEPTEMBER 2019



	# Devices	Applications	Water Savings
Aerators	1,076	278	~977,554 gal/yr
Showerheads	1,017	480	~5.4M gal/yr

Total water savings: ~6.4M gallons/yr
Equivalent to providing water for ~60 homes annually

COMMERCIAL ENERGY SAVINGS & INCENTIVES JULY-SEPTEMBER 2019 ACCOMPLISHMENTS

- Achieved **27%** of annual energy savings goal of 114 GWh
- Through 6 incentive programs, paid a total of **\$7.2M** with energy savings of **~31 GWh** = removing **2,316** gas fueled cars from the road, avoiding **10,764** metric tons of GHG emissions
- 3 programs highlighted below:



Commercial Lighting	Custom Performance	Savings By Design
\$1.9M incentives paid	\$2.2M incentives paid	\$2.3M incentives paid
~8,759 MWh/yr savings	~12,283 MWh/yr savings	~8,069 MWh/yr savings

NEWS & NOTES

LADWP IN THE COMMUNITY NEXTDOOR—NOVEMBER 2019



Nextdoor

- 524,489 verified residents
- 22,558 email opens
- 1,241 neighborhoods
- 321 digest clicks
- 11 posts
- 49 thanks
- 34,099 views

CHARGE UP L.A.!

USED EV REBATE PROGRAM JULY 2018—NOVEMBER 2019

Charge Up LA!



Used EV Rebate Program	
Total # rebated	305
Total amount paid	\$137,250

CUSTOMER SERVICE



36,723

customer calls handled



98.52%

on-time bills



96.93%

meters read



3.19%

estimated bills

This week's AVERAGE HOLD TIME



41

seconds

WATER

SERVICE INTERRUPTIONS

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 18 main leaks and 360 service interruptions.

WATER SAVING DEVICES 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 July through September 2019, LADWP provided 1,076 aerators and 1,017 showerheads for free to commercial customers. The devices are expected to save about 6.4 million gallons of drinking water – enough to supply water to an estimated 60 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates for residents.

NEWS & NOTES

- LADWP is active on the Nextdoor app. Currently, LADWP can reach 524,489 verified residents in 1,241 neighborhoods through Nextdoor. During the month of November, the Communications and Public Affairs division recorded the following engagement on the app: 34,099 views, 22,558 email opens, 321 digests clicks and 49 thanks. LADWP published 11 posts throughout the month.
- For the first time in the Boulder City Home Tour's 44-year history, LADWP's historic Boulder Lodge was included in the popular event's line-up along with 4 other historic homes and the local animal shelter. Held on December 14, 75 locals got an insider's look into the 1930's era home that once hosted foreign dignitaries, President Hoover and countless Department executives.
- On December 14, LADWP hosted the last session of the year of its LAUSD Academic Decathlon student workshops. Six workshops are held each fall to help prepare 250 students from 30 high schools for the vigorous academic completion. The Department also sponsored a career panel of LADWP employees, who shared their backgrounds, work duties and how they became civil servants.
- This holiday season, LADWP is reminding our customers to be vigilant when it comes to potential utility scams, so that their precious, hard-earned dollars stay in their pockets and not in the hands of crooks. Hanging up on any suspicious calls, even if the phone number looks familiar, and dialing LADWP directly at 1-800-DIAL-DWP, will ensure customers are connected to LADWP's call center. More tips at www.ladwpnews.com.

POWER

OUTAGES

97.63% of customers experienced NO OUTAGES.

For the week, there were 79 outage incidents, affecting 35,599 customers, including:

- 19 full and partial circuit outages that affected 17,688 customers mostly in Broadway-Manchester, East Hollywood, Koreatown, South Park and Valley Village.
- 13 transformer outages that affected 301 customers mostly in Chesterfield Square, Downtown Los Angeles, Green Meadows, Sherman Oaks and Venice.

COMMERCIAL ENERGY SAVINGS AND INCENTIVES: JULY-SEPTEMBER ACCOMPLISHMENTS

LADWP continues to assist its commercial customers in saving energy and costs. The Department's six commercial, industrial and institutional energy efficiency incentive programs achieved 27% of the annual energy savings goal of 114 GWh in the first quarter of fiscal year 2019-2020 (from July to September 2019). The programs also paid out a total of \$7.3 million in incentives with energy savings of approximately 31 GWh. That amount is equivalent to removing 2,316 gas-fueled cars from the road and avoiding 10,764 metric tons of greenhouse gas emissions per year.

CHARGE UP L.A.: USED EV REBATE PROGRAM

To encourage drivers to choose EVs over gas-powered vehicles, LADWP offers rebates designed to promote equitable access to EVs. In the month of November, LADWP introduced a major increase to its Used Electric Vehicle Rebate program from \$450 to \$1,500 for a used EV or plug-in hybrid EV purchased on September 1, 2019 or later. The new used EV rebate is one of the most generous of its kind for any utility in California. From July 2018 through November 2019, 305 used EVs were rebated, for a total of \$137,250 in payments issued and \$762,750 in program funds remaining.

CUSTOMER SERVICE

- Customer call wait times averaged 41 seconds for the reporting period of December 9-15, 2019.

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