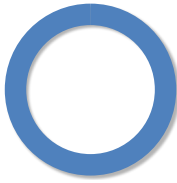


WATER



99.9%

of customers experienced
NO SERVICE INTERRUPTIONS
36 main leaks
720 service interruptions

POWER



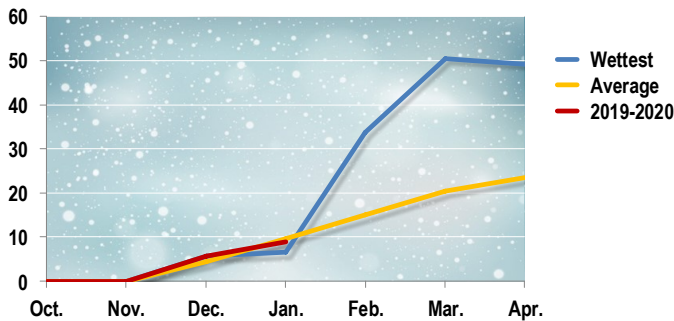
92.85%

of customers experienced
NO OUTAGES
173 outage incidents
107,300 customers affected

SNOWPACK AND RAIN MEASUREMENTS

AS OF DECEMBER 31, 2019

- 9" of water content
- 96% of average to date



Rainfall and Stormwater Capture in L.A.

- ⇒ 6.99 inches of rain, 170% of average to date
- ⇒ Estimated 5.3 billion gallons of stormwater = enough to supply ~48,771 homes annually



WATER SAVING DEVICES FOR COMMERCIAL CUSTOMERS SMART IRRIGATION CONTROLLERS



# Devices	Applications	Water Savings
1,326	1	~5.8M gal/yr

Equivalent to providing water for ~51 homes annually

HEAVY RAIN STORMS

WEEK OF DECEMBER 23-29, 2019

DECEMBER 23-24

- 23,385 customers affected
- 100% of customers restored within 24 hours
- 21,634 customers impacted at peak of storm
- 48 crews per day supported restoration
- Primary neighborhoods affected: East Hollywood, Westlake, Koreatown, Chinatown, Playa Del Rey, Cheviot Hills, Hollywood, Hollywood Hills West, Echo Park



DECEMBER 26-28

- 34,359 customers affected
- 92.2% of customers restored within 24 hours
- 18,341 customers impacted at peak of storm
- 40 crews per day supported restoration
- Primary neighborhoods affected: Silver Lake, Echo Park, Westlake, El Sereno, Boyle Heights, Hollywood, Gramercy Park, Bel-Air, Hollywood Hills, Hyde Park

CUSTOMER SERVICE

This week's AVERAGE HOLD TIME

32,396
customer calls handled

96.88%
meters read

1:31

98.71%
on-time bills

2.92%
estimated bills

WATER

SERVICE INTERRUPTIONS

99.9% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 36 main leaks and 720 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

Precipitation in December contributed to both the Eastern Sierra snowpack and stormwater capture in Los Angeles. As of December 31, 2019, the combined average of the Eastern Sierra snow pillows was 96 percent of normal with water content measuring 9 inches. Los Angeles' rainfall is currently at 170 percent of normal to date with 6.99 inches of rain, and local groundwater aquifers have captured an estimated 5.3 billion gallons of stormwater since the start of the water year on October 1, 2019. That amount of water is enough to supply approximately 48,771 homes in L.A. for one year.

WATER SAVING DEVICES FOR COMMERCIAL CUSTOMERS: SMART IRRIGATION CONTROLLERS

LADWP helps commercial 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 smart irrigation controller rebates for 1,326 devices for commercial customers. The devices are expected to save about 5.8 million gallons of drinking water – enough to supply water to an estimated 51 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates.

NEWS & NOTES

- 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

92.85% of customers experienced NO OUTAGES.

For the week, there were 173 outage incidents, affecting 107,300 customers, including:

- 62 full and partial circuit outages that affected 82,597 customers mostly in Echo Park, El Sereno, North Hills, Silver Lake and Westlake.
- 34 transformer outages that affected 3,017 customers mostly in Hollywood, Hollywood Hills, Lincoln Heights, North Hills and Pico-Union.

HEAVY RAIN STORMS: WEEK OF DECEMBER 23-29, 2019

During the week of December 23-29, LADWP power crews worked to restore electricity to customers as two storms with strong winds and heavy rain caused outages from December 23-24 and December 26-28. Fallen trees, palm fronds and flooded underground vaults were among the main causes of the incidents. For the first storm, 23,385 customers were affected with 21,634 without power during the peak of the storm. Forty-eight crews supported power restoration, with power restored to 100 percent of affected customers within 24 hours. The primary neighborhoods affected were East Hollywood, Westlake, Koreatown, Chinatown, Playa Del Rey, Cheviot Hills, Hollywood, Hollywood Hills West and Echo Park. During the second storm, 34,359 customers were affected with 18,341 without power during the peak of the storm. Forty crews supported power restoration, with power restored to 92.2 percent of affected customers within 24 hours. The primary neighborhoods affected were Silver Lake, Echo Park, Westlake, El Sereno, Boyle Heights, Hollywood, Gramercy Park, Bel-Air, Hollywood Hills and Hyde Park. LADWP thanks all affected customers for their patience and understanding while repairs were being made as quickly and safely as possible.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute and 31 seconds for the reporting period of December 23-29, 2019.

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