

**WATER CONSERVATION
TURF REPLACEMENT PROGRAM
RESIDENTIAL AND COMMERCIAL REBATES
JULY-SEPTEMBER 2019**

	Turf Removed	Applications	Water Savings
Residential	~66K sq. ft.	51	~2.9M gal/yr
Commercial	~10K sq. ft.	2	~423K gal/yr

- Total water savings:
~3.3M gallons/yr
- Equivalent to providing water for
~30 homes annually



**WATER CONSERVATION
WORKSHOPS AND EDUCATION
JULY-DECEMBER 2019**

“Lawn Be Gone” Hands on Workshops: 5

Total attendees: 86

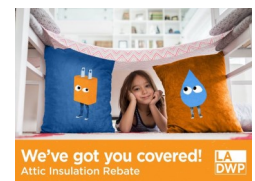


**CUSTOMERS FIRST
POWER OUTAGE NOTIFICATION
SYSTEM ENROLLMENT
AS OF JANUARY 13, 2020**



Notification System Enrollment	
Subscribers	20,794
Subscriptions (community enrollments)	24,361

**ENERGY SAVINGS
ATTIC INSULATION CONSUMER
REBATE PROGRAM
AUGUST 24, 2018 - JANUARY
15, 2020**



Attic Insulation Consumer Rebate Program	
Applications paid	8,529
Total square footage rebated	~11.6M

Total energy savings: ~1,859 MWh/yr
Equivalent to serving ~310 homes annually

CUSTOMER SERVICE

37,988
customer calls handled

97.23%
meters read

98.89%
on-time bills

2.45%
estimated bills

This week's AVERAGE HOLD TIME

1:36

WATER

SERVICE INTERRUPTIONS

99.92% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 31 main leaks and 620 service interruptions.

WATER CONSERVATION: TURF REPLACEMENT PROGRAM REBATES

LADWP's Turf Replacement Program assists customers with removing and replacing turf with sustainable, water-wise landscaping, which conserves water and lowers utility bills. From July through September 2019, residential customers removed approximately 66,000 square feet of turf through the program, saving an estimated 2.9 million gallons of water per year. Commercial and multi-family customers, removed about 10,000 square feet for a savings of about 423,000 gallons of water annually. The total amount of water savings offsets drinking water served to about 30 Los Angeles homes.

WATER CONSERVATION: WORKSHOPS AND EDUCATION

LADWP's "Lawn Be Gone" Hands on Workshops teach customers how to reduce and remove turf and replace it with a sustainable garden using low-water use, California-friendly and native plants. Customers are eligible to attend or host an event to reduce water usage, capture stormwater and create a sustainable landscape. From July through December 2019, LADWP held 5 workshops with 86 attendees in total. For more information on attending or hosting an event, visit www.lawnbegonedwp.com.

NEWS & NOTES

- Linear Logistics (the world's largest temperature-controlled logistics company) received an incentive payment of \$1,103,238.00 from the LADWP Savings by Design (SBD) program on January 8 for attaining superior energy efficiency in the construction of their "Big Bear" facility. The project's projected annual energy savings are 3,646 MWh per year, enough to provide power for 608 homes annually, remove 273 automobiles from our highways and avoid 1,269 metric tons of CO2 emissions per year.
- LADWP's Intake Magazine has been updated for the Winter 2020 quarter. New stories include how electric crews worked to reduce the threat of wildfires near power lines and the great comeback of public drinking water fountains. Visit at www.ladwpintake.com and sign up for updates.

POWER

OUTAGES

97.43% of customers experienced NO OUTAGES.

For the week, there were 78 outage incidents, affecting 38,559 customers, including:

- 19 full and partial circuit outages that affected 15,692 customers mostly in Chatsworth, Green Meadows, Hancock Park, Mid-Wilshire and Palms.
- 19 transformer outages that affected 463 customers mostly in Arlington Heights, Chatsworth, Granada Hills, Jefferson Park and Koreatown.

POWER OUTAGE NOTIFICATION SYSTEM ENROLLMENT

LADWP's 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 January 13, there were 20,794 subscribers and 24,361 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 January 15, 2020, the LADWP attic insulation customer rebate program provided rebates for 8,529 applications and rebated nearly 11.6 million square feet of insulation. The program has helped save approximately 1,859 megawatt hours per year, which is equivalent to serving 310 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 1 minute and 36 seconds for the reporting period of January 6-12, 2020.

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