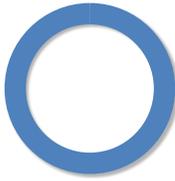


WATER



99.97%

of customers experienced
NO SERVICE INTERRUPTIONS
12 main leaks
240 service interruptions

POWER



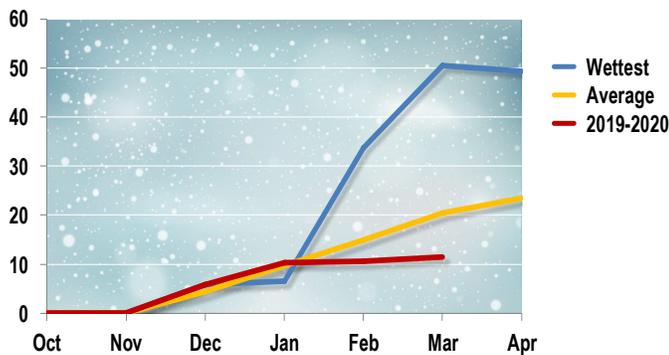
98.82%

of customers experienced
NO OUTAGES
51 outage incidents
17,759 customers affected

SNOWPACK MEASUREMENTS

AS OF MARCH 5, 2020

- 11.4" of water content
- 56% of average to date



CHARGE UP L.A.

LADWP-INSTALLED EV CHARGERS
JULY 2018 - FEBRUARY 2020

- 772 EV chargers installed across 46 LADWP facilities
- 44 power pole EV chargers



NEWS & NOTES

LADWP IN THE COMMUNITY
FEBRUARY NEWSLETTER

Distributed January 29, 2020 to
2,023 emails

Open rate: 45.5%

Click rate: 8.4%

68.2% of users read on
desktop, 31.8% on mobile



ENERGY SAVINGS

AC OPTIMIZATION PROGRAM—JANUARY 2020

Program	Estimated Energy Savings (kWh/yr)
AC Optimization Program	1,273,175

Offsets annually:

- Energy for 212 homes
- 443 metric tons of greenhouse gas emissions
- 95 gas-fueled vehicles from the road



CUSTOMER SERVICE



37,254
customer calls handled



97.39%
meters read



2.23%
on-time bills



2.23%
estimated bills

This week's AVERAGE HOLD TIME



51
seconds

WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 12 main leaks and 240 service interruptions.

SNOWPACK AND PRECIPITATION UPDATE

We experienced a dry February, but saw some snow fall at the beginning of March. A large storm is forecasted to arrive starting March 9 bringing snow to the Eastern Sierra and rain to Los Angeles. As of March 5, 2020, the combined average of the Eastern Sierra snow courses was 56 percent of normal with water content measuring 11.4 inches. The final snowpack report is April 1.

NEWS & NOTES

- The February edition of our LADWP in the Community Newsletter was sent to 2,177 subscribers on January February 28, 2020 with an open rate of 45.5 percent - the industry average for an e-newsletter is 19 percent. The e-blast had an average click rate of 8.4 percent with 68.2 percent of users reading the newsletter on a desktop and 31.8 percent via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.
- LADWP joined Councilmember Joe Buscaino, Cal Fire and City Plants and other city agencies and organizations to celebrate Arbor Day on March 7. The event helped plant 300 new trees in Wilmington surrounding the Banning Museum & Recreation Center. LADWP provided water and solar polar for the event along with information about discounts, rebates and conservation resources for customers.
- On Sunday, March 8 LADWP was the official water sponsor for the Los Angeles Marathon. The L.A. Marathon has grown into one of the largest road races with 26,000 annual participants from across the world. LADWP General Manager and Chief Engineer, Martin Adams spoke to attendees and cheered on racers who ran the course starting at Dodger Stadium ending at the Santa Monica Pier. LADWP also flushed 36 fire hydrants for use as hydration stations along the route, and provided water at mile 5 and 12. Mile 12 was the official hydration station of the marathon.

POWER

OUTAGES

98.82% of customers experienced NO OUTAGES.

For the week, there were 51 outage incidents, affecting 17,759 customers, including:

- 12 full and partial circuit outages that affected 11,784 customers mostly in Koreatown, Silver Lake, Lincoln Heights, Jefferson Park, Hollywood.
- 13 transformer outages that affected 253 customers mostly in Venice, Downtown Los Angeles, Hollywood, Pico-Robertson, and Florence.

CHARGE UP L.A.: EV CHARGERS

To help drivers feel more confident about switching to EVs, LADWP is working to expand charging infrastructure in the city and region. Our goal is to support or directly install 10,000 public, workplace and fleet EV chargers in Los Angeles by June 2022, including 4,000 chargers on LADWP or City-owned property. From July 2018 through February 2020, LADWP has installed 772 EV chargers at 46 LADWP facilities and 44 power pole EV chargers.

ENERGY SAVINGS: AC OPTIMIZATION PROGRAM

LADWP's AC Optimization program helps residential and commercial customers save on their cooling costs. The program, which is free for qualifying LADWP customers, provides services by certified, professional heating, ventilation, and air conditioning (HVAC) technicians from approved, licensed contractors to analyze cooling systems and provide basic maintenance and efficiency services. In January 2020, the program created an estimated annual energy savings of 1,273,175 kWh, which is equivalent to avoiding 443 metric tons of CO2 emissions, taking 95 cars from the road annually and offsetting energy for 212 homes.

CUSTOMER SERVICE

Customer call wait times averaged 51 seconds for the reporting period of February 24-March 1, 2020.

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