

STAT SHEET

January 2-8, 2017

POWER

98.57% customers experienced no outages



299 outage incidents
19,929 customers affected

STORM-RELATED OUTAGES



Outage Date: **January 9, 2 a.m. to 8 p.m.**

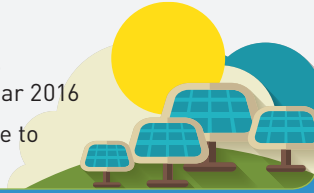
Total Outage Customers: **9,530**

Incidents: **68**

Customers Restored Within 24 Hours: **100%**

SOLAR FEED-IN TARIFF PROGRAM

- 35 projects now in service, totaling 22.5 megawatts (MW), with 16 projects totaling 13 MW installed in calendar year 2016
- The amount of energy generated is able to supply about 6,200 LA homes



REFRIGERATOR EXCHANGE & RETIRE PROGRAM

- **1,011** refrigerators recycled
 - 296** new ENERGY STAR® refrigerators provided under Exchange program
 - 715** inefficient refrigerators RETIRED (**RE**frigerator **T**urn-In and **RE**cycle)
- Energy saved equivalent to **272** homes taken off the grid on an annual basis



WATER

99.89% customers experienced no service interruptions

36 main leaks
720 service interruptions

WATER WASTE (JANUARY 2-8, 2017) WATER CONSERVATION RESPONSE UNIT

	this week	YTD	this week	YTD
warnings			20	20
complaints processed	179	179		
letters mailed	128	128		
inspections	71	71		
total tickets			22	22

RECYCLED WATER JULY TO NOVEMBER 2016



Recycled Water Deliveries

~1.52 billion gallons of water=
Enough to offset drinking water for 14,018 single family homes

Recycled Water Pipeline Installed

~5,300 feet=
the length of nearly 15 professional football fields

PRECIPITATION SINCE OCTOBER 1 (START OF WATER YEAR)

LA Rain	Owens River Basin Snow
8.51 inches 159% of average to date	26.9 inches (water content) 261% of average to date

LADWP SPOTLIGHT



Check out our video on the Headworks Reservoir Complex, the largest underground reservoir complex in the Western United States. This project signifies increased protection of and continued compliance for LA's drinking water. www.vimeo.com/ladwp/headworks.

CUSTOMER SERVICE

96.07%



meters read

3.40%



estimated bills

98.53%



on time billing

40,773



customer calls handled



PEAK AVERAGE HOLD TIMES

POWER

Outages

98.57% of customers experienced NO OUTAGES during the week of January 2-8. For the week, there were 299 outage incidents, affecting 19,929 customers.

- Full and partial circuit outages affected customers mostly in San Pedro, Canoga Park, Beverly Crest and Hollywood Hills.
- Transformer outages affected customers mostly in Watts, Larchmont, Westwood, Shadow Hills and Mid-Wilshire.

Storm-related Outages on January 9

The rainstorm on Monday, January 9 caused power outages to a total of 9,530 customers. LADWP crews working around the clock were able to restore power to 100-percent of the customers who experienced outages, within 24 hours. The storm caused 68 outage incidents throughout the LADWP service area with Boyle Heights, South Los Angeles and Sherman Oaks being the communities most impacted by the outages.

LADWP Lends a Hand to Help Restore Power to PG&E Customers

On Tuesday, January 10, LADWP deployed 24 electrical workers, along with support equipment and vehicles, to Santa Rosa, CA to assist PG&E in the aftermath of heavy storms that began on January 4. The storms caused extensive damage to PG&E's electrical infrastructure and power outages for nearly 100,000 customers in Northern California. The work LADWP crews will perform includes the replacement of damaged poles, cross-arms, conductors, transformers and other distribution equipment that were knocked out of service by the storms. Initial plans are for LADWP's crews to remain on site for 14 days. Costs associated with the effort will be reimbursed by PG&E.

Solar Feed-in Tariff (FiT) Program

As of the end of calendar year 2016, 35 Feed-in Tariff (FiT) projects totaling 22.5 megawatts are now in service, with 16 of those installed in calendar year 2016. The energy produced from the 35 projects is enough to supply about 6,200 homes in LA. The FiT Program allows LADWP to partner with participants to purchase energy generated from the participants' renewable energy generating systems. FiT seeks to encourage renewable energy development within the Los Angeles Basin and help meet our mandate of 33-percent renewable energy by 2020.

Refrigerator Exchange & RETIRE Program

In the month of December 2016, LADWP provided 296 new energy saving, Energy Star®-rated refrigerators to qualifying customers, free of charge, in exchange for their working, older model refrigerators, under the Refrigerator Exchange Program. Under the RETIRE (Refrigerator Turn-In and REcycle) program, customers turned in 715 energy inefficient refrigerators for recycling in December. In total, 1,011 refrigerators were turned in for safe and environmentally-friendly recycling under both programs. The estimated energy saved by taking those refrigerators out of commission is akin to taking 272 homes off the grid on an annual basis.

WATER

Service Interruptions

99.89% of customers experienced NO SERVICE INTERRUPTIONS.

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

The Water Conservation Response Unit

- Handled 179 complaints so far in 2017
- Mailed 128 informational letters so far in 2017
- Conducted 71 inspections so far in 2017
- 20 warning tickets so far in 2017
- 2 \$100 fines so far in 2017
- 0 \$200 fines so far in 2017
- 0 \$300 fines so far in 2017

Snow and Rain Continue for the First Few Weeks of New Year

Los Angeles has seen a cumulative 8.51 inches of rain since October 1, the beginning of our water year. That amount of rainfall is 159 percent of where it should be for this time of year. As for the Eastern Sierra, where a portion of LA's water supply comes from, the snowpack is currently estimated at 261 percent of average for this time of year, enough to produce 26.9 inches of water once the snow melts. The snowpack is calculated by averaging the snow pillows of several Owens Valley snow courses. We will get a more accurate picture of how much actual runoff LA will get via the Los Angeles Aqueduct come April 1, when hydrographers take final measurements of the snow pillows at the various snow courses.

Recent Recycled Water Achievements

From July through November 2016, LADWP installed approximately 5,300 feet of new recycled water "purple pipe," which is equivalent to the length of nearly 15 professional football fields lined up one after another. Purple pipes convey treated, recycled water to participating commercial customers for industrial and irrigation purposes. More than 1.52 billion gallons of recycled water were delivered to LADWP purple pipe customers during those five months, helping to offset enough drinking water to supply 14,018 single family homes in Los Angeles for one year.

CUSTOMER SERVICE

- Customer call wait times averaged 19 seconds for the reporting period of January 2-8, 2017.
- Customer call wait times have remained below the 3-minute goal for one year and twenty-five weeks (since July 20-26, 2015).
- Customer call wait times for the month of December 2016 averaged 25 seconds.