

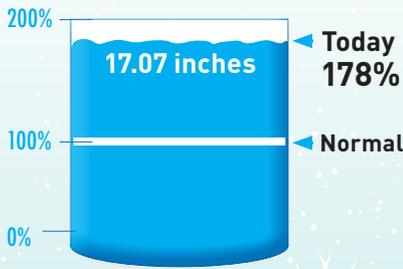
# STAT SHEET

February 6 - 12, 2017

## PRECIPITATION

### LA RAIN

SINCE OCTOBER 1  
(BEGINNING OF WATER YEAR)



### SNOWPACK

### CURRENT CONDITIONS

44.2 inches  
(water content)

253%  
of average to date

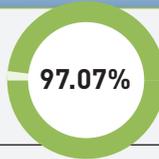
THIS YEAR

AVERAGE

2015-16

OCTOBER NOVEMBER DECEMBER JANUARY

## POWER



customers experienced no outages



380 outage incidents  
40,998 customers affected

### STORM-RELATED OUTAGES

Outage Dates: February 6-7, 2017  
Total Outage Customers: 16,699  
Incidents: 115  
Customers Restored Within 24 Hours: 100%

### POWER RELIABILITY (FY 16/17)

1,479 poles replaced, 59% of FY goal  
583 distribution transformers replaced, 83% of FY goal  
23.6 miles of underground cable replaced, 49% of FY goal

### CHARGE UP LA!

**EV Residential Charger Rebate Program: Up to \$500 in rebates per residential EV charger**  
Since the rebate program relaunched in March 2016, LADWP has provided **\$81,190** in rebates for **164** residential chargers.

## WATER



customers experienced no service interruptions

22 main leaks  
440 service interruptions

### WATER WASTE: WATER CONSERVATION RESPONSE UNIT

	this week	YTD
complaints processed	76	782
letters mailed	66	549
inspections	23	259

	this week	YTD
warnings	1	40
total tickets	10	43



## CUSTOMER SERVICE

 **44,079** customer calls handled

 **98.63%** on time billing

 **95.99%** meters read

 **4.17%** estimated bills

This week's average hold time!



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## POWER

### Outages

97.07% of customers experienced NO OUTAGES during the week of February 6-12.

For the week, there were 380 outage incidents, affecting 40,998 customers.

- Full and partial circuit outages affected customers mostly in Green Meadows, Koreatown, Sawtelle, Sylmar and Winnetka.
- Transformer outages affected customers mostly in Hollywood, Granada Hills, Mid-city, Northridge and Reseda.

### EV Drivers Take Advantage of LADWP's Charge Up LA! Rebates

Since LADWP relaunched its Charge Up LA! electric vehicle (EV) charger rebate program last March, our staff has processed 164 residential EV charger applications and rebated \$81,190. Under Charge Up LA!, residential LADWP customers are reimbursed up to \$500 for each wall-mounted level 2 (240-volt) charger installed at their residence. Commercial LADWP customers can receive up to \$4,000 for each hardwired EV charger. Commercial customers can apply for more than one rebate, depending on the number of parking spaces at the installation location. More information can be found at [www.ladwp.com/EV](http://www.ladwp.com/EV).

### Power Reliability (FY 16/17)

LADWP has replaced 1,479 poles so far this fiscal year, achieving 59% of its fiscal year goal. In addition, LADWP has replaced 583 distribution transformers, achieving 83% of its fiscal year goal. As for miles of underground cables replaced, LADWP is at 49% of its fiscal year goal with 23.6 miles.

### LADWP Gears up to Host LADWP Science Bowl XXV

More than 230 of the city's top science students from 27 public, private, parochial and charter high schools will compete at the LADWP Science Bowl XXV on Saturday, February 25 at our downtown headquarters. Forty-eight teams will go head to head to win an all-expense paid trip to Washington, DC this spring to represent the city at the U.S. Department of Energy National Science Bowl. LADWP regional championship teams have won four national titles and placed among the top five teams 11 times. The trip to Washington, D.C. is funded by the U.S. Department of Energy.

## CUSTOMER SERVICE

- Customer call wait times averaged 14 seconds for the reporting period of February 6-12, 2017.
- Customer call wait times have remained below the 3 minute goal for one year and thirty weeks (since July 20-26, 2015).

## WATER

### Service Interruptions

99.93% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 22 main leaks and 440 service interruptions.

### The Water Conservation Response Unit

- Handled 76 complaints, 782 so far in 2017
- Mailed 66 informational letters, 549 so far in 2017
- Conducted 23 inspections, 259 so far in 2017
- 1 warning ticket, 40 so far in 2017
- 0 \$100 fines, 3 so far in 2017
- 0 \$200 fines, 1 so far in 2017
- 0 \$300 fines so far in 2017

### Eastern Sierra Snowpack Totals Above Average

The snowpack in the Eastern Sierra, the source of a portion of LA's water supply, is currently at 253 percent of average for this time of year, enough to produce 44.2 inches of water once the snow melts. Since these numbers were released, another big storm was forecasted in Mammoth and we can expect that percentile to increase. As it stands, if we get no more snow for the rest of winter, our snowpack total will still finish above average for the water year, which ends September 30. Meanwhile, the total rainfall in LA, also not including the rainfall totals from the February 10-11 storm, is a cumulative 17.07 inches, 178 percent of where it should be for this time of year. Water conservation remains critical, enabling us to fulfill our water commitments to the Owens Valley and to decrease the amount of costly, imported purchased water.

### Newly-Launched Program Trains Young Women for Careers in the Sciences

More than 50 female students from Esteban Torres High School, Los Angeles Technical Trade College (LATTTC) and California State University Northridge (CSUN) were introduced to the world of science, technology, engineering and math (STEM) careers as part of the STEM N' Sustainability program's inaugural event at the La Kretz Innovation Campus Downtown. The program is a joint effort by LADWP, LATTTC, CSUN and Los Angeles Unified School District (LAUSD) to expose female high school- and college-aged students to STEM job opportunities available in the utility sector. Participants will visit area water and power utility facilities and take part in internships at STEM-related facilities. For more information, call LAUSD at (213) 241-7053.