

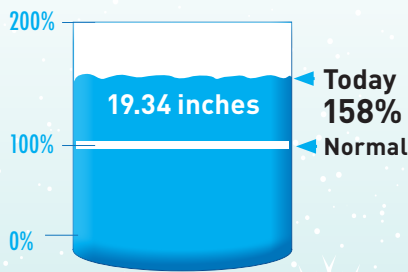
# STAT SHEET

February 27 - March 5, 2017

## PRECIPITATION

### LA RAIN

SINCE OCTOBER 1  
(BEGINNING OF WATER YEAR)



### SNOWPACK

### CURRENT CONDITIONS

53.0 inches  
(water content)  
253%  
of average to date

### THIS YEAR

### AVERAGE

2015-16

OCTOBER NOVEMBER DECEMBER MARCH

## POWER

99.77%

customers  
experienced no  
outages



351 outage incidents  
3,145 customers affected

### EFFICIENCY SOLUTIONS (February 17-23, 2017)

#### Commercial Lighting Incentive Program (CLIP)

- 15 projects paid
- \$54,570 in incentives paid
- 317,025 KWh in energy savings, equivalent to 34 automobiles taken off the road for one year

### LADWP SPOTLIGHT

What does it take to reline the Los Angeles Aqueduct? Seventy employees working six days a week for 12 hours and more than 810,000 pounds of concrete. Watch! <https://vimeo.com/ladwp/aqueduct>.

## WATER

99.89%

customers  
experienced no  
service interruptions

36 main leaks  
720 service interruptions

### WATER WASTE: WATER CONSERVATION RESPONSE UNIT

|                      | this week | YTD   |
|----------------------|-----------|-------|
| complaints processed | 86        | 1,017 |
| letters mailed       | 94        | 790   |
| inspections          | 68        | 433   |
|                      | this week | YTD   |
| warnings             | 1         | 43    |
| fines                |           |       |
|                      | 0         | 3     |
|                      | 0         | 1     |
|                      | 0         | 0     |

### CA-FRIENDLY LANDSCAPING AT LADWP FACILITIES

- 4 facilities treated with drought-tolerant landscape so far in 2017
- Up to 1,100,760 gallons of water saved on an annually basis
- Two most recent projects:
  - Receiving Station H – 936 North Poinsettia Place
  - Distributing Station 17 – 2904 W 11<sup>th</sup> Street



## CUSTOMER SERVICE



45,043  
customer calls  
handled



98.55%  
on time billing



96.45%  
meters read



3.21%  
estimated bills

This week's  
average  
hold time!



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# STAT SHEET

## POWER

### Outages

99.77% of customers experienced NO OUTAGES during the week of February 27- March 5.

For the week, there were 351 outage incidents, affecting 3,145 customers.

- Full and partial circuit outages affected customers mostly in Brentwood, Green Meadows, Westwood, Pico-Robertson and Hyde Park.
- Transformer outages affected customers mostly in San Pedro, Century City, Highland Park, Sun Valley and Westwood.

### Commercial Customers Save Energy and Money with CLIP Program

LADWP's Efficiency Solutions group paid \$54,570 in incentives to 15 commercial projects in mid-February that took advantage of LADWP's Commercial Lighting Incentive Program, or CLIP. CLIP provides rebates to commercial customers for the installation of newly-purchased, energy-saving lighting and controls. The 15 lighting upgrade projects are estimated to save 317,025 kilowatt-hours, equivalent to 34 automobiles taken off the road for one year. Go to [www.ladwp.com/CLIP](http://www.ladwp.com/CLIP) for details.

### Join LADWP at Natural History Museum's Nature Fest

There's a surprising amount of nature in Los Angeles, and the more you know how to look for it, the more you'll see. Join LADWP for this year's Nature Fest at the Natural History Museum of Los Angeles County (NHMLA) on March 18 and 19. The two-day event lets you get up close and hands-on with all things nature in the Museum's backyard – the Nature Gardens. Stop by LADWP's "Sustainability Green House" and photo booth where our staff members have all the latest information on LADWP's energy- and water-saving rebate programs. Go to [www.nhm.org/naturefest](http://www.nhm.org/naturefest) for event details.

### LADWP's La Kretz Campus Honored with Design Award

The La Kretz Innovation Campus (LKIC) has been chosen as one of five recipients across the country for the 2017 Rudy Bruner Award for Urban Excellence. A national review panel is currently conducting site visits to determine which of the award recipients will receive the top honor. The Gold Medalist will receive \$50,000 and the four Silver Medalists will each receive \$10,000 to enhance their projects. The Rudy Bruner Award is a design award recognizing transformative places that contribute to the economic, environmental and social vitality of American cities. Envisioned as an industry hub for the promotion and development of clean technologies, La Kretz is a place where LADWP customers – residential, commercial and industrial – can learn about existing and envisioned technologies and programs intended to save energy, water and money.

## CUSTOMER SERVICE

- Customer call wait times averaged 50 seconds for the reporting period of February 27 - March 5, 2017.
- Customer call wait times have remained below the 3 minute goal for one year and thirty-three weeks (since July 20-26, 2015).

## WATER

### Service Interruptions

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 86 complaints, 1,017 so far in 2017
- Mailed 94 informational letters, 790 so far in 2017
- Conducted 68 inspections, 433 so far in 2017
- 1 warning tickets, 43 so far in 2017
- \$100 fines, 3 so far in 2017
- \$200 fines, 1 so far in 2017
- \$300 fines, 0 so far in 2017

### Eastern Sierra Sees Second Wettest Year on Record

LADWP hydrographers completed their March snow course surveys, providing a more accurate picture of our current precipitation conditions. The snow measurements show, this water year is the second wettest year on record in the Eastern Sierra, after 1969. As of March 7, the snowpack in the Eastern Sierra, the source of a portion of LA's water supply, stood at 253 percent of average for this time of year, with 53 inches of water content, once the snow melts. Meanwhile, the total rainfall in LA is a cumulative 19.34 inches, 158 percent of where it should be for this time of year. LADWP hydrographers will conduct another snow survey in late March, early April.

### CA-Friendly Landscaping at LADWP Facilities

So far this calendar year, four LADWP facilities with traditional lawns have been re-landscaped with water-conserving, drought-tolerant plants and other decorative features. The makeovers are part of a continuing effort by LADWP to replace turf at all its facilities in order to conserve water. The four facilities transformed this year are projected to save more than 1.1 million gallons of water annually. The two most recent projects were completed in early March at Receiving Station H, located at 936 North Poinsettia Place and Distributing Station 17, located at 2904W 11th Street.

### LA Schools Save the Drop

On March 7, LADWP and the Los Angeles Unified School District (LAUSD) awarded special plaques and prize checks to K-12 Los Angeles schools who were winners of the first-ever LADWP/LAUSD Water Conservation Contest. The competition encourages conservation and promotes drought awareness through the development of an action plan implemented on school grounds. LAUSD provided funds to the winning projects. LADWP provided in-kind support with collateral materials including the Save the Drop awards manufactured in-house by our very own woodshop! A total of 12 schools were awarded, each receiving a check for \$10,000. Overall winners from each grade level: elementary, junior high and high school, received a check for \$50,000.