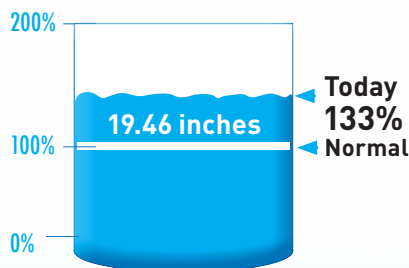


STAT SHEET

March 27 - April 2, 2017

PRECIPITATION

LA RAIN

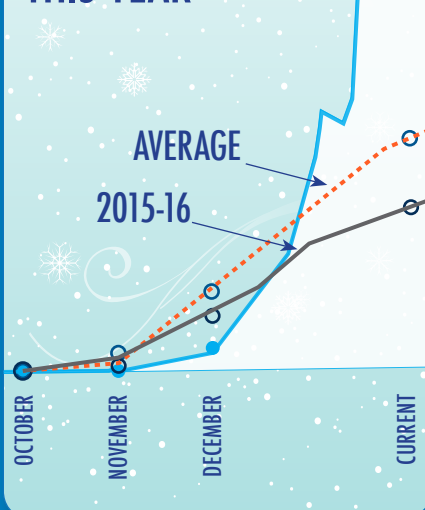
SINCE OCTOBER 1
(BEGINNING OF WATER YEAR)

SNOWPACK

AS OF APRIL 1

38.6 inches (water content)
203% of average to date
(reflects April snow survey results)

THIS YEAR



POWER

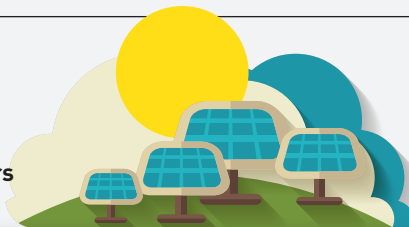
94.27%

customers
experienced no
outages

550 outage incidents
80,153 customers affected

SOLAR INCENTIVE PROGRAM

- 69 applications for rebates confirmed
- 1 day average confirmation time
- Calls to Solar Hotline returned within 24 hours



WATER

99.92%

customers
experienced
no service
interruptions

26 main leaks

520 service interruptions

WATER CONSERVATION RESPONSE UNIT:
CUSTOMER LEAK DETECTION

March 27-2		YTD 2017
Potential Leaks Investigated	69	531
Potential Leaks Found	23	187
Potential Water Savings (Gal.)	11,676	227,174

Pipes for second ultraviolet
disinfection plant for the
LA Reservoir.

2016 Drinking Water
Quality Report
www.ladwp.com/waterqualityreport

AVAILABLE

BY THE NUMBERS

In 2016, LADWP:

- Collected nearly 40,000 water samples
- Conducted more than 140,000 water quality tests
- Tested for more than 200 contaminants and constituents
- Supplied nearly 160 billion gallons of water to four million customers



CONSTRUCTION UNDERWAY

- Construction began: October 2016
- Current work: Installation of two 144-inch diameter pipes and four 120-144 inch diameter valves
- Personnel: 50+ LADWP in-house crews
- Completion date of pipe work: August 2017

Estimated completion of UV facility: 2020

COMMUNITY OUTREACH

Nearly 2,000 visitors attended the Annual Chatsworth Nature Preserve Earth Day Open House event on Sunday, April 2, co-hosted by LADWP.



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CUSTOMER SERVICE



37,665

customer calls
handled

98.73%

on time billing



96.03%

meters read



3.22%

estimated bills

This week's
average
hold time!

LADWP SPOTLIGHT

Earth Day LA takes place on Wednesday, April 19 at Grand Park between Grand and Broadway Avenues. Go to www.musiccenter.org/EarthDayLA for details.

STAT SHEET

POWER

Outages

94.27% of customers experienced NO OUTAGES during the week of March 27- April 2.

For the week, there were 550 outage incidents, affecting 80,153 customers.

- Full and partial circuit outages affected customers mostly in Sherman Oaks, Hollywood Hills, Hollywood, Harvard Park and Arlington Heights.
- Transformer outages affected customers mostly in Studio City, Mission Hills, Tujunga, Mid-city and North Hollywood.

Solar Incentive Program

The LADWP Solar Incentive Program (SIP) offers incentives to offset the cost of installing a solar rooftop system at a home or business. During the week of March 27-April 2, SIP confirmed 69 applications for rebates and did so in an average of one day's time. Calls to the Solar Hotline were answered within 24 hours.

Crowds Attend Tour of Chatsworth Nature Preserve

Nearly 2,000 visitors attended the Annual Chatsworth Nature Preserve Earth Day Open House on Sunday, April 2, co-hosted by LADWP and the Santa Susana Mountain Park Association. Chatsworth is the only nature preserve in the City of Los Angeles. The event featured a number of highlights, including a special Native American Tribal Blessing, live animal exhibits and two-mile guided walking tours around the Chatsworth Pond. The property is closed to the public to preserve habitat on the site and is only open for tours during this annual event.

Earth Day LA

LADWP, Grand Park and The Music Center invite the public to attend Earth Day LA festivities on Wednesday, April 19 at Grand Park between Grand and Broadway Avenues. There will be dance, music and story-telling performances inspired by themes of water conservation, climate change and the environment. LA residents with proof of ID can also take home a free tree. Composting workshops, kid-friendly yoga sessions and food trucks are also part of the day's activities. Go to www.musiccenter.org/EarthDayLA for details.

WATER

Service Interruptions

99.92% of customers experienced NO SERVICE INTERRUPTIONS during the week of March 27- April 2.

For the week, there were 26 main leaks and 520 service interruptions.

The Water Conservation Response Unit: Customer Leak Detection

- 69 potential leaks investigated, 531 so far in 2017
- 23 potential leaks found, 187 so far in 2017
- 11,676 gallons in potential water savings, 227,174 gallons so far in 2017

Snowpack Level Reflects a Dry March

The results of the April 1st snow surveys indicate the snowpack in the Eastern Sierra, which supplies a portion of the water we receive in LA, is sitting at 203% of an average year, to date. Although this is a very high number, it is a notable drop from the results of the March 1st snow surveys which were 243% of normal to date, an indication we lost water content between March 1 and April 1. The current snowpack level falls short of breaking the record set in the area in 1969. If the Eastern Sierra gets more snowfall in the month of April, we may end the snow year, neck and neck with 1983, the second wettest year on record.

Second LADWP Ultraviolet Disinfection Plant Under Construction

Construction began in October 2016 on a second LADWP Ultraviolet Disinfection Facility at the outlet of the LA Reservoir to comply with a State regulation that requires open reservoirs to be covered or to incorporate additional treatment. At this stage of construction, more than 50 LADWP in-house construction crews are performing connection work to an existing 120-inch diameter outlet line, to be completed in August. Contractors will then be brought in to perform the other phases of this project. The new LA Reservoir Ultraviolet Disinfection Facility is estimated to be operational by 2020.

2016 Drinking Water Quality Report Available for Download in Multiple Languages

As required by State water quality regulators, LADWP has prepared and made available to our customers, the annual Drinking Water Quality Report. A summary of the full report is also available in 25 languages including Farsi, Armenian and Korean. LADWP's water system supplied our 4 million customers with nearly 160 billion gallons of treated water in 2016. Over the 12-month period, our water quality team collected nearly 40,000 water samples throughout the city and conducted more than 140,000 water quality tests for compliance. We tested for more than 200 regulated and unregulated contaminants and constituents of interest. You can download a printable version at www.ladwp.com/waterqualityreport or call (213) 367-3182 to request a printed copy be mailed to you.

CUSTOMER SERVICE

- Customer call wait times averaged 30 seconds for the reporting period of March 27-April 2.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.