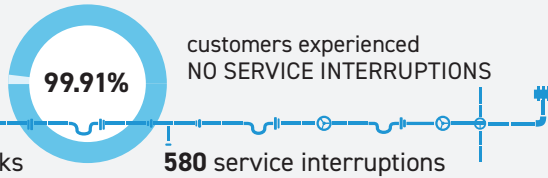


STAT SHEET

October 30-November 5, 2017

WATER



REBATES & SAVINGS



	Devices Rebated	Estimated Water Savings (in gallons)
Commercial low water urinals	472	18.88 million
Residential high efficiency toilets	2,182	12.87 million

Enough to supply 292 single-family homes in LA annually



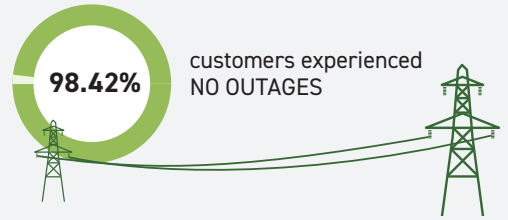
CUSTOMER LEAK DETECTION: WATER CONSERVATION RESPONSE UNIT

	Oct. 30- Nov. 5	Calendar YTD 2017
Potential Leaks Investigated	81	2,775
Potential Leaks Found	12	729
Potential Water Savings (gallons per day)	13,322	258,221

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POWER



GOING SOLAR



SOLAR INCENTIVE PROGRAM

- 107 applications confirmed
- 1 day confirmation time
- All calls to Solar Hotline returned within 24 hours
- 216.9 MW installed since program began in 1999

ENERGY SAVINGS:

COMMERCIAL

2017 SUMMER SHIFT PROGRAM

16,634 MWh saved = enough to power 2,772 homes for one year
Participants: 14 organizations, 140 accounts
Top energy reducer: LAUSD

COMMERCIAL LIGHTING INCENTIVES PROGRAM (Oct. 27- Nov. 2)

2,264 MWh saved = enough to power 377 homes annually

RESIDENTIAL

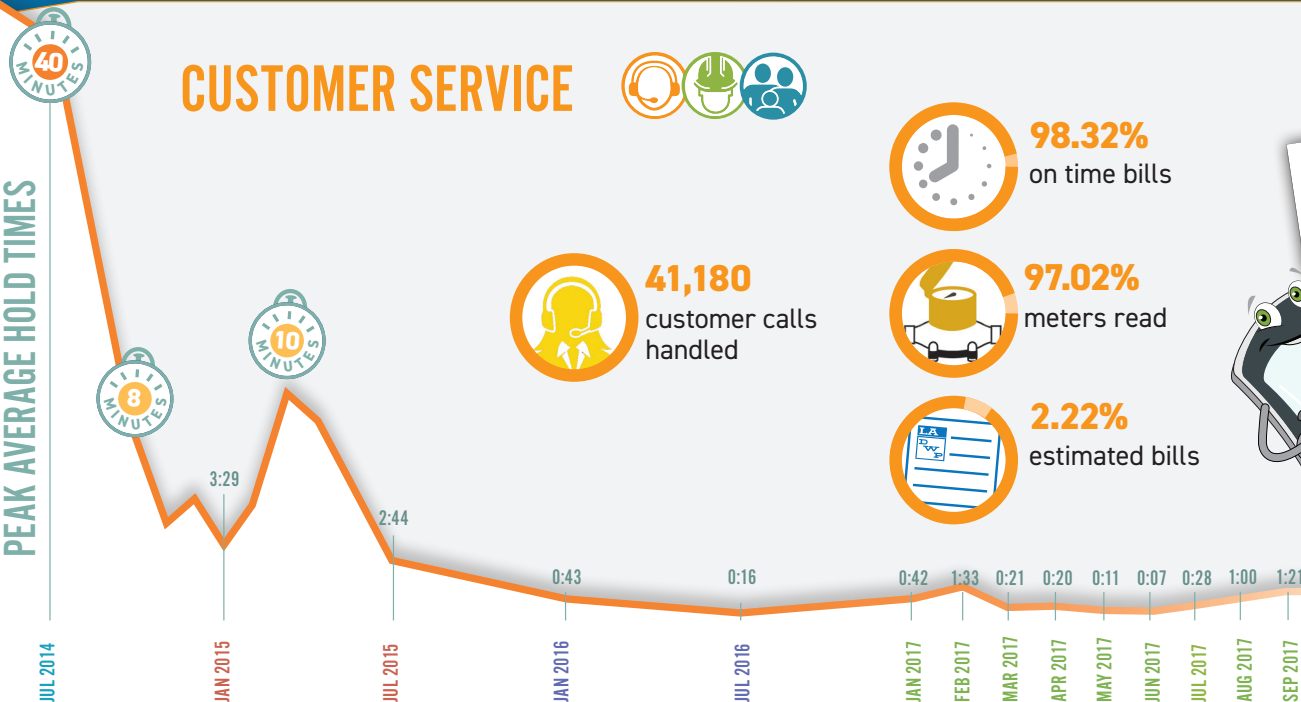
HOME ENERGY IMPROVEMENT PROGRAM (October 2017)

157 projects completed
340,954 kWh in estimated energy savings = enough to supply 57 homes on an annual basis
1.6 million gallons in estimated water savings = enough to supply 14 single-family homes on an annual basis

CUSTOMER SERVICE



PEAK AVERAGE HOLD TIMES



41,180 customer calls handled

98.32% on time bills

97.02% meters read

2.22% estimated bills



STAT SHEET

WATER

Service Interruptions

99.91% of customers experienced NO SERVICE INTERRUPTIONS

For the week, there were 29 main leaks and 580 service interruptions.

Water Conservation Response Unit: Customer Leak Detection (Oct. 30-Nov. 5)

- 81 potential leaks investigated, 2,775 so far in 2017
- 12 potential leaks found, 729 so far in 2017
- 13,322 gallons in potential daily water savings, 258,221 gallons so far in 2017

Efficient Toilets and Urinals Contribute to Water Savings

LADWP's commercial and residential customers took advantage of rebates for low water urinals and high efficiency toilets, respectively, to help attain notable water savings. So far this calendar year, through October, the water saved from low flow urinals and toilets have contributed to an estimated water savings of 31.75 million gallons of water, enough to supply 292 single-family homes in LA on an annual basis.

For information on commercial water rebate programs, visit www.ladwp.com/cwr. For residential water rebates, go to www.ladwp.com/rwr.

POWER

Outages

- 99.42% of customers experienced NO OUTAGES
- For the week, there were 222 outage incidents, affecting 8,705 customers.
- Full and partial circuit outages affected customers mostly in Westchester, Sun Valley, Chatsworth, East Hollywood and North Hollywood.
- Transformer outages affected customers mostly in Westwood, Venice, Koreatown, Highland Park and Pacific Palisades

Solar Incentive Program (SIP)

- SIP offers incentives to offset the cost of installing a solar rooftop system at a customer's home or business. To date, approximately 29,306 solar systems have been incentivized and put in service through SIP, totaling 216.9 MW.
- During the week, SIP staff confirmed 107 applications for rebates and did so in one day's time. All calls to the Solar Hotline were answered within 24 hours

LA School District Earns Top Energy-Saving Incentive Check

For the second year in a row, the Los Angeles Unified School District (LAUSD) was recognized by LADWP's Board of Water and Power Commissioners as the top energy-saver participating in the Summer Shift Program. As such, LAUSD earned an incentive of \$127,450.85. LAUSD's participation in the 2017 program helped save 12.7 MW,

enough to power close to 2,000 homes for one year. Summer Shift helped incentivize large commercial and industrial customers to shift their energy use away from the hours when demand for electricity is at its highest, as well to adjust thermostats and reduce lighting and air conditioner usage during peak hours. Overall, the accumulated savings from this year's Summer Shift participants totaled 16,634 MWh, enough to power 2,772 homes for one year.

LADWP/IBEW Local 18 Crews Shine at International Lineman's Rodeo

LADWP and IBEW Local 18 crews delivered another impressive performance at the 34th Annual International Lineman's Rodeo & Expo last month in Bonner Springs, Kansas, as one of its teams finished third in a Journeyman category and three of its individual linemen placed among the top five in Apprentice categories. The LADWP/IBEW Local 18 Journeyman team of Jason Berenbach, Mark Hughes and Michael Beach placed third in the Municipality Division. Among Apprentices, LADWP/IBEW Local 18's Kyle Morgan finished second and Dakota Elliot fifth in the Municipality Division, while Carlos Lopez placed fourth in the Hurtman Rescue competition. The strong showing continues an LADWP/IBEW Local 18 tradition of outstanding achievement among its linemen in safety, training and performance.



NEWS & NOTES

Area Teachers Attend LADWP-Sponsored Environmental Institute

Twenty-five 4th through 12th grade teachers from area schools attended the second of three Saturday sessions of the Environmental Institute held on October 28 at the Metropolitan Water District (MWD) headquarters downtown. The Environmental Institute, co-sponsored by LADWP, MWD and other agencies, is offered to area teachers over the course of three Saturdays. At the most recent session, participant learned from experts in the field of water resources and conservation, renewable energy and energy efficiency. After attending the training, each teacher is required to implement a project with their students and report a summary of this project to their school colleagues and at the last institute session. The first Saturday training took place at JFB on September 9. The last session will also return to JFB on December 9.

CUSTOMER SERVICE

- Customer call wait times averaged 1 minute, 4 seconds for the reporting period of October 30 - November 5.
- Customer call wait times have remained below the 3 minute goal since July 20-26, 2015.