

### WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS

JULY 2018-MARCH 2019



	# Devices	Applications	Water Savings
Smart Irrigation Controllers	2,512	1,896	~31M gal/yr
Sprinklerhead Nozzles	1,024	22	~881,000 gal/yr

- Total water savings ~32.2M gallons/yr = to providing water for ~293 homes annually

## NEWS & NOTES

LADWP IN THE COMMUNITY  
NEXTDOOR—APRIL 2019



- 445,897 verified residents
- 119,764 email opens
- 1,229 neighborhoods
- 2,757 digest clicks
- 27 posts
- 798 thanks
- 174,189 views

### LED DISTRIBUTION

WEEK 3 (MAY 13 – 18, 2019)

Total delivered: 265,150 LEDs



Energy savings: 420,701 MWH savings annually up to 23 years (average life cycle of bulb)  
⇒ Taking ~70,117 homes off the grid per year  
⇒ Avoiding ~146,366 metric tons of GHG emissions per year

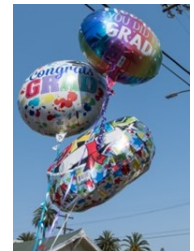
### ATTIC INSULATION REBATES CUSTOMER REBATE PROGRAM AUGUST 2018 TO MAY 15, 2019

<b>Total Applications Received</b>	<b>2,459</b>
Applications paid	988
Total square footage rebated	1.4M
kWh savings	285,994
Total energy savings = enough to serve 48 homes annually	

\*includes applications paid and payment in process

### MYLAR BALLOON OUTAGES MAY 13-19, 2019

- 41 Mylar balloon outage incidents
- 13,847 customers affected
- ~150 average # outages annually due to Mylar balloons



## CUSTOMER SERVICE

**35,888**  
customer calls handled

**97.08%**  
meters read

**98.71%**  
on-time bills

**2.91%**  
estimated bills

This week's AVERAGE HOLD TIME

**1:11**

# WATER

## SERVICE INTERRUPTIONS

99.94% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 21 main leaks and 420 service interruptions.

## WATER SAVING REBATES: RESIDENTIAL CUSTOMERS

LADWP helps residential customers reduce their water use and save on their bills by providing rebates on a variety of water-saving devices. From July 2018 through March 2019, LADWP provided rebates for 1,896 smart irrigation controllers and 22 sprinklerhead nozzles. Total rebates for these devices are expected to save about 32.2 million gallons of drinking water—enough water to supply 293 homes annually. Visit [www.ladwp.com/save](http://www.ladwp.com/save) to learn more about LADWP water conservation rebates for residential customers, large industries non-profits and multi-family residences.

# NEWS & NOTES

## LADWP IN THE COMMUNITY: NEXTDOOR

LADWP is active on the Nextdoor app. As a neighborhood utility, LADWP uses this forum to connect with our customers and to provide important information about LADWP events, programs and services. Currently, LADWP can reach 445,897 verified residents in 1,229 neighborhoods through Nextdoor. During the month of April, the Communications, Media and Community Affairs division recorded the following engagement on the app: 174,189 views, 119,764 email opens, 2,757 digest clicks, and 798 thank yous with 12,866 residents joining in the month. LADWP published 27 posts throughout the month of April.

# CUSTOMER SERVICE

- Customer call wait times averaged 1 minute 11 seconds for the reporting period of May 13 –19, 2019.

# POWER

## OUTAGES

93.46% of customers experienced NO OUTAGES.

For the week, there were 306 outage incidents, affecting 98,140 customers, including:

- 24 full and partial circuit outages that affected 26,862 customers mostly in Westwood, Woodland Hills, San Pedro, Central-alameda, and Harvard Heights.

- 15 transformer outages that affected 3,200 customers mostly in Pacific Palisades, Westchester, Hollywood University Park, and Echo Park.
- Customers affected report high due to patrol crews performing ground surges which is common after rain events. These momentary outages last 2-5 minutes, while crews isolate and make repairs to the system.

## FREE LEDS HELP LIGHT UP L.A.

LADWP's third annual citywide LED distribution to all 1.4 million residential electric customers kicked off on May 2, 2019. During the third week (May 13-18, 2019), a total of 132,575 LED kits (265,150 LEDs) were delivered to customers in the following LA neighborhoods: Rampart Village, Wilshire, MacArthur Park, Pico Union, Westlake, Baldwin Hills, Mid-Wilshire, University Park, Fashion District, Filipino Town, Chinatown, Picfair Village, Faircrest Heights, Downtown, Aliso Village, Boyle Heights, Glassell Park, Montecito Heights, East Hollywood, Hancock Park, Mid-City, and Oakwood. That amount of energy savings is equivalent to removing about 70,117 homes from the grid annually or avoiding approximately 146,366 metric tons of greenhouse gas emissions per year.

## ATTIC INSULATION CUSTOMER REBATE PROGRAM

From August 2018 to May 15, 2019 the LADWP attic insulation customer rebate program received 2,459 applications, and rebated a total of 1,455,847 square feet of insulation. The program has helped save 285,994 kilowatt hours which is equivalent to serving 48 homes annually. Introduced in August 2018, the rebate covers 80 percent of the cost of the materials and labor to install attic insulation, up to \$1 per square foot.

## MYLAR BALLOON OUTAGES

From May 13-19, 2019, there were 41 power outages caused by Mylar balloons, that affected 13,847 customers. To reduce the risk of power outages and potential injuries always remember to never release a Mylar balloon outdoors, use balloon weights, and keep away from power lines, never use metallic ribbon with metallic balloons, and always deflate balloon and dispose of them properly when no longer in use.

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