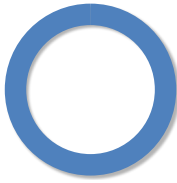




CUSTOMER SERVICE STAT SHEET

July 22-28, 2019

WATER



99.91%

of customers experienced
NO SERVICE INTERRUPTIONS
34 main leaks
680 service interruptions

POWER



98.18%

of customers experienced
NO OUTAGES
158 outage incidents
27,303 customers affected

WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS HIGH-EFFICIENCY CLOTHES WASHERS JANUARY-JUNE 2019



# Devices	Applications	Water Savings
2,803	2,803	~29.9M gal/yr

- Equivalent to providing water for **~276** homes annually



CHARGE UP L.A. CHARGING STATION REBATES AS OF JUNE 30, 2019



Program	Number Rebated
Commercial Charging Stations	1,407
Residential Charging Stations	964

- Total: **~\$7.1 million** in rebates for charging units

NEWS & NOTES

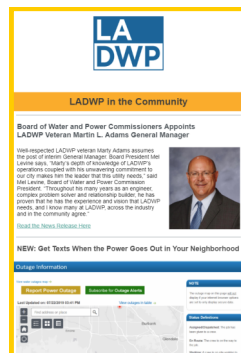
LADWP IN THE COMMUNITY JULY NEWSLETTER

Distributed July 30, 2019 to **1,778** emails

Open rate: **46.5%**

Click rate: **22.2%**

67.3% of users read on desktop, **32.7%** on mobile



ENERGY SAVINGS

AC OPTIMIZATION PROGRAM — FY 18-19 TOTALS

Program	Estimated Energy Savings (MWh/yr)
AC Optimization Program	16,415

Offsets annually:

- Energy for **2,736** homes
- 5,711** metric tons of greenhouse gas emissions
- 1,229** gas-fueled vehicles from the road



CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



37,139
customer calls handled



97.11%
meters read



98.74%
on-time bills



2.71%
estimated bills



2:16

WATER

SERVICE INTERRUPTIONS

99.91% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 34 main leaks and 680 service interruptions.

WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS: HIGH EFFICIENCY CLOTHES WASHERS

From January through June 2019, LADWP provided rebates for 2,803 high-efficiency clothes washers. The devices are expected to save about 29.9 million gallons of drinking water, enough to supply water to an estimated 276 homes annually. To help residential customers save water and lower their energy bills, LADWP increased the high-efficiency clothes washer rebate from \$300 to \$400 on July 1, 2018. Visit www.ladwp.com/save to learn about LADWP water conservation rebates.

NEWS & NOTES

MARTIN L. ADAMS APPOINTED AS LADWP GENERAL MANAGER AND CHIEF ENGINEER

The Los Angeles Board of Water and Power Commissioners appointed Martin “Marty” L. Adams as LADWP’s General Manager and Chief Engineer on July 23. Adams is a 35-year veteran of the Department and the first internally promoted General Manager in a generation. He most recently served as Chief Operating Officer (COO), where he oversaw LADWP’s extensive water and power operations. Adams was nominated to the post by Mayor Eric Garcetti in June, replacing outgoing General Manager David H. Wright. His formal appointment is subject to City Council confirmation, and he will serve as Interim General Manager until confirmed.

LADWP JULY COMMUNITY NEWSLETTER

The July edition of our LADWP in the Community Newsletter highlighted Marty Adams’ appointment as LADWP General Manager and Chief Engineer, as well as the new text and email power outage notification system available for signup by customers. The digital newsletter was sent to 1,778 subscribers on July 30, 2019 with an open rate of 46.5 percent - the industry average for an e-newsletter is 19 percent. The e-blast had an above average click rate of 22.2 percent with 67.3 percent of users reading the newsletter on a desktop and 32.7 percent via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.

POWER

OUTAGES

98.18% of customers experienced NO OUTAGES.

For the week, there were 158 outage incidents, affecting 27,303 customers, including:

- 5 full and partial circuit outages that affected 2,616 customers mostly in Adams-Normandie, Beverly Crest, Boyle Heights, Chatsworth and South Park.
- 44 transformer outages that affected 3,282 customers mostly in Downtown Los Angeles, El Sereno, Highland Park, Panorama City and Van Nuys.

CHARGE UP L.A.: CHARGING STATION REBATES

As we strive to create a clean energy future for Los Angeles, LADWP is at the forefront of efforts to electrify transportation. LADWP supports electric vehicle adoption, and we are building the infrastructure to Charge Up L.A., powering EVs in our customers’ homes and business. To incentivize drivers to choose EVs over gas-powered vehicles, LADWP offers rebates designed to promote equitable access to EVs. From July 2018 through June 2019, LADWP issued 1,407 commercial charging station rebates and 964 residential charging station rebates. Altogether, LADWP has provided about \$7.1 million in charging station rebates to Angelenos in fiscal year 2018-19.

ENERGY SAVINGS: AC OPTIMIZATION PROGRAM

LADWP’s AC Optimization program helps residential and commercial customers save on their cooling costs. The program, which is free for qualifying LADWP customers, provides services by certified, professional heating, ventilation, and air conditioning (HVAC) technicians from approved, licensed contractors to analyze cooling systems and provide basic maintenance and efficiency services. In fiscal year 2018-19, the program created an estimated annual energy savings of nearly 16,415 MWh, which is equivalent to avoiding 5,711 metric tons of CO2 emissions, taking 1,229 cars from the road annually and offsetting energy for 2,736 homes.

CUSTOMER SERVICE

Customer call wait times averaged 2 minutes and 16 seconds for the reporting period of July 22-28, 2019.

JOIN US LADWP.com

