

WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS HIGH-EFFICIENCY CLOTHES WASHERS JULY-AUGUST 2019

# Devices	Applications	Water Savings
359	359	~3.8M gal/yr

- Equivalent to providing water for ~35 homes annually



SOLAR STAR LADWP BOARD OF COMMISSIONERS RECOMMENDS EXPANSION OF FEED-IN TARIFF SOLAR PROGRAM

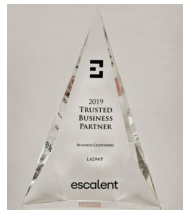
- Feed-in Tariff (FiT) expanded by **300 MW**, including **2 MW** for the Owens Valley
- 50 MW** to be implemented in the next year
- Project size increased to **10 MW**
- As of September 24, 2019: total of **96 FiT projects** in service totaling **66.2 MW**, producing energy to supply **18,000 homes**
- Subject to City Council approval



NEWS & NOTES

CUSTOMERS FIRST LADWP VOTED TOP "TRUSTED UTILITY" BRAND FOR A THIRD YEAR BY COMMERCIAL CUSTOMERS

- Ranked as one of the top 20 utilities in the U.S. in a national survey of commercial customers
- In FY 18-19, LADWP's Customer Service Division recorded the following metrics:
 - ⇒ Answered **>2M calls**
 - ⇒ **71 second** average hold time
 - ⇒ Handled **>25,000 emails**



CHARGE UP L.A. CHARGING STATION REBATES AS OF AUGUST 31, 2019

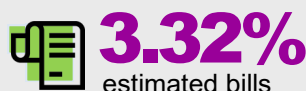
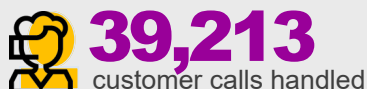


Program	Number Rebated
Commercial Charging Stations	1,735
Residential Charging Stations	1,022

- Total: ~\$8.7 million in rebates for charging units

CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



WATER

SERVICE INTERRUPTIONS

99.95% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 18 main leaks and 360 service interruptions.

WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS: HIGH EFFICIENCY CLOTHES WASHERS

From July through August 2019, LADWP provided rebates for 359 high-efficiency clothes washers. The devices are expected to save about 3.8 million gallons of drinking water, enough to supply water to an estimated 35 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

- LADWP has been recognized as a “Trusted Business Partner” utility for a third time by Escalent, a leading human behavior and analytics firm. The annual energy survey identified the top 20 utilities in the United States designated as the most trusted brands with LADWP being the top utility in the Western Region. The ranking is based on a national survey of commercial customers.
- Two innovative projects by LADWP were recently honored with six awards from the Western Council of Construction Consumers (WCCC) for excellence, sustainability and innovation in construction. The Tujunga Spreading Grounds Enhancement Project and the Beacon Solar & Battery Energy Storage System were each awarded three 2019 Owners’ Project Excellence Awards.
- The annual meeting of the Congress of Neighborhood Councils took place on Saturday, September 28. About 933 attendees, most representing Los Angeles’ 99 Neighborhood Councils, gathered at City Hall for an all-day event that included free workshops, classes and opportunities to network with elected officials and staff from every City department. LADWP staff participated by distributing information on programs and rebates and answering questions on a wide variety of topics.

CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 52 seconds for the reporting period of September 16-22, 2019.

POWER

OUTAGES

89.46% of customers experienced NO OUTAGES.

For the week, there were 140 outage incidents, affecting 158,147 customers, including:

- 17 full and partial circuit outages that affected 145,828 customers mostly in Adams-Normandie, Downtown Los Angeles, Historic South-Central, Vermont-Slauson and Watts.
- 15 transformer outages that affected 313 customers mostly in Central-Alameda, Harvard Park, Koreatown, Studio City and Van Nuys.
- A large outage occurred on September 22 caused by a mylar balloon that impacted the communities of Adams-Normandie, Vermont Vista, Vermont-Slauson, Hyde Park, Harbor Gateway, Watts, Historic South Central, Florence and Vermont Square.

LADWP BOARD OF COMMISSIONERS RECOMMENDS EXPANSION OF FEED-IN TARIFF SOLAR PROGRAM

LADWP’s Feed-in Tariff (FiT) program was recommended for expansion on September 24 by the LADWP Board of Commissioners, pending City Council approval. The proposal includes 300 megawatts (MW) of additional capacity and program changes aimed to boost participation. The Board authorized 50 MW of the 300 MW to be implemented in the next year. Part of LADWP’s Clean Grid L.A. initiative, the FiT program allows customers, solar companies and other third parties to develop solar or other eligible renewable energy projects within LADWP’s service territory and sell the power to the Department at a set price for distribution on the city’s power grid.

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 charging station rebates designed to promote equitable access to EVs. From July 2018 through August 2019, LADWP issued 1,735 commercial charging station rebates and 1,022 residential charging station rebates, providing a total of about \$8.7 million in rebates to Angelenos.

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