

## WATER



**99.86%**

of customers experienced  
**NO SERVICE INTERRUPTIONS**  
50 main leaks  
1,000 service interruptions

## POWER



**98.59%**

of customers experienced  
**NO OUTAGES**  
73 outage incidents  
21,082 customers affected

### WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS

#### RAIN BARRELS AND CISTERNS JULY 2018-SEPTEMBER 2019

	# Rebates	Gallons/yr
Rain Barrels	27	16,300
Cisterns	2	6,520

- Total water savings: **22,820 gallons/yr**



### ENERGY SAVINGS

#### AC OPTIMIZATION PROGRAM—NOVEMBER 2019

Program	Estimated Energy Savings (kWh/yr)
AC Optimization Program	1,022,133

Offsets annually:

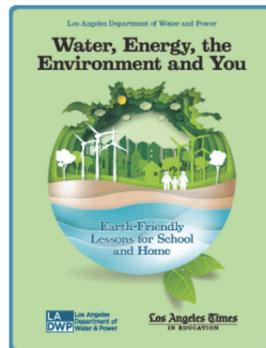
- Energy for **170** homes
- 356** metric tons of greenhouse gas emissions
- 77** gas-fueled vehicles from the road



## NEWS & NOTES

### TIMES IN EDUCATION PROGRAM

Number of Classrooms: **524**  
Total Students Reached: **~62,880**



### OUTDOOR AREA LIGHTING MONTHLY STATS—NOVEMBER 2019

- 379** lights repaired
- 41** overhead services replaced
- 37** new outdoor area lights installed
- 40** utilitarian lights installed



## CUSTOMER SERVICE

This week's AVERAGE HOLD TIME

**36,470**  
customer calls handled

**97.12%**  
meters read

**98.66%**  
on-time bills

**2.75%**  
estimated bills

**1:06**

# WATER

## SERVICE INTERRUPTIONS

99.86% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 50 main leaks and 1,000 service interruptions.

## WATER SAVING REBATES FOR RESIDENTIAL CUSTOMERS: RAIN BARRELS AND CISTERNS

LADWP continues to improve awareness of water use and encourage customers to invest in ways to conserve and capture water. Collecting and re-using rainwater for lawns and gardens minimizes the amount of water flowing into storm drains and local waterways, and offsets the use of drinking water for landscape irrigation. From July 2018 to September 2019, LADWP provided rebates for 2 cisterns and 27 rain barrels to residential customers, helping to save 22,820 gallons of water.

# NEWS & NOTES

- Working closely with the Los Angeles Unified School District and other local and regional educational organizations has been a long term investment at LADWP. For several years, LADWP has been a sponsor of the 'Los Angeles Times in Education' Program which offers three lesson packages covering different utility topics using the newspaper as a living textbook. The program also includes an annual art poster contest. For the 2018-2019 school year, the program reached 524 classrooms and approximately 62,880 students.
- LADWP employees came together to give back and support communities during the holidays. Groups at LADWP headquarters in Los Angeles participated in the long standing tradition sustained by the Donors' Welfare Plan by donating toys and support to organizations throughout LADWP's service area. Employees from the LADWP Northern District office in Bishop participated in a Toy Drive organized by the nonprofit, Inyo, Mono, Associates for Community Action (IMACA). Northern District staff provided new unwrapped gifts to IMACA, which were distributed to families in need.
- This holiday season, LADWP is reminding our customers to be vigilant when it comes to potential utility scams, so that their precious, hard-earned dollars stay in their pockets and not in the hands of crooks. Hanging up on any suspicious calls, even if the phone number looks familiar, and dialing LADWP directly at 1-800-DIAL-DWP, will ensure customers are connected to LADWP's call center. More tips at [www.ladwpnews.com](http://www.ladwpnews.com).

# POWER

## OUTAGES

98.59% of customers experienced NO OUTAGES.

For the week, there were 73 outage incidents, affecting 21,082 customers, including:

- 13 full and partial circuit outages that affected 17,688 customers mostly in Pacific Palisades, El Sereno, Panorama City, Watts, and Wilmington.
- 22 transformer outages that affected 300 customers mostly in Chatsworth, Northridge, Venice, and Pacific Palisades.

## 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 November 2019, the program created an estimated annual energy savings of 1,022,133 kWh, which is equivalent to avoiding 356 metric tons of CO2 emissions, taking 77 cars from the road annually and offsetting energy for 170 homes.

## OUTDOOR AREA LIGHTING

LADWP's Outdoor Area Lighting Group in the Power System installs outdoor lighting on power poles and streetlights to add much needed perimeter lighting for schools, homes, and businesses. This is a popular service that enhances safety in communities. The program began in the late 1990s and has since installed more than 21,000 outdoor lights. As part of this service, the team will inspect the requestor's property and will install outdoor area lighting (OAL) with energy efficient LED lights either on existing LADWP wooden power poles or on the Bureau of Street Lighting's steel and concrete lampposts. Installation, maintenance, and electricity are included for a low monthly cost. In the month of November, the group replaced 41 overhead services, installed 37 OALs and 40 LED utilitarian lights and repaired 379 units.

# CUSTOMER SERVICE

- Customer call wait times averaged 1 minute and 6 seconds for the reporting period of December 16-22, 2019.

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