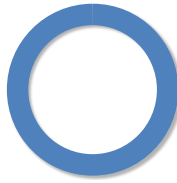




CUSTOMER SERVICE STAT SHEET

Jan. 27-Feb. 2, 2020

WATER



99.97%

of customers experienced
NO SERVICE INTERRUPTIONS
10 main leaks
200 service interruptions

POWER



98.5%

of customers experienced
NO OUTAGES
60 outage incidents
22,451 customers affected

WATER SAVING REBATES FOR RESIDENTIAL AND COMMERCIAL CUSTOMERS

HIGH EFFICIENCY TOILETS JULY-DECEMBER 2019



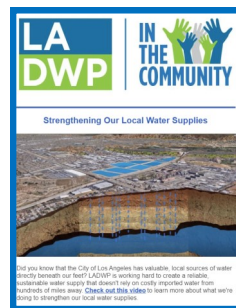
	# Devices	Applications	Water Savings
Residential	865	536	~7.1M gal/yr
Commercial	13,168	1,191	~45.2M gal/yr

Total water savings: **~52.3M gallons/yr**
Equivalent to providing water for **~482** homes annually

NEWS & NOTES

LADWP IN THE COMMUNITY JANUARY NEWSLETTER

Distributed January 29, 2020 to
2,023 emails
Open rate: **48.7%**
Click rate: **13%**
67.9% of users read on
desktop, **32.1%** on mobile



CHARGE UP L.A.!

LADWP PLUG-IN FLEET 2019 TOTALS

Purchased in 2019:
65 Chevrolet Bolts, **3** plug-in
hybrid trucks

Total fleet: **499** electric and
hybrid vehicles

- Offsets **1,945** metric tons
of GHG emissions
annually



ENERGY SAVINGS

RESIDENTIAL REFRIGERATOR PROGRAMS JULY-DECEMBER 2019

Program	Estimated Energy Savings (MWh/yr)
Refrigerator Exchange	~3,768
Refrigerator Recycle	~3,754

Combined annual energy savings:
~7,522 MWh/yr

Offsets annually:

- **2,617** metric tons of GHG emissions
- Energy for **1,254** homes
- **563** gas-fueled vehicles removed off the road



CUSTOMER SERVICE

This week's AVERAGE HOLD TIME



37,089
customer calls handled



97.54%
meters read



98.98%
on-time bills



2.21%
estimated bills



2:06

WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 10 main leaks and 200 service interruptions.

LADWP WATER SAVING REBATES: HIGH EFFICIENCY TOILETS

LADWP helps residential and commercial customers reduce their water use and save on their bills by providing rebates on a variety of water-saving devices. From July through December 2019, LADWP provided rebates for 14,033 high-efficiency toilets. The devices are expected to save about 52.3 million gallons of drinking water – enough to supply water to an estimated 482 homes annually. Visit www.ladwp.com/save to learn about LADWP water conservation rebates for residents, businesses, large industries, non-profits and multi-family residences.

NEWS & NOTES

- The January edition of our LADWP in the Community Newsletter was sent to 2,023 subscribers on January 29, 2020 with an open rate of 48.7 percent - the industry average for an e-newsletter is 19 percent. The e-blast had an average click rate of 13 percent with 67.9 percent of users reading the newsletter on a desktop and 32.1 percent via mobile. Sign-up today to start receiving our community news and info: <http://tinyurl.com/ladwpsignup>.
- L.A. experienced high winds from February 3-4, causing multiple outages across the city. LADWP's hardworking crews responded to restore power as quickly and safely as possible to the approximately 24,000 customers affected at the height of the storm.
- LADWP's "Lawn Be Gone" Hands on Workshops teach customers how to reduce and remove turf and replace it with a sustainable garden using low-water use, California-friendly and native plants. On January 25 and February 1, LADWP held two workshops in Hyde Park for 40 customers. Learn more at lawnbegonedwp.com
- Together with Los Angeles and Burbank officials, LADWP invited community members to Johnny Carson Park South on February 8 to meet "Luciana," the 200 ton Tunnel Boring Machine that will be part of the important Water System infrastructure project called River Supply Conduit 7 (RSC7). Close to 60 attendees participated in the event.

POWER

OUTAGES

98.5% of customers experienced NO OUTAGES.

For the week, there were 60 outage incidents, affecting 22,451 customers, including:

- 15 full and partial circuit outages that affected 15,821 customers mostly in Carthay, Highland Park, Hollywood Hills, Los Feliz and Van Nuys.
- 16 transformer outages that affected 626 customers mostly in Eagle Rock, Mar Vista, Playa Del Rey, Sun Valley and Van Nuys.

CHARGE UP L.A.: LADWP PLUG-IN FLEET 2019 TOTALS

LADWP operates one of the largest plug-in fleets in the city with a total of 392 all-electric and plug-in hybrid sedans and 39 plug-in hybrid bucket, cable puller, digger derrick, and stake bed trucks. In 2019, LADWP expanded its EV fleet with the purchase 65 Chevy Bolts and three plug-in hybrid trucks. This results in a total of 499 electric and hybrid vehicles in LADWP's fleet, which translates to about 1,945 metric tons (4.29 million pounds) of CO2 emissions avoided annually.

RESIDENTIAL REFRIGERATOR PROGRAMS:

LADWP helps residential customers reduce their energy use through many Efficiency Solutions Programs. The Refrigerator Exchange Program provides qualifying customers with a free Energy Star® refrigerator in exchange for their old, inefficient model. The Refrigerator Turn-in and Recycle Program provides a \$50 rebate for customers who recycled their old refrigerator through LADWP. From July through December 2019, participation in both programs saved 7,522 megawatt-hours of electricity annually. That amount of energy savings will offset electrical use for 1,254 homes, and avoid 2,617 metric tons of greenhouse gas emissions, which is equivalent to removing 563 gas-fueled cars from the road.

CUSTOMER SERVICE

- Customer call wait times averaged 2 minutes and 6 seconds for the reporting period of January 27-February 2, 2020.

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