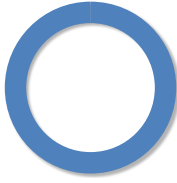


## WATER



**99.96%**

of customers experienced  
**NO SERVICE INTERRUPTIONS**  
13 main leaks  
260 service interruptions

## POWER



**96.29%**

of customers experienced  
**NO OUTAGES**  
52 outage incidents  
55,681 customers affected

### CA FRIENDLY LANDSCAPING @ LADWP FACILITIES

#### RECEIVING STATION U (RS-U)—COMPLETED FEBRUARY 7, 2020

- Landscaping type applied: Southwest Mediterranean
- **2,000 sq. ft.** turf removed
- Total water-wise landscape: **9,895 sq. ft.**
- Water savings: **296,850 gallons/yr = water for ~3 homes/yr**



### COMMERCIAL ENERGY SAVINGS & INCENTIVES OCTOBER-DECEMBER 2019 ACCOMPLISHMENTS

- Achieved **54%** of annual energy savings goal of 114 GWh
- Through 6 incentive programs, paid a total of **\$14M** with energy savings of **~61.6 GWh** = removing **6,781** gas fueled cars from the road, avoiding **31,664** metric tons of GHG emissions
- 3 programs highlighted below:



Commercial Lighting	Custom Performance	Upstream HVAC
<b>\$4M</b> incentives paid	<b>\$1.2M</b> incentives paid	<b>\$601M</b> incentives paid
<b>~17,809</b> MWh/yr savings	<b>~7,307</b> MWh/yr savings	<b>~3,001</b> MWh/yr savings

## NEWS & NOTES

### LADWP IN THE COMMUNITY NEXTDOOR—JANUARY 2019



## Nextdoor

- 550,274 verified residents
- 128,291 email opens
- 1,248 neighborhoods
- 862 digest clicks
- 14 posts
- 495 thanks
- 135,489 views

### OUTDOOR AREA LIGHTING MONTHLY STATS—FEBRUARY 2020

- **312** lights repaired
- **61** overhead services replaced
- **37** new outdoor area lights installed
- **88** utilitarian lights installed



## CUSTOMER SERVICE

This week's AVERAGE HOLD TIME

**37,339**  
customer calls handled

**97.62%**  
meters read

**1:58**

**98.62%**  
on-time bills

**1.94%**  
estimated bills

## WATER

### SERVICE INTERRUPTIONS

99.96% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 13 main leaks and 260 service interruptions.

### LADWP FACILITY RECEIVES CALIFORNIA-FRIENDLY LANDSCAPE MAKEOVER

LADWP facilities continue to receive drought tolerant landscape makeovers. Receiving Station U (RS-U) was retrofitted with Southwest Mediterranean landscaping, completed February 7, and will save 296,850 gallons per year, equivalent to the annual water savings for approximately three homes. Throughout 2019, LADWP has converted 3 of its facilities to water-wise landscaping through its California Friendly Landscape Update program. The drought tolerant installations will potentially save 836,520 gallons per year, enough water for approximately 8 homes annually.

## NEWS & NOTES

- LADWP is active on the Nextdoor app. Currently, LADWP can reach 550,274 verified residents in 1,248 neighborhoods through Nextdoor. During the month of January, the Communications and Public Affairs division recorded the following engagement on the app: 135,489 views, 128,291 email opens, 862 digests clicks and 495 thanks, and published 14 posts.
- In response to questions and concerns about whether the COVID-19 Pandemic could affect the continuity of water and power service to residents, businesses and institutions, LADWP wants to reassure our customers that we have been and continue to take steps to ensure our core mission of delivering reliable water and electric service continues uninterrupted. Read LADWP's full statement: <https://www.ladwpnews.com/a-message-from-ladwp-regarding-power-water-service-during-coronavirus-covid-19-pandemic/>
- LADWP's Lankershim Great Streets stormwater capture project broke ground on March 5, and will increase groundwater recharge in the San Fernando Groundwater Basin, helping to step up local water supply and decrease reliance on purchased, imported water. The target average yearly capture rate for the project is 100 acre-feet per year which amounts to a supply that can serve up to 400 households on an annual basis.

## POWER

### OUTAGES

96.29% of customers experienced NO OUTAGES.

For the week, there were 52 outage incidents, affecting 55,681 customers, including:

- 9 full and partial circuit outages that affected 3,652 customers mostly in Bel-Air, Downtown Los Angeles, Harvard Park, West Hills and Winnetka.
- 15 transformer outages that affected 233 customers mostly in Beverly Crest, North Hollywood, Venice, Vermont Square and Windsor Square.

### COMMERCIAL ENERGY SAVINGS AND INCENTIVES: OCTOBER-DECEMBER ACCOMPLISHMENTS

LADWP continues to assist its commercial customers in saving energy and costs. The Department's six commercial, industrial and institutional energy efficiency incentive programs achieved 54% of the annual energy savings goal of 114 GWh in the second quarter of fiscal year 2019-2020 (from October to December 2019). The programs also paid out a total of \$14 million in incentives with energy savings of approximately 61.6 GWh. That amount is equivalent to removing 6,781 gas-fueled cars from the road and avoiding 31,664 metric tons of greenhouse gas emissions per year.

### 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. 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 61 overhead services, installed 37 OALs and 88 LED utilitarian lights and repaired 312 units.

## CUSTOMER SERVICE

Customer call wait times averaged 1 minute and 58 seconds for the reporting period of March 2-8, 2020.

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