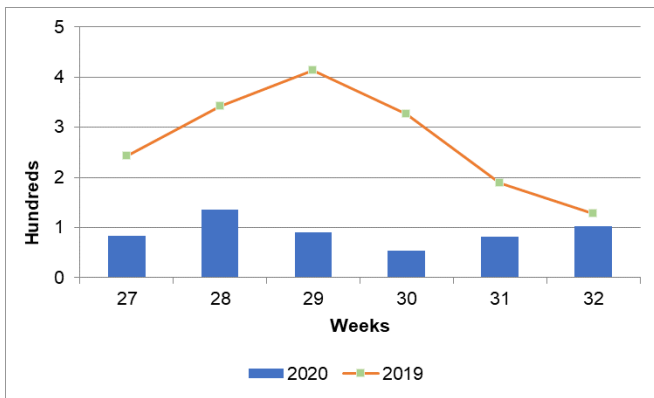


CUSTOMER SERVICE



SCAM CALLS

Approx. 100+ scam calls this week
Lower than same time last year



COMMERCIAL ENERGY SAVINGS & INCENTIVES

COMMERCIAL DIRECT INSTALL FY 19-20 TOTALS



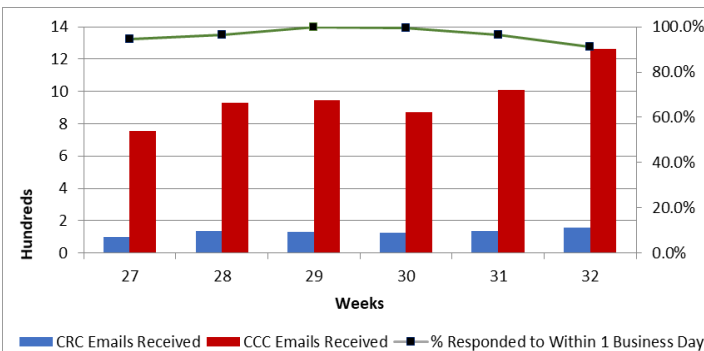
Combined energy savings: ~59,438 MWh =

- Taking ~9,906 homes off the grid
- Avoiding ~20,334 metric tons of greenhouse gas emissions per year
- Removing ~4,443 gas-fueled cars from the road annually



Customer Emails & Response

103% increase in weekly average of emails received in last six weeks compared to pre-pandemic weekly average



LADWP IN THE COMMUNITY NEXTDOOR—JULY 2020



Nextdoor

- 606,080 verified residents
- 1,250 neighborhoods
- 17 posts
- 65,611 views
- 22,222 email opens
- 131 digest clicks
- 92 thanks

CUSTOMER SERVICE STATS

This week's AVERAGE HOLD TIME

22,896
customer calls handled

94.48%
meters read

95.14%
on-time bills

4.79%
estimated bills

27:18

WATER

SERVICE INTERRUPTIONS

99.97% of customers experienced NO SERVICE INTERRUPTIONS.

For the week, there were 12 main leaks and 240 service interruptions.

NEWS & NOTES

LADWP is active on the Nextdoor app. Currently, LADWP can reach 606,080 verified residents in 1,250 neighborhoods through Nextdoor. During the month of July, the Communications and Public Affairs division recorded the following engagement on the app: 65,611 views, 22,222 email opens, 131 digests clicks and 92 thanks, and published 17 posts.

CUSTOMER SERVICE

SCAM CALLS

Reported scams have decreased compared to the same period last year. The trend of increased customer awareness of scams was assisted by the fact that the Mayor announced that there would be no disconnections until the end of the year, and assistance from our social media and website marketing efforts warning customers of such scams and that LADWP is here to help with payment plans and arrangements.

CALL WAIT TIMES

Customer call wait times averaged 27 minutes and 18 seconds for the reporting period of August 3-9, 2020. The call handle times are increasing slightly as we see an increase in billing inquiries due to the effects of the June 1st week of civil unrest. Customers' usage was estimated that week as field crews were unable to go out to the field. Those meter reads were estimated and then actual reads were acquired in the next cycle (first week of August).

CUSTOMER EMAILS

As call wait times increased, customers looked for other contact channels to reach us. CSD has seen a 103% increase in weekly average of emails received in the last six weeks compared to the pre-pandemic weekly average. All received responses within one business day.

POWER

OUTAGES

98.65% of customers experienced NO OUTAGES.

For the week, there were 55 outage incidents, affecting 20,166 customers, including:

- 9 full and partial circuit outages that affected 6,052 customers mostly in West Hills, Broadway-Manchester, Canoga Park, Woodland Hills and North Hollywood.
- 11 transformer outages that affected 281 customers mostly in Florence, Venice, Broadway-Manchester, Canoga Park and Atwater Village.

COMMERCIAL ENERGY SAVINGS & INCENTIVES: COMMERCIAL DIRECT INSTALL

Since 2012, businesses and other non-residential customers have received free energy and water efficiency upgrades through the Commercial Direct Install program, helping reduce the city's carbon footprint. The program is available to small & mid-size non-residential customers. Upgrades include installing energy efficient, LED lighting, LED exit signs, low-flow water devices, and pre-rinse spray valves. In fiscal year 2019-2020, the program saved Los Angeles customers nearly 59,438 megawatt-hours of energy, avoiding approximately 20,334 metric tons of CO2 emissions per year. Annually, that amount is equivalent to removing about 4,443 gas-fueled cars from road and offsets energy for approximately 9,906 homes.