

2024-25

Briefing Book



LA
DWP

[LADWP.com](https://www.ladwp.com)

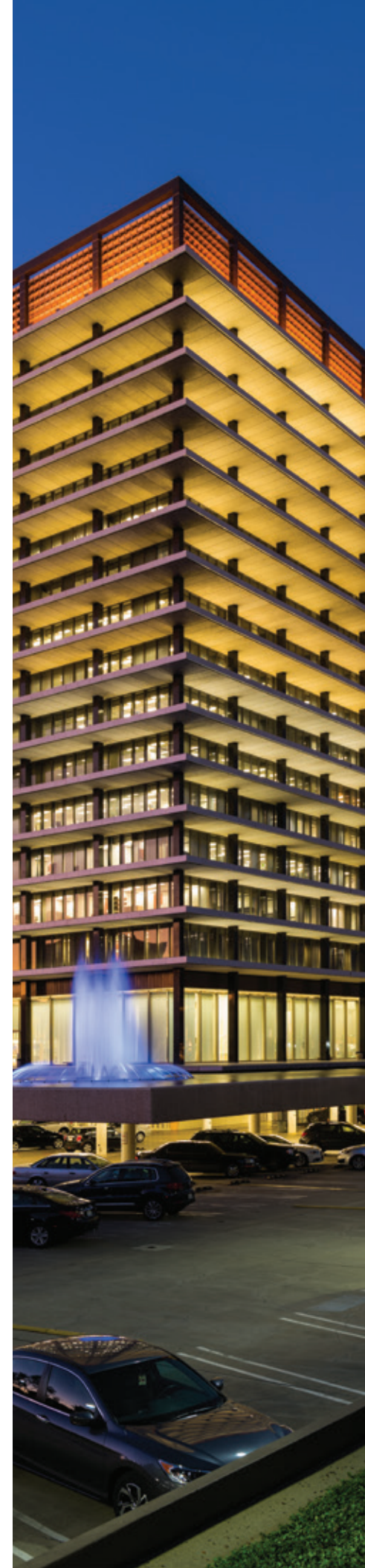
The Los Angeles Department of Water and Power (LADWP) is the nation's largest municipal water and power utility, with 8,081 megawatts (MW) of electric capacity and serving an average of more than 399 million gallons of water per day to Los Angeles' approximately four million residents, businesses, and visitors. For more than 100 years, LADWP has provided the city with reliable water and power service in a cost-effective and environmentally responsible manner. With a workforce of nearly 12,000 employees, LADWP is guided by the five-member Board of Water and Power Commissioners, appointed by the Mayor and confirmed by the City Council.

Mission Statement

The Los Angeles Department of Water and Power exists to support the growth and vitality of the City of Los Angeles, its residents, businesses, and the communities we serve, providing safe, reliable, and cost-effective water and power in a customer-focused and environmentally responsible manner.

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Board of Water and Power Commissioners



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President



George McGraw
Vice President



Nurit Katz
Commissioner



Mia Lehrer
Commissioner



Wilma Pinder
Commissioner

Our Leadership Team



Janisse Quiñones
CEO and
Chief Engineer



Daniel Aeschleman
Chief Safety Officer



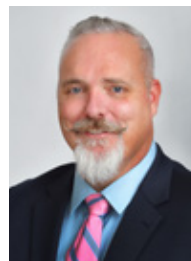
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Message from the CEO & Chief Engineer

When I joined the Los Angeles Department of Water and Power in May 2024, there were many characteristics I admired about this organization: its commitment to creating programs and initiatives to support L.A.'s most vulnerable communities; its development of a workforce that is both talented and diverse; its investments in projects on the vanguard of innovation within the utility industry.

Since then, the Department has enjoyed many successes, from implementing new, forward-thinking ways to support our customers' well-being as we face more extreme weather events, to breaking ground on a water recycling project that will have profound impacts on our future water supply. Our organization also has been tested by its share of challenges, including the heat storms of September and October 2024 and the unprecedented destruction wreaked by Los Angeles' January 2025 windstorm and wildfires.

Throughout those successes and challenges, those admirable characteristics remained steadfast. Day after day, our employees consistently show up for Los Angeles, our communities, and each other. Their dedication evidently shows that they understand and embrace what it means for LADWP to be a public utility.

Because as a public utility, all that we do is for the benefit of our customers, our communities, and a greener, safer, and more sustainable world for all. Whether it's a blue sky day or a day marked by a crisis, that is and remains our commitment to our customers and our city: LADWP is in service for you, for Los Angeles, and for our future.

Janise





In Service for You

At LADWP, serving our customers stands at the forefront of all that we do. As a provider of critical life services to the City of Los Angeles, our programs and business decisions are guided by our commitment to excellent customer service, with special care to reach our underrepresented and most vulnerable communities. As we continue to provide programs and services for all our customers, we also make sure to directly connect with them where they need us the most. Whether it is through direct access to our representatives who provide customized recommendations for ways to save on water, power, and bills, or through community engagement when designing our plans for a clean energy future and local water supply enhancements, we keep our customers first.

Our LA100 Equity Strategies study provides guidance for how we can intentionally design an equitable pathway to a 100 percent carbon-free grid. The study continues to inform the creation of several equity-driven clean energy policies and customer programs to ensure all Angelenos will share the benefits of L.A.'s carbon-free future. The initiative encompasses a myriad of customer programs designed to support our disadvantaged communities—including our Comprehensive Affordable Multifamily Retrofits (CAMR) program to incentivize energy efficiency and electrification in underserved communities, our Shared Solar program to enable customers in multi-family dwellings to enjoy solar energy without needing to install their own rooftop panels, and our used electric vehicle (EV) rebates that offer increased incentives for customers participating in our financial assistance programs. In 2024, we hosted Cool LA Heat Relief for Seniors events, helping elderly, income-qualified, and vulnerable customers better manage the impacts of extreme heat.

With our water conservation programs, we empower our customers to share in L.A.'s journey to a more resilient water future. Since its inception more than a decade ago, participants in our turf replacement rebate program have swapped nearly 52 million square feet of water-thirsty lawns with drought-tolerant landscaping, saving enough water to supply more than 28,000 homes annually. In 2025, LADWP will launch a new program that will provide free lawn transformations for customers in underserved communities, ensuring more equitable access to sustainable, water-conserving landscaping.

In Service for Los Angeles

The water and power services we provide are essential to Los Angeles, and we recognize the critical role our public service plays in making L.A. a vibrant, thriving metropolis. With reliable water and electricity, L.A.'s schools are in session, businesses are bustling, homes are comfortable, and hospitals are providing dependable care. Keeping our city alive is key to sustaining and growing the economy through jobs and business. As such, we take pride in our role in supporting and strengthening the economic development of the communities we serve.



As a business operation, LADWP is also pleased to work with the business community by providing contracting opportunities for goods and services. We promote these opportunities through Supplier Diversity Fairs that create connections for local underrepresented small businesses to do business with us and other City agencies. As these contracts help us maintain our infrastructure and support our operations, they also support business growth in the region.



LADWP's workforce of nearly 12,000 dedicated public servants is key to meeting LADWP's mission of providing safe, reliable, equitable, and affordable water and power to Los Angeles. Our hard work ensures that we can reliably operate and meet the vital needs of our city. As we sustain our workforce and we recruit employees to carry on the torch, we also strive to establish pathways for secure employment for community members. The Utility Pre-Craft Trainee Program, administered in partnership with the International Brotherhood of Electrical Workers (IBEW) Local 18, had 124 active trainees at the end of September 2025, for a total of 611 participants since the program's inception.

In Service for Our Future

LADWP continues to balance our daily operations while planning and preparing for the needs of Los Angeles' future. As we manage the undeniable impacts of climate change on our water supply, our energy sources, and our operations, we implement measures to keep LADWP and our city resilient and sustainable. Enhancing local water supplies to reduce reliance on imported water and adopting more renewables into our energy mix are key strategies for sustainability. To further manage the growing list of environmental risks like wildfires, atmospheric rivers, hurricanes, and other natural disasters, we are strengthening our systems, infrastructure, partnerships, and plans to ensure we maintain the reliability of water and power service for our customers.

In 2024, the Los Angeles Board of Water and Power Commissioners unanimously approved a motion that will ensure that green solutions focused on biodiversity preservation are integrated into our regular operations. Preparations also are already underway to ensure reliable and resilient water and power service when the city hosts a number of global events in the coming years, including the FIFA World Cup in 2026 and the Olympic and Paralympic Games in 2028.

On the power side, LADWP continues to achieve key milestones in our efforts to meet L.A.'s target of 100 percent clean energy by 2035. Among these was the 2024 completion of the first phase of Eland Solar and Storage Center. Once it's fully online in 2025, this solar and storage project is expected to push Los Angeles to 64 percent clean energy. Also important in our clean energy transition is the development of infrastructure to support ongoing electrification efforts. In 2025, we will break ground on two EV charging hubs that will help make DC fast charging stations for electric vehicles more accessible to L.A.'s underserved areas.



Our Water System is making substantial progress toward our goals to diversify our water portfolio. Recycled water is a key component in meeting these goals, and in 2024, we reached an important recycled water milestone when our Los Angeles Groundwater Replenishment project began construction at our partner agency L.A. Sanitation and Environment's Donald C. Tillman Water Reclamation Plant. The year also saw the completion of groundwater remediation facilities in the San Fernando Valley, which will clean up contaminated groundwater and contribute to a sustainable local water supply.

Our year also brought significant strides toward becoming a more modern utility, as we built out a diverse executive leadership team. Comprised of an equal balance of Department veterans and experienced utility experts from the private sector, our leadership team brings together wide-ranging perspectives, backgrounds, and expertise to address significant gaps in the Department's organizational leadership and to further propel us to becoming Los Angeles' utility of the future.

Our considerable achievements from 2024 demonstrate that we continue to stand as a utility leader that prioritizes operational excellence while keeping our customers, our communities, and our future central to every decision we make.



Water for L.A.

LADWP's Water System supports the vitality and sustainability of Los Angeles by providing our customers and the communities we serve with reliable, high-quality, and competitively priced water services in a safe and environmentally responsible manner. We are the nation's second largest municipal water utility. In fiscal year 2023-24, we supplied approximately 146 billion gallons of water, and an average of more than 399 million gallons per day, to 743,052 water service connections.

LADWP has a strong history of water resources management. As Los Angeles has grown from a population of 102,000 in 1902 to approximately 4 million today, we have continually provided reliable, high-quality water to our city. In addition, our customers have embraced conservation, making efficient water use a way of life. Our Water System is committed to continuing to be a national and global leader in innovative water management by focusing on three key areas: the safety of drinking water, reliability of water infrastructure, and development of sustainable local water supplies.





Water System

Los Angeles' Water Sources

Delta

Sierra Nevada Mountains

State Water Project

Los Angeles Aqueduct

Colorado River Aqueduct

City of Los Angeles
Stormwater, Groundwater,
Water Recycling, and Conservation



Water Facts

Approved Water Budget (FY 2024-25)

\$1.7 billion total
\$745 million for operations and maintenance
\$958 million for capital projects
\$214 million for purchased water

Water Use (FY 2023-24)

101 average gallons per capita per day (GPCD)

Residential Customers (FY 2023-24)

284,995 acre-feet per year or
254 million gallons per day (MGD)

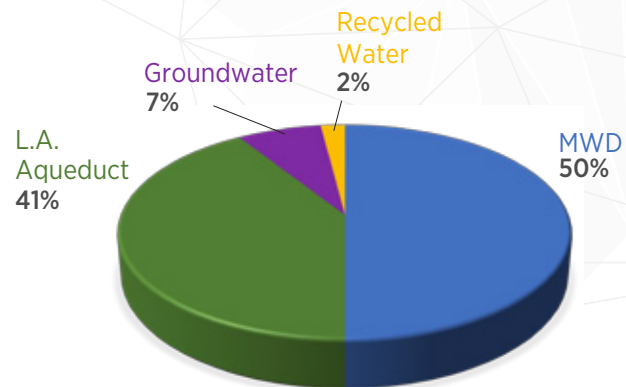
Commercial/Industrial/ Institutional Customers (FY 2023-24)

128,484 acre-feet per year or
114 MGD

Annual Water Supplied to Customers (FY 2023-24)

144 billion gallons
743,052 active water service connections

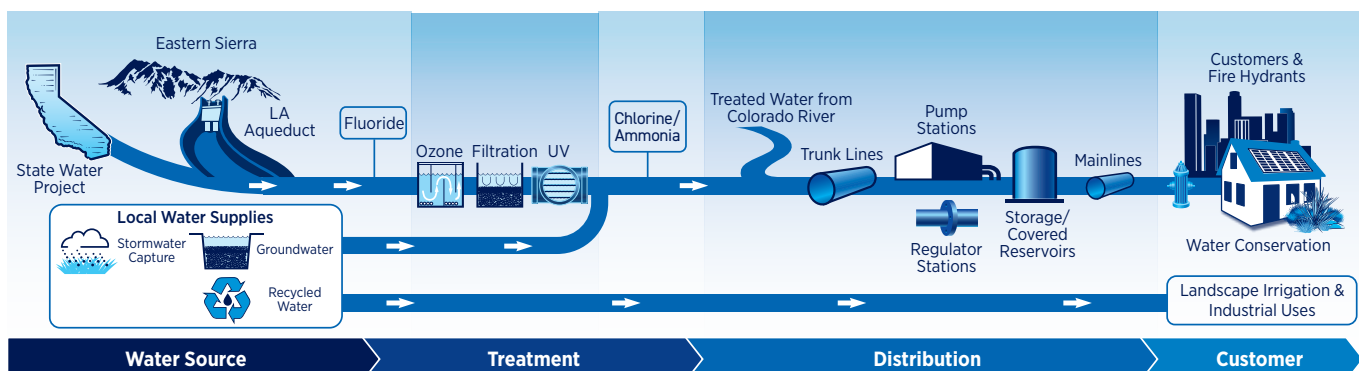
Water Supply Sources (5-year average, FY 2020-24)



Water System Infrastructure

7,341 Distribution Mainlines and Trunk Lines (miles)
116 Tanks and Reservoirs
39 Treatment Facilities
86 Pump Stations
350 Regulator and Relief Station
18 L.A. Aqueduct Reservoirs and Dams
707,300 Water Meters
61,138 Fire Hydrants
109 Service Zones
323,545 Total Storage Capacity (acre-feet)
(In-city and along the L.A. Aqueduct)

For reference, an acre-foot of water is roughly equivalent to one foot of water covering a football field.



Water Reliability and Resiliency

Upgrading Water Infrastructure

LADWP maintains a vast water system of approximately 7,341 miles of mainlines and trunk lines to deliver water to Los Angeles residents and businesses for their daily needs. A large percentage of our pipe was installed at the turn of the last century, and more than 30 percent of LADWP's mainlines are over 80 years old.

Our Asset Management Program allows us to monitor, maintain, and upgrade or replace infrastructure strategically and in the most optimal way to minimize impacts to customers. Using data and field assessments, we strategically prioritize the replacement of aging infrastructure. LADWP has steadily increased the replacement of aging distribution pipes, with a long-term goal of achieving a 150-year replacement cycle. For fiscal year 2024-25, our target was to replace 240,000 feet of mainline and 5,785 feet of trunk lines as well as upgrade or replace portions of the Los Angeles Aqueduct, tanks and reservoirs, pump stations, pressure regulating stations, system valves, water meters, and other infrastructure improvements.

LEAK RATE

LADWP maintains a high level of water service reliability. Due to our targeted efforts to replace pipe in areas with the highest leak density, our average rate of pipe leaks in fiscal year 2023-24 was 14.7 leaks per 100 miles of pipeline—well below the national average of 25 leaks per 100 miles of pipes.



Water Infrastructure Upgrades—At a Glance

Infrastructure Replacements	FY 2023-24 Goals	FY 2023-24 Achievements	FY 2024-25 Goals
Distribution mainlines (pipes 20 inches or smaller in diameter)	225,000 feet	236,500 feet	240,000 feet
Trunk lines (pipes greater than 20 inches in diameter)	6,900 feet	4,836 ¹ feet	5,785 feet
Large valves	5	6	5
Pressure regulator stations			
- Replacement	2	2	2
- Retrofit	8	9	8
Pumps/motors	12	19	14
Small meters	34,000	30,100 ²	34,000

¹Below goal due to inclement weather and project delays
²Below goal due to industry-wide supply chain shortage in which meter manufacturers were unable to keep up with demands, a residual effect from the pandemic



LADWP's leadership in seismic resiliency continued in 2024, when our City Trunk Line North Unit 1 crews installed a new type of earthquake-resistant ductile iron pipe.

Seismic Resiliency

Since our installation of the nation's first earthquake-resistant ductile iron pipe (ERDIP) in 2013, LADWP has been a proven national leader in seismic resiliency. In the years since, we have continued to strengthen the resilience of Los Angeles' water infrastructure in the event of a major seismic event or other natural disaster. We have steadily expanded our ERDIP network, focusing on critical locations within the water distribution system that are most vulnerable to large ground movement. As of the end of 2024, LADWP has laid more than 55 miles of ERDIP, a specially designed ductile iron pipe with seismic joints and welded steel pipeline, with additional installations planned as part of future infrastructure replacement projects.

LADWP is continuing the seismic improvement program for the dams and reservoirs along the Los Angeles Aqueduct to strengthen the resiliency of this precious water supply. North Haiwee Dam No. 2 is currently being constructed to replace the existing North Haiwee Dam, and Tinemaha Dam Seismic Replacement Project is in the final planning phase.

City Trunk Line North Unit 1 Project

Approximately 20,029 linear feet of 54-inch-diameter ERDIP will be installed as part of the City

Trunk Line North Unit 1 Project. The project will replace the existing riveted steel Los Angeles City Trunk Line, which was installed in 1924 and is nearing the end of its service life, from the Van Norman Bypass Reservoir Outlet Line connection in the Van Norman Complex to Terra Bella Street. Construction began in 2023, and both in-house crews and contractors will install portions of the project. Planned to be fully completed in 2030, the project will increase reliability and resiliency to the Los Angeles Reservoir Area.

Learn More: [LADWP.com/CTLN](https://ladwp.com/CTLN)

Roscoe Trunk Line

Construction is planned to begin in 2025 on the Roscoe Trunk Line Project (RTL), consisting of two approximately 2-mile units—RTL Unit 1 and RTL Unit 2. The project will replace the more than 4 miles of the Western San Fernando Valley's original Roscoe Trunk Line, which was installed in 1917 and has a history of water leaks and breaks. During the RTL's estimated 8-year duration, approximately 21,000 linear feet of existing aging pipeline that runs along Roscoe Blvd will be replaced from Mason Street to Louise Avenue with 48-inch diameter ERDIP and welded steel pipe. The project will also install 18,000 feet of 16-inch diameter parallel mainline, 2,300 feet of 12-inch diameter mainline on Reseda Blvd, regulator stations, and other fixtures.

Learn more: [LADWP.com/WestValleyProjects](https://ladwp.com/WestValleyProjects)

North Haiwee Dam No. 2 Project

The North Haiwee Dam No. 2 Project requires building a new earth-fill dam located 800 feet north of the existing North Haiwee Dam, which was constructed in the early 1900s and no longer meets current seismic standards. The new dam will be about 2,000 feet long and 40 feet tall. This project has been under construction since July 2021. Both the Cactus Flats Road realignment and the Los Angeles Aqueduct realignment have been completed, and the project's completion is expected in 2028.

Learn more: [LADWPEasternSierra.com/NHD2](https://ladwpeasternsierra.com/NHD2)



Our Sustainable Water Future

LADWP is committed to providing a water supply that is resilient, reliable, sustainable, high quality and cost effective as we confront extremes in weather conditions and address other climate-related challenges in managing our city's water supply.

From the Sierra Nevada and the Colorado River to the ground beneath our feet in Los Angeles, our city's water comes from a variety of diverse sources: the Eastern Sierra and Owens Valley via the Los Angeles Aqueduct, the Northern Sierra and Sacramento-San Joaquin Delta via the State Water Project, the Colorado River via the Colorado River Aqueduct, and local water supplies including groundwater and recycled water.

In recent years we have seen intensifying swings in hydrological conditions, including the wettest years following the driest three-year period on record for California. To ensure a sustainable water supply, we continue diversifying and expanding our local water resources by increasing the use of recycled water, improving the capacity for stormwater capture, cleaning up contamination of the San Fernando groundwater basin, and expanding our capability to store water to mitigate hydrologic extremes. We work to ensure access to our critical imported supplies in addition to relying upon our customers to adopt water-efficient measures and continue their strong water conservation efforts.

Learn more: [LADWP.com/UWMP](https://ladwp.com/UWMP)

Accomplishment: In FY 2023-24, we recycled 3.4 billion gallons of water, offsetting drinking water for more than 40,000 L.A. households for a year.

Water Conservation

Water conservation is at the core of multiple strategies to ensure a sustainable water supply, and Angelenos have long embraced water-saving ethics. LADWP customers have diligently developed and maintained their water-efficient habits, with water use dropping by 33 percent in the past 15 years as a result of their efforts.

After multiple consecutive dry years, LADWP experienced record snowpack and precipitation at the start of 2023. In August 2023, approximately one year after the Emergency Water Conservation Plan was elevated to Phase 3, which permitted outdoor watering only two days per week, customers were allowed to return to irrigating their landscaping three days per week. Despite this change, Angelenos' average water use was maintained at 101 gallons per capita per day (GPCD) through July 2024. This was the same average water use measured prior to lifting the irrigation restrictions, a clear sign of Angelenos' commitment to making water conservation a way of life in the City of Los Angeles.

LADWP continues to encourage conservation and water use efficiency through our tiered rate structure, which incentivizes lower water use. We educate customers about water conservation through various outreach and educational programs, and we offer generous incentives for water-saving measures and devices, such as turf replacement and high-efficiency clothes washers. In addition, LADWP's Water Loss Task Force continues to develop and implement strategies to detect and reduce already low water leakages in our distribution system.

Learn more: [LADWP.com/WaterConservation](https://ladwp.com/WaterConservation)

By the Numbers

33 %	Less per capita water use since 2007
30+	Years of mandatory water conservation ordinances
55.8 million	Square feet of turf replaced since 2009
4+ million	High-efficiency toilets, washing machines, showerheads, and faucets rebated/ distributed since 2015

Water Reuse and Groundwater Replenishment

Pure Water Los Angeles

In 2024, the Pure Water Los Angeles program was announced. This water supply initiative unites two previously separate programs—LADWP’s Operation Next and L.A. Sanitation and Environment’s (LASAN) Hyperion 2035—into a single program. LADWP and LASAN are partnering in this collaborative effort to purify recycled water to help provide a reliable, sustainable, and safe local drinking water supply for Los Angeles that increases and optimizes the city’s local supplies.

Through the program, Membrane Bioreactors will be constructed to produce a higher-quality source water, which will be further purified at a new Advanced Water Purification Facility. New infrastructure will be built to distribute the purified water throughout the city for potable reuse applications.

Under the program, purified recycled water, through a process known as indirect potable reuse (IPR), will be used to replenish the groundwater basin via a new water conveyance system developed by LADWP. At the same time, we are laying the groundwork for incorporating direct potable reuse (DPR), which is the process of integrating purified recycled water directly into the drinking water system. DPR would further expand the use of purified recycled water from the Hyperion Water Reclamation Plant and other city water reclamation plants as a supplemental water source.

Pure Water Los Angeles is a collaboration with regional partners, including the Water Replenishment District of Southern California, Metropolitan Water District, and the West Basin Municipal Water District, that will strengthen our region’s long-term water resilience, reliability, and sustainability.



Pure Water Los Angeles Master Plan

After a nearly three-year process, LADWP completed the Pure Water Los Angeles Master Plan in December 2024. This plan evaluates the program’s planning efforts to date and long-term planning strategy. It also includes a stakeholder communication and engagement process that will recommend approaches on program alternatives and potential partnerships. Throughout the Master Plan’s development, we worked with regional partner agencies, community groups, elected officials, environmental leaders, neighborhood councils, technical advisors, and other stakeholders to foster a high level of collaboration and support. The Master Plan will serve as a basis of technical information to develop the Programmatic Environmental Impact Report, which will commence in 2025 and be completed by 2026.

Learn more: PureWaterLosAngeles.com



Groundwater Replenishment Project

Also in partnership with LASAN, LADWP began construction on the Los Angeles Groundwater Replenishment Project (LAGWR) in December 2024. LAGWR is one of the largest water projects in the state, and the implementation of LAGWR will provide Los Angeles with a new sustainable and drought-resistant water supply for as many as 250,000 customers. Through proven, state-of-the-art technology that is highly protective of public health, LAGWR will produce up to 22,000 acre-feet per year (AFY) of purified recycled water that will replenish the San Fernando Groundwater Basin.

LAGWR includes the construction of several facilities at LASAN's Donald C. Tillman Water Reclamation Plant (Tillman), and most notably includes the construction of an Advanced Water Purification Facility. This new facility adds advanced water treatment—which meets the highest regulatory standards—to the existing, multistep treatment process at Tillman. The purified water will be conveyed through an existing pipeline to the Hansen Spreading Grounds, where the purified water will infiltrate into the San Fernando Groundwater Basin and later be extracted and blended with drinking water.

Learn more: [LADWP.com/GWR](https://ladwp.com/GWR)



Groundwater Injection Pilot Studies

As part of our ongoing efforts to develop sustainable water supplies, LADWP is evaluating the feasibility of injection wells to supplement and augment the groundwater aquifers, increasing the water available for extraction, particularly in drought years. The first pilot study for LADWP is to move water underground into the San Fernando Basin, the largest of our aquifers, and evaluate the potential for expansion of groundwater injection wellfields throughout our system. Such infrastructure will facilitate better management of recycled and surface water supplies, storing excess water when available for later use when it is most needed.

Headworks Direct Potable Reuse Pilot

In 2025, LADWP will commence testing of a small scale DPR Pilot at the Tom LaBonge Headworks Water Complex near Griffith Park. One of the state's first DPR facilities, the Headworks DPR Pilot includes a new cutting-edge advanced water purification facility. LADWP will test emerging technologies, facilitate regulatory approval, train LADWP operators, and demonstrate the ability to produce safe, high-quality drinking water from sustainable recycled water sources. The DPR efforts will provide preliminary research and be used to inform future purified recycled water efforts such as Pure Water Los Angeles and a demonstration facility.

Los Angeles River Ecosystem Restoration

The Los Angeles River was the original source of water for the City of Los Angeles and today serves a multitude of beneficial uses for the people of Los Angeles. Historically an ephemeral stream, the L.A. River could fluctuate dramatically between dry periods and flash floods, causing significant damage to people and property. Over the years, the L.A. River has been channelized for flood risk mitigation, and water reclamation plants that discharge into the L.A. River provide more consistent flows in the river that now support a wide variety of wildlife, habitats, and recreation.

For over two decades, the City, along with many local, state, and federal agencies and governmental organizations, has engaged in efforts to revitalize

the 51 miles of L.A. River and its watershed. In recent years, the City has invested in parks, bike paths, bridges, street improvements, and other projects, with the aim of encouraging public education, improving water quality, and generating civic pride in the iconic LA River.

To build upon previous efforts, the City, with considerable support from the Bureau of Engineering and the U.S. Army Corps of Engineers, has developed a Los Angeles River Ecosystem Restoration (LARER) Plan. The objective of the LARER is to reimagine the L.A. River from a single-use corridor to a tangible, multi-benefit resource that connects our communities with open space, supports clean water, improves native habitat and our ecosystems, and provides economic opportunity for the diverse communities that the L.A. River impacts. As the City embarks on what will likely be a multi-billion-dollar effort to reimagine the L.A. River over the course of the next few decades, LADWP will play a critical role due to our vested interests and infrastructure involving the river.

Stormwater Capture

Expanding our capacity for capturing stormwater runoff is a key strategy to ensure a sustainable water supply for our city. Capturing and managing stormwater will help replenish local groundwater aquifers while reducing urban flooding. Stormwater capture also improves the quality of water that flows downstream to rivers, lakes, and the ocean.

Our goal is to reach 48.9 billion gallons (150,000 acre-feet) of annual stormwater capture capacity by 2035, based on annual average rainfall. With several new projects in the works over the next 15 years, LADWP and our partners—including the Los Angeles County Department of Public Works and Los Angeles County Flood Control District—will double the city's stormwater capture capacity. Many of these projects are being planned at our neighborhood parks that will also benefit from much-needed enhanced amenities.

Pacoima Spreading Grounds Improvement Project

The Pacoima Spreading Grounds currently captures an average of 5,200 AFY of stormwater for recharging the San Fernando Groundwater Basin. The project will approximately double the stormwater capture capacity to 10,500 AFY by removing the underlying clay layers, improving the intake canal, and deepening and consolidating the existing spreading basins. The project is currently under construction and due to be completed by mid-2025.

Stormwater Capture Parks Program

LADWP is committed to enhancing L.A.'s water supply while providing benefits such as park enhancements. To that end, we plan to install infiltration systems at nine City parks to capture a total of 3,000 AFY of stormwater runoff to recharge the underlying groundwater basin. The parks include David M. Gonzales Recreation Center, Fernangeles Park, Strathern Park North, Whitsett Fields Park North, Valley Plaza Park North, Valley Plaza Park South, Alexandria Park, North Hollywood Park, and Valley Village Park. We have completed environmental documentation and are scheduled to begin construction in summer 2025 for seven of the parks. The park projects were awarded over \$164 million in external funding from various local, state, and federal agencies. Alexandria and North Hollywood Parks will begin construction once they are fully funded.

Learn more: [LADWP.com/Parks](https://www.ladwp.com/Parks)

Tujunga Spreading Grounds Enhancement Project

Angelenos experienced the benefits of the Tujunga Spreading Grounds Enhancement Project during the 2023-24 water year. With the enhanced capacity, the Tujunga Spreading Grounds captured a record 27,346 acre-feet or 8.9 billion gallons of stormwater runoff, equivalent to supplying drinking water to over 109,000 households.

Learn more: [LADWP.com/TSG](https://www.ladwp.com/TSG)



Accomplishment: During FY 2023-24, Los Angeles captured approximately 41 billion gallons of stormwater runoff, equivalent to providing drinking water for 507,900 L.A. households for a year.

San Fernando Regional Park Infiltration Project

Completed in February 2024 in partnership with the City of San Fernando, this project involved the construction of a subsurface infiltration gallery beneath the open space and baseball field areas of the San Fernando Regional Park in the northeastern San Fernando Valley. The project was designed to capture, treat, and infiltrate stormwater and dry weather runoff to recharge the San Fernando Groundwater Basin with an average of 446 AFY of stormwater, thus increasing the City of L.A.'s local groundwater supply. Other project benefits include park pathway improvements, roadway reconstruction, curb ramp replacement, installation of traffic striping and pavement marking, planting of trees, educational signage, new landscape and surface features, and replacement of irrigation systems.

Groundwater Remediation

LADWP's Groundwater Remediation Program will help protect public health and the environment by reducing exposure to chemicals, limiting the migration of contaminants that prevent the full beneficial use of groundwater, and removing the contaminants from groundwater in the vicinity of the impacted well fields. The program's goal is to fully restore L.A.'s allocation of groundwater from the San Fernando Basin—a critical

local water resource that has been limited due to historic contamination affecting nearly 50 percent of LADWP's groundwater wells.

To meet these objectives, LADWP has constructed three major facilities: North Hollywood West Wellhead Treatment, North Hollywood Central Treatment, and Tujunga Central Treatment facilities. Together, these three facilities will enable LADWP to pump 104,000 AFY, which represents approximately 20 percent of L.A.'s water use. This will offset the City's need to purchase water from distant sources while contributing toward a sustainable and resilient local water supply.

Learn more: [LADWP.com/Remediation](https://www.ladwp.com/remediation)

North Hollywood West Wellhead Treatment Facility

The North Hollywood West Wellhead Treatment Facility (NHW) will treat up to 6.8 billion gallons of water per year from five groundwater wells in the North Hollywood West Wellfield. NHW received an approved permit amendment was received from the California State Water Resources Control Board (SWRCB) Division of Drinking Water in June 2024. Facility commissioning is planned to be completed in 2025.

North Hollywood Central and Tujunga Central Treatment Facilities

The North Hollywood Central Treatment Facility (NHC) will treat water from five groundwater wells in the Rinaldi-Toluca Wellfield. The Tujunga Central Treatment Facility

(TJC) will treat up to 76.5 cubic feet per second from nine groundwater wells in the Tujunga Wellfield. When completed, the NHC and TJC will allow LADWP to treat up to 23 billion gallons of water per year to control the migration of contaminants. After the first two years of operation and when all the groundwater wells are placed in service, LADWP will treat up to 27 billion gallons of water per year. The groundbreaking of NHC and TJC was completed in November 2020, and the facilities are planned to be operational in fall 2025 and late spring 2026, respectively.

Rinaldi-Toluca Chlorination Station Improvement

The Rinaldi-Toluca Chlorination Station Improvement Project consists of modifying the existing chlorination system equipment and instrumentation, performing structural and power supply upgrades, and constructing a new brine storage building.

The project is part of restoring historical capacity of the San Fernando Groundwater Basin in order to fully utilize the groundwater

rights and storage capacity of the basin. This project, along with upgrades to the North Hollywood West and North Hollywood Central Chlorination Stations, will provide the capacity to disinfect flows totaling up to 200 cfs. Project construction will be performed in-house by LADWP's Power Construction and Maintenance crews and is planned to begin in early 2025.

Learn more: [LADWP.com/remediation](https://ladwp.com/remediation)

North Hollywood Operable Unit Second Interim Remedy

The North Hollywood Operable Unit Second Interim Remedy (NHOU2IR) is a groundwater treatment facility being designed, constructed, and financed by Honeywell, as part of its groundwater remediation orders from the U.S. Environmental Protection Agency. This project will also remediate contaminated groundwater in the San Fernando Groundwater Basin. The treated water will be disinfected and delivered to the North Hollywood Central Treatment Facility before it is pumped into LADWP's water distribution system. Once in service, NHOU2IR can treat up to 8,500 AFY, or approximately 5,200 gallons per minute.





Eastern Sierra

LADWP maintains stewardship of nearly 315,000 acres of land throughout Inyo and Mono counties and operates several key facilities that deliver water and power safely and reliably to Los Angeles. Our Los Angeles Aqueduct (LAA) System facilities include the First and Second Los Angeles Aqueducts, eight reservoirs, hundreds of miles of canals and ditches, and nine hydroelectric power plants. The First LAA, completed in 1913, runs 233 miles north of Los Angeles and was the largest water infrastructure project in the world at the time. Now, more than a century later, the LAA still provides a foundational water supply for the City of Los Angeles.

In addition to water and power operations, construction, and maintenance forces,

LADWP administers leases and other land-use activities, ranging from ranching and grazing to campgrounds and golf courses. We also employ more than 300 people in the Eastern Sierra area and actively recruit new employees from the region.

A Changing Supply

Over the last 30 years, water delivered to Los Angeles via the LAA has been steadily reduced. Since 2006, when the last major water commitment project, the Lower Owens River, was implemented, the LAA has delivered an average of 175,000 AFY from the Eastern Sierra. The annual amount varies from 10 to 50 percent of the L.A.'s water supply depending on snowpack levels, reservoir storage levels, and environmental water conditions. The amount of water delivered from Mono Basin fluctuates based on Mono Lake's water level and Grant Lake storage, in keeping with the City's amended water rights licenses.



Sustaining the Owens Valley and Mono Basin Environments

For decades, LADWP has been dedicated to working hand in hand with state and federal agencies and local voices to protect the environment. A series of projects and management activities were developed to mitigate past and future impacts and help maintain and manage L.A.'s water exports from the Eastern Sierra into the future.

Owens Valley

Under the Long-Term Water Agreement with Inyo County, we have implemented 64 mitigation projects in the Owens Valley resulting in the restoration, re-greening, and/or revegetation of land owned by the City of Los Angeles and managed by LADWP. These projects have fostered the creation and maintenance of wetland ecosystems, helped eradicate invasive vegetation, and provided additional environmental benefits to the area. LADWP continues to fulfill more than 100 other environmental tasks related to protecting and sustaining the environment.



Blackrock Waterfowl Area

LADWP has implemented a five-year Interim Management and Monitoring Plan for the Blackrock Waterfowl Management Area in partnership with Inyo County. Since 2021, these efforts have enhanced habitat for waterbirds, including shorebirds, waterfowl, and wading birds within the Lower Owens River Project, and provided improved habitat for local and migratory bird populations. The project utilizes a seasonal flooding regime to flood 500 acres of habitat in the Owens Valley for wildlife benefit.

Lower Owens River

LADWP continues to manage one of the largest river restoration projects in the United States. The Lower Owens River Project consists of rewatering 62 miles of the Lower Owens River and supporting approximately 2,000 acres of wetland and aquatic habitat for wildlife and fish. Since the release of water in 2006, the Lower Owens River has evolved into a thriving ecosystem and a recreational area for hiking, kayaking, and other activities.

Owens Lake Dust Mitigation

The Owens Lake Dust Mitigation Program is the largest dust mitigation project in the United States, covering approximately 48.6 square miles of lakebed and requiring about 60,000 acre-feet (AF) of water annually. While originally constructed to meet dust mitigation requirements, the program now flourishes as a collaboration with multiple partners to meet goals for dust emissions and efficient water use, while protecting cultural resources and minimizing impacts to habitat. Since the early 2000s, LADWP invested over \$2.6 billion in implementing the program, successfully reducing dust emissions by 99.4 percent.





Mono Basin Restoration

In 1994, the State Water Resources Control Board issued a decision that reduced exports from the Mono Basin and set a long-term average water surface elevation goal of 6,391 feet.

Since then, LADWP has invested more than \$50 million in dozens of environmental improvement projects at Mono Lake and its tributaries to restore vegetation and wildlife habitat. In addition to water and air quality benefits from these projects, plant and animal biodiversity has increased, and fish and wildlife populations have grown. There also are more acres of wetlands in the watershed than in decades past.

Tribal Relations

LADWP's relationship with the Owens Valley Tribes spans a 100-year history. The City of Los Angeles recognizes and appreciates Tribal sovereignty along with the strong connection and traditional knowledge to the land by the local indigenous people.

The Department works jointly with the local Tribes to resolve issues and garner an understanding of each Tribal Nation's unique history. Notably, the Department has collaborated on cultural resources protection protocols, partnered on endangered species protection, and has adopted the Owens Valley Tribal Engagement Policy. We continue to engage in developing the working level agreements with each Tribe with a dedicated Tribal Liaison.

Community Investments

As a member of the Eastern Sierra community, we are dedicated to giving back to the region through economic development, community investments, and a focus on environmental stewardship. Over the last several decades we have grown our local participation by supporting community events, school initiatives, and workforce development opportunities, and partnering with other local agencies on public outreach.

FY 2023-24 Water Quality Achievements

- Carried out a comprehensive testing program throughout the city's water system and water sources, averaging more than 25,000 samples and over 216,000 water quality test parameters during the year
- Completed refurbishment and installation of 44 ergonomic sample tap housing units—for a total of 230 refurbished and installed—to improve monitoring water quality, protect public health, and improve public perception
- Increased access to tap water across L.A. through the Hydration Station Initiative Program, which has provided reimbursements of \$1.3 million toward hydration stations citywide since 2020
- Responded to more than 1,000 customer calls and conducted more than 250 water quality inspections through our water quality customer sampling program
- Assisted the Housing Authority of Los Angeles with lead testing in the public housing units in Watts
- Assisted with testing of hydration station units in Skid Row

Learn more: [LADWP.com/WaterQuality](https://ladwp.com/WaterQuality)



Water Quality



Ensuring Safe, High-Quality Water

LADWP is committed to providing clean, safe, and cost-effective drinking water that meets all state and federal standards. The water supplied to our customers' taps has been rigorously treated, tested, and monitored by highly trained, vigilant staff dedicated to providing the highest water quality possible.

Headworks Reservoir Complex

The Headworks East and West Reservoirs at the Tom LaBonge Headworks Water Complex are major water quality infrastructure projects that provide safe storage in compliance with stringent water quality regulations regarding the treatment of surface water. The underground reservoirs are seismically resilient and replaced two open-air reservoirs, Ivanhoe and Silver Lake. Headworks has the largest underground water storage reservoirs in the Western United States with a combined

storage capacity of 110 million gallons. They were built to comply with the Stage 2 Disinfectants and Disinfection Byproducts Rule and the Long Term 2 Enhanced Surface Water Treatment Rule.

Headworks Reservoir East and Headworks Reservoir West became operational in 2014 and in August 2022, respectively. Remaining work is underway to install public benefits, such as landscaping and open space, and to develop other facilities, including a recycled water demonstration project and a water quality laboratory.

Green Verdugo Reservoir Floating Cover Replacement

The Green Verdugo Reservoir Floating Cover Replacement project is underway, as required by the Long Term 2 Enhanced Surface Water Treatment Rule to protect water stored in open-air reservoirs against contamination. The project also includes relocating reservoir infrastructure to accommodate the new cover, with completion in 2025.

Learn more: [LADWP.com/GreenVerdugo](https://ladwp.com/GreenVerdugo)

System-Wide Chloramination Trailers Improvement Program

The System-Wide Chloramination Trailers Improvement Program includes the design and installation of 11 pre-packaged chloramination trailers that maintain the chloramine residual within a water storage tank. The project targets storage tanks throughout the city with the highest historical number of nitrification treatments. The chloramination trailers are equipped with water quality sensors, chlorine and ammonia storage tanks, and pumps that allow the treatment system to automatically inject chlorine and ammonia as needed to maintain the required chlorine residual in the water supply. The first chloramination trailer treatment system for Cyprian Tank was placed in service at the end of 2024. The treatment systems for the Highway Highlands Tank and Ascot Tank are planned to be in service by summer 2025.

Expanding Hydration Stations

LADWP's Hydration Station Initiative Program seeks to promote access and public confidence in drinking our safe, high-quality tap water. The program also benefits the environment by decreasing reliance on single-use plastic water bottles. More than \$320,000 in reimbursements were provided by LADWP during fiscal year 2023-2024. The program continues to collaborate with the Los Angeles Unified School District on hydration station installations, as well as outreach designed to inform students, staff, and parents about the health, environmental, and economic benefits of drinking LADWP's tap water.

Learn more: [LADWP.com/HSIP](https://ladwp.com/HSIP)

Lead and Copper Rule

LADWP has been following, and continues to follow, the U.S. Environmental Protection Agency (EPA) Lead and Copper Rule sampling program since 1991. During the summer of 2023, LADWP reached out to customers with homes built between 1981 and 1987, to request that they collect first-draw water samples for us to analyze for lead and copper. Regulatory requirements mandate the testing of homes built within those years due to the use of lead-based solder (a type of metal) at that time. LADWP staff collected 105 samples within the metro area of Los Angeles and submitted results to the California Division of Drinking Water in October 2023. The results were below the EPA-required levels for both lead and copper. Current regulatory requirements call for conducting this sampling every three years.

On October 8, 2024, the EPA updated their regulations with the Lead and Copper Rule Improvements. The focus of these new

- regulations requires the replacement of all lead service lines within 10 years. LADWP has concluded that there are no lead service lines in our system.

Unregulated Contaminant Monitoring Rule

In December 2023, LADWP initiated testing for per- and polyfluoroalkyl substances (PFAS) and lithium under the EPA's Fifth Unregulated Contaminant Monitoring Rule (UCMR5). This nationwide initiative aims to collect data on contaminants without federal regulatory standards under the Safe Drinking Water Act. The EPA may use UCMR5 results to inform future regulatory decisions for these contaminants. In September 2024, LADWP completed quarterly UCMR5 surface water monitoring at four locations supplying LADWP's drinking water supply.

99th Street Filtration Plant

The 99th Street Wells Filtration Plant Project is designed to improve water quality in South Los Angeles. It includes construction of sand separators, iron/manganese filters, a backwash water reclaim system, a chloramination station, and the rehabilitation of four production wells. This treatment facility will reduce the levels of manganese and iron to comply with regulations and improve the aesthetics of the water. Construction is currently in progress and is expected to be completed by September 2027.



Accomplishment: In 2024, LADWP finished refurbishing and installing 230 water quality sample tap stations around Los Angeles, marking the end of a three-year project.

Power for L.A.

LADWP is the nation's largest municipal power utility with a net maximum plant capacity of 10,886 megawatts (MW) and net dependable capacity of 8,081 MW. In fiscal year 2023-24, we supplied more than 20,749 gigawatt-hours (GWh) of power for more than 1.6 million electric service customers, including nearly 6,000 in the Owens Valley. We maintain a diverse and vertically integrated power generation, transmission, and distribution system that spans five Western states, and we deliver reliable, cost-efficient power to approximately four million people in Los Angeles.





LOS ANGELES' POWER GENERATION AND TRANSMISSION

If stretched end to end, LADWP's 15,000 miles of power lines and cable could span the distance from Los Angeles to Australia and back.

WINDY POINT Wind
PEBBLE SPRINGS Wind
LINDEN RANCH Wind
WILLOW CREEK Wind
CELILO AC-DC CONVERTER STATION

PLEASANT VALLEY Wind

NORTHERN NEVADA Geothermal
DONALD A. CAMPBELL 1&2 Geothermal

INTERMOUNTAIN POWER PROJECT Coal
MILFORD 1&2 Wind

OWENS GORGE Hydro

APEX GENERATING STATION Natural Gas

ELAND SOLAR & STORAGE (in development)

PINE TREE Wind & Solar

MOAPA Solar

SPRINGBOK Solar

RE CINCO Solar

HOOVER DAM Hydro

BEACON Solar + Battery

MANZANA Wind

COPPER MTN 3 Solar

NAVAJO Assets
RED CLOUD Wind - New Mexico

ADELANTO Solar

CASTAIC POWER PLANT Hydro/Pumped Storage

POWER PLANT 1 Hydro

SYLMAR AC-DC CONVERTER STATION

POWER PLANT 2 Hydro

LOS ANGELES BASIN

VALLEY GENERATING STATION Natural Gas

ORMESA Geothermal

HEBER-1 Geothermal

PALO VERDE GENERATING STATION Nuclear

FEED-IN-TARIFF
SOLAR INCENTIVE PROGRAM
COMMUNITY SOLAR

SCATTERGOOD GENERATING STATION Natural Gas

CITY OF LOS ANGELES
IN-BASIN
GENERATING STATIONS

HARBOR GENERATING STATION Natural Gas

HAYNES GENERATING STATION Natural Gas

Power Facts*

*Data is current as of June 2024, unless otherwise noted.

Approved Power Budget (FY 2024-25)

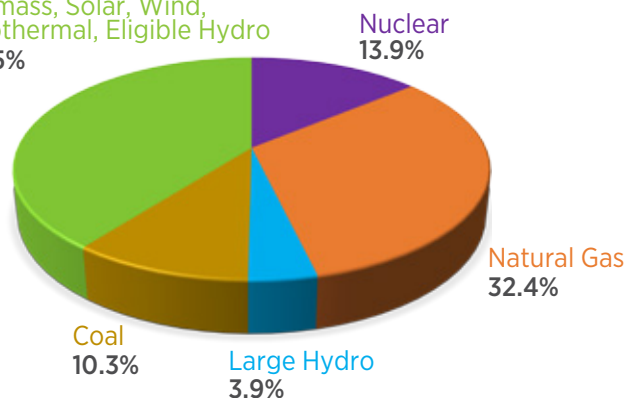
- \$5.8 billion** total
- \$1.8 billion** operations and maintenance
- \$2.4 billion** capital projects
- \$1.6 billion** fuel and purchased power

Electric Capacity

8,081 MW Net dependable generation capacity from a diverse mix of energy sources

LADWP Power Mix (Calendar Year 2023*)

Renewables:
Biomass, Solar, Wind,
Geothermal, Eligible Hydro
39.5%



*CY2023 is the latest available

Power Use (FY 2023-24)

The average residential customer's electricity consumption per service connection was **429 kilowatt-hours (kWh)** per month. The median usage for residential customers was about **300 kWh** per month. Business, industry, and government agencies consumed about 61 percent of the electricity in Los Angeles, while residents make up about 90 percent of total customers.

Peak Energy Demand

6,502 MW

The record instantaneous peak demand was reached on August 31, 2017.

Power Infrastructure

The Power System is responsible for inspecting, maintaining or replacing, and operating the following:

Generation

- 5 thermal plants
- 14 small hydroelectric plants
- 1 large hydroelectric pumped storage plant
- 1 wind plant
- 2 solar photovoltaic plants

Energy Storage

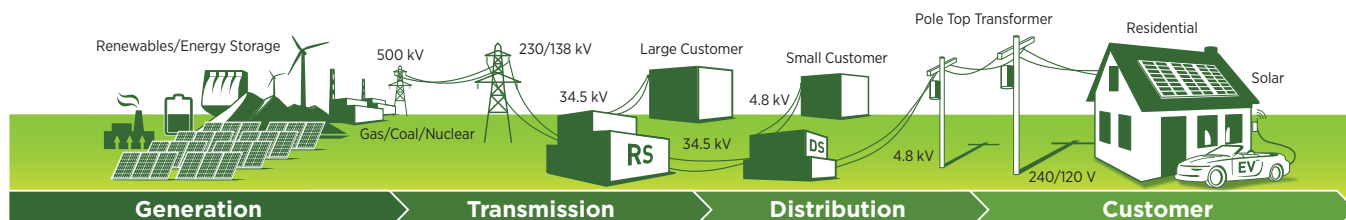
- 1.6 MW of City-owned, behind-the-meter energy storage
- 21.5 MW of utility-scale battery energy storage
- 1,265 MW of pumped hydro storage

Transmission

- 4,081 miles of overhead transmission circuits (AC and DC) spanning five Western states
- 136 miles of underground transmission circuits
- 23 receiving stations

Distribution

- 7,380 miles of overhead distribution lines
- 3,883 miles of underground distribution cables
- 295,556 distribution utility poles
- 3,149 pole-mounted capacitor banks
- 130,236 distribution transformers
- 178 distributing stations



Power Reliability and Resiliency

Power Infrastructure Upgrades—At a Glance

Infrastructure Replacements	FY 2023-24 Goals	FY 2023-24 Achievements	FY 2024-25 Goals
Poles	3,700	2,931*	3,600
Crossarms	12,600	10,947*	13,500
Transformers	1,255	1,305	1,310
Underground Cable (miles)	60	60.4	60
Vaults	24	24	27

* Resources were shifted to address unforeseen urgent work, such as trouble calls and fix-it tickets, resulting in underperformance in the pole and crossarm replacement categories.



Investing in Infrastructure

Planned and sustained infrastructure replacement is a cost-efficient and highly effective approach to maintaining reliability. LADWP has invested significantly in the proactive replacement and upgrade of aging and undersized electrical equipment, with approximately \$1.6 billion budgeted in FY 2024-25.

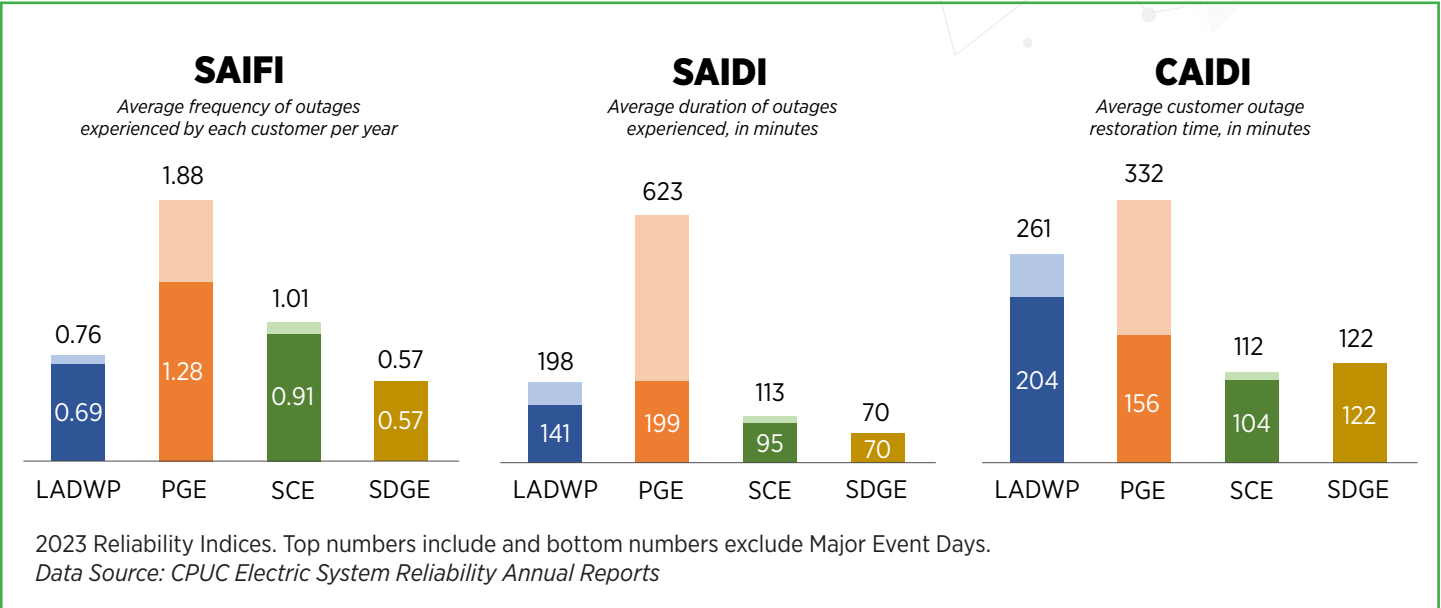
Through the Power System Reliability Program (PSRP), LADWP proactively inspects power equipment to identify needed repairs related to distribution, substation, transmission, and generation infrastructure that is the backbone of L.A.'s power grid.

In the past year, we have expanded and accelerated the PSRP goals to lay the foundation for our transition to 100 percent clean energy. We are building a clean energy future that will be dominated by variable renewable energy resources, such as wind and solar, more distributed local solar, and more electrification of buildings and transportation.

Investing in modernizing, upgrading, and expanding infrastructure is vital to creating an energy future that is clean, reliable, and resilient.

Benchmarking

To measure the power system’s reliability, LADWP utilizes three industry indices to track average interruption frequency, interruption duration, and customer outage restoration time. SAIFI measures how often the average customer experiences a power interruption lasting more than five minutes per year. SAIDI measures the total interruption duration in minutes for the average customer per year. CAIDI measures the average time in minutes to restore service to a customer that experienced an outage. With each of these metrics, lower scores represent better reliability levels. LADWP’s SAIFI and SAIDI scores remain comparable to neighboring investor-owned utilities, but the CAIDI score is an area where improvement is needed. To improve reliability levels in FY2024-25, LADWP has set the following targets, when excluding Major Event Days: 0.72 outages or fewer for SAIFI, 115 minutes or less for SAIDI, and 160 minutes or less for CAIDI.



Distribution Upgrades

In FY 2023-24, our power crews completed repairs on more than 6,792 infrastructure-related jobs. We met or exceeded our distribution equipment replacement targets for transformers, cables, and substructures, as well as system growth targets for overhead and underground reconductoring and 34.5 kV trunk line circuits.

In response to growing demand from the transportation and building sectors, including the expansion of electric vehicle charging infrastructure across the city, we are committed to the long-term improvement of our distribution system. Our plans include significant load relief and capacity expansion for both our 4.8kV and 34.5kV distribution systems, ensuring the reliable delivery of power for years to come. Additionally, LADWP is taking proactive steps to modernize

our infrastructure by developing new distributing stations and introducing a new 12kV voltage level to replace aging assets, further enhancing reliability and capacity. These forward-thinking initiatives are designed to meet the needs of a rapidly evolving city, providing customers with a resilient and future-ready energy system.

Substation Automation

Plans are underway to automate LADWP substations at a rate of 10 to 12 substations per year to improve operational capabilities and communications while reducing operations and maintenance costs. As of the end of 2024, we have automated 100 substations, including 16 receiving stations, 71 distributing stations, eight switching stations, and five generating station switchyards.



Transmission Upgrades

LADWP has developed a Strategic Transmission Plan to identify specific transmission needs to ensure the reliability and resilience of our power system, meet the anticipated load growth from transportation and building electrification, and achieve our clean energy goals. The Strategic Transmission

Plan provides a roadmap of the specific transmission projects LADWP will need to embark on over the next 20 years.

McCullough-Victorville Lines 1 and 2 Upgrade

The McCullough-Victorville Transmission Lines 1 and 2 are being upgraded to handle more power to support LADWP's goal of 100 percent renewable energy by 2035. Crucial to powering Los Angeles since the 1930s, these vital lines span a total of 320 miles from Nevada to California. The project will enhance LADWP's capacity in the West of Colorado (WOR) Path 46 corridor to enable greater transmission of renewable energy. The project's scope includes retrofitting towers, replacing all conductors, changing out insulators and hardware, installing optical ground wire, and repairing tower foundations. These improvements will increase the WOR Path rating, improving the delivery of additional renewable energy to LADWP's Balancing Authority Area. This transmission line project will be one of the largest projects that LADWP has performed in over 45 years.

Rinaldi-Tarzana Transmission Lines 1 and 2 Reconductoring Project

The Rinaldi-Tarzana Lines 1 and 2 Upgrade Project includes reconductoring the Rinaldi-Tarzana Lines 1 and 2 with associated hardware and accessories, replacing the associated ground wire, raising 13 towers, replacing one tower, demolishing 10 tower foundations, and constructing nine new tower foundations. Once the project is completed, there will be improved power reliability of the overhead transmission system, increased energy flow capacity to homes and businesses by approximately 50 percent, reduced emergency overload conditions on this circuit, and reduced long-term maintenance and replacement costs.

Barren Ridge-Haskell Line 1 Upgrade

The project scope includes replacing 51 miles of existing conductor between LADWP's Barren Ridge and Haskell Canyon Switching Stations with higher capacity wire. Upgraded steel lattice structures and concrete foundations will be installed to accommodate the new, heavier wire. Once complete, the line's transmission capacity will be more than double its historic value. This will allow LADWP to increase renewable generation in the area and improve the Power System's overall reliability.

L.A.'s Clean Energy Future

Guiding Policies

California Senate Bill 100 (SB 100) requires that all retail electricity sold in California is supplied by renewable and zero-carbon resources by the year 2045. SB 100 allows zero-carbon resources such as large hydroelectric and nuclear power along with renewable energy resources, which include wind, solar, geothermal, and small hydroelectric technologies. Combustion resources fueled by renewably derived biofuels or renewably derived hydrogen are also considered zero-carbon resources.

California Senate Bill 1020 (SB 1020), passed into law in September 2022, adds interim goals to the SB 100 mandates. SB 1020 requires that at least 90 percent of retail energy sales come from renewable energy and zero-carbon electricity by the end of 2035 and 95 percent by the end of 2040 as milestones to an eventual target of 100 percent by 2045. Additionally, all electricity procured to serve California state agencies must be supplied by renewable or clean energy resources by the end of 2035.

City of Los Angeles Targets: Under the direction of the Mayor and City Council, the City of Los Angeles has set accelerated goals to supply 100 percent clean energy for Los Angeles by 2035 and 80 percent renewable energy by 2030. These goals were based on the findings of the LA100 Study, completed in 2021, which offered several scenarios for achieving 100 percent clean energy by 2045, meeting the state target, and by 2035 in the fastest scenario.

Learn more: [LADWP.com/LA100](https://ladwp.com/LA100)

Determining a Path

The 2022 Strategic Long-Term Resource Plan (SLTRP) is our roadmap for achieving a clean energy future based on the core principles and key considerations of environmental benefits and equity, reliability and resiliency, and affordability and rate impacts.

Completed and approved in July 2023, the 2022 SLTRP incorporates community and stakeholder input and

builds upon the LA100 Study findings. Using the same methodology and modeling as LA100, the 2022 SLTRP recommended a path that would achieve the interim goal of 80 percent renewables by 2030, rather than 90 percent by 2030, and was the least expensive of three options analyzed. The recommended path most closely adhered to the City Council motion to achieve 100 percent carbon-free energy by 2035 in a way that is equitable and has minimal adverse impact on ratepayers.

LA100 Plan

In late 2023, LADWP began work on the LA100 Plan as a successor to the 2022 SLTRP, with input from an Advisory Group consisting of various stakeholders. It will incorporate the findings of the LA100 Equity Strategies study, making equity a focus of our clean energy future. The LA100 Plan will also analyze real-world risks and constraints, such as the workforce required to build out the resources necessary and additional assumptions regarding the availability of technology, such as green hydrogen turbines. The study will further investigate supply chain disruptions that have arisen during and after the pandemic that impact the availability of renewable and energy storage resources, as well as other risk factors such as climate change. The LA100 Plan will provide a more in-depth look at the impact our clean energy transition on rate affordability and is expected to be complete by mid-2025.

Learn more: [LADWP.com/LA100Plan](https://ladwp.com/LA100Plan)



L.A.'s Equitable Clean Energy Future



LA100 Equity Strategies

In 2023, the groundbreaking LA100 Equity Strategies initiative concluded after two years of unprecedented research and community engagement. This in-depth analysis examined energy-related inequities that have long impacted underserved communities in Los Angeles. Conducted under the leadership of the Board of Water and Power Commissioners, the effort involved collaboration with UCLA and the U.S. Department of Energy's National Renewable Energy Laboratory, which authored the original LA100 Study. The initiative aimed to inform the design of programs and policies that ensure underserved communities are not further burdened but instead equitably benefit from Los Angeles' transition to 100 percent clean energy.

The project centered on priorities identified by frontline communities, represented by a diverse Steering Committee and engaged through surveys, meetings, and in-person listening sessions.

Key focus areas included:

- Affordability and burdens
- Access to and use of energy technologies, programs, and infrastructure
- Health, safety, and community resilience
- Jobs and workforce development
- Inclusive community involvement

The report highlighted significant disparities in clean energy access, such as solar incentives and electric vehicle charging infrastructure disproportionately favoring affluent areas over disadvantaged neighborhoods. It also revealed that many low-income households in Los Angeles currently lack access to cooling and could face more than two months of dangerous indoor temperatures annually by 2035. Residents of multifamily buildings are particularly vulnerable to extreme heat exposure. To address these inequities, the report proposed 50 targeted strategies, paving the way for a more equitable future in Los Angeles.

Building on the findings of the LA100 Equities Strategies Study, LADWP is now initiating the next phase: developing and implementing an LADWP Equity Action Plan to translate the report's recommendations into clear tangible actions with a plan to monitor results over time. This plan will focus on addressing gaps in existing approaches, prioritize historically underserved communities, and ensure equitable access to clean energy benefits. The plan will include a structured roadmap for short-, medium-, and long-term strategies, emphasizing inclusivity by tailoring programs and offerings to meet diverse needs, including those of vulnerable populations.

To ensure transparency, LADWP will track progress with clear goals and metrics while leveraging external funding to expand participation in disadvantaged communities. This plan aims to deliver tangible, equitable outcomes and address systemic disparities, creating a cleaner, fairer energy future for all Angelenos in a fiscally responsible manner.

Learn more: [LADWP.com/LA100ES](https://www.ladwp.com/LA100ES)

Powered by Equity

Our commitment to ensuring we include all Angelenos as we create a clean energy future is rooted in LA100 Equity Strategies. As described in the Strategic Initiatives section of this report, we are translating our policy design work to new or expanded programs that leave no community behind, collectively referred to as Powered by Equity.

We plan to add or expand equity components to a variety of clean energy programs, including transportation electrification, community solar, energy efficiency, job creation and training, utility distribution upgrades to support increased electrification, point-of-sale rebates for home cooling, and resiliency hubs integrated with solar, battery power, and electric vehicle charging stations. This is in addition to existing programs we make available for our customers, such as the Comprehensive Affordable Multifamily Retrofits program, which provides financial incentives to multifamily property owners for their energy efficiency and electrification efforts.

Electric Transportation for All

To ensure LADWP has the necessary capacity to support future load growth due to electrification of the transportation sector, we are developing a comprehensive plan to build, operate and maintain a City-owned network of EV fast-charging hubs across Los Angeles, including the city's underserved communities.

To support the transition to EVs, we increased our Used EV Rebate by an additional \$2,500—raising the total rebate to \$4,000—for customers participating in the Lifeline or EZ-

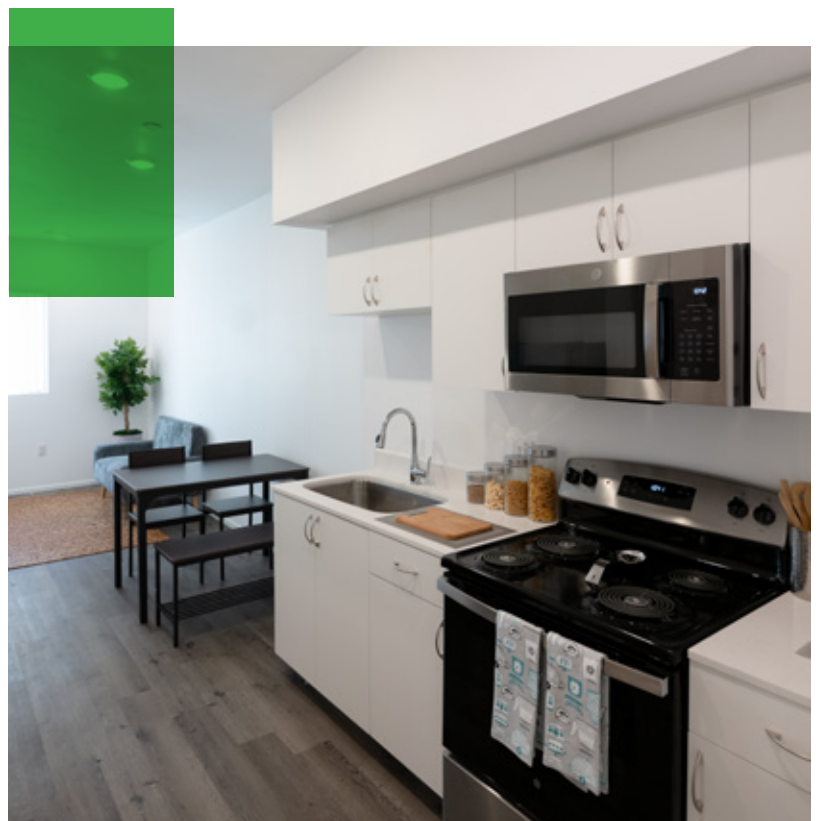
SAVE discount rate programs. LA100 Equity Strategies found that increasing the rebate could boost used EV adoption, adding up to 50,000 vehicles by 2035 for low-income households in Los Angeles.

Supporting Affordable Housing and Alleviating Costs

LADWP's Project PowerHouse addresses the city's homeless crisis in response to Mayor Karen Bass' Executive Directive 1, declaring a state of emergency on homelessness in Los Angeles. The program prioritizes the development of 100 percent affordable housing by fast-tracking and reducing the review and approval time by 65 percent. This policy also alleviates cost burdens by waiving fees for upgrading electric service infrastructure in the public right-of-way that are necessary to power 100 percent affordable housing developments. The relief created by this policy has incentivized developers to enter the marketplace and invest in more affordable housing. Since it was launched, the program has connected nearly 70 affordable housing developments to the city's power grid.

In a related program, we are helping businesses and property owners save costs for the extension of underground distribution lines on public property. Under the Fair Share Power Line Extension Program, the cost for conduits and substructures will be shared among all identified customers, not just the first customer to request the extension. This rule change is already generating cost savings and boosting economic development in communities.

Learn more: [LADWP.com/ProjectPowerHouse](https://ladwp.com/ProjectPowerHouse)



Our Clean Energy Progress

Carbon Reduction Achievements

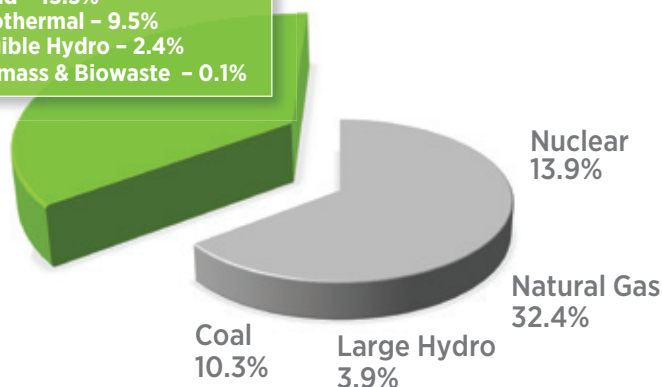
In 2016, LADWP achieved the target set by California Senate Bill 32 to reduce greenhouse gas (GHG) emissions to 40 percent below the 1990 baseline level by 2030. LADWP met and exceeded this target 14 years ahead of the deadline. By the end of 2022, L.A.'s power portfolio was 52 percent carbon-free and our GHG emissions level was estimated to be 7 million metric tons (MMT)—approximately 60 percent below our 1990 emissions baseline of 17.9 MMT.

Renewable Energy Highlights

In 2023, 39.5% of Los Angeles' power generation was supplied by renewable energy.

Renewables: 39.5%

Solar – 14.0%
Wind – 13.3%
Geothermal – 9.5%
Eligible Hydro – 2.4%
Biomass & Biowaste – 0.1%



Eland Solar & Storage Center

In 2024, LADWP celebrated a renewable energy milestone with the launch of the first of two phases of Eland Solar & Storage Center, located near Mojave, California. The second phase is expected to be completed in 2025. Eland is LADWP's first utility-scale integrated solar and battery project. When both phases are combined, the facility will be capable of generating up to 400 MW of solar energy



and storing up to 1,200 megawatt-hours (MWh). Once fully operational in 2025, it will be the largest solar and battery energy storage system interconnected to LADWP's power grid, supplying approximately 7 percent of L.A.'s energy, enough to power more than 266,000 of Los Angeles' households. LADWP procures its energy from Eland through a long-term power purchase agreement.

Barren Ridge Renewable Corridor

The Barren Ridge Renewable Corridor hosts several of LADWP's key renewable energy projects, including Eland Solar & Storage Center. Other renewable projects in the area are RE Cinco Solar, Beacon Solar 1-5, and Springbok Solar 1-3, along with Pine Tree Wind and Solar. These renewable energy resources interconnect at LADWP's Barren Ridge Switching Station. Once both phases of Eland are online, the corridor will deliver over 1,100 MW of renewable energy to Los Angeles.

Utility-Scale Storage

Developing over 1,000 MW of energy storage, both inside and outside the Los Angeles Basin, by 2030 is one of the elements of LADWP's strategy to achieve a 100 percent clean energy future. Energy storage plays a critical role by increasing renewable energy integration, minimizing curtailment, shifting excess solar generation to evening and peak-demand hours, and improving overall grid reliability.

To help achieve this goal, we continue to develop new energy storage projects, including the Beacon Energy Storage Center, located near several renewable energy facilities in Mojave, California. When feasible, our utility-scale solar power purchase agreements also include energy storage.

Green Hydrogen Pathways

Intermountain Power Project

The Intermountain Power Project (IPP), which is the last remaining coal power plant in LADWP's energy portfolio, is slated to stop using coal fuel in 2025. Working with our partners in the Intermountain Power Agency (IPA), which owns IPP, we are developing a new state-of-the-art 840 MW combined cycle generating system that will be capable of using up to 30 percent green hydrogen as a fuel source beginning the first day of operation and be capable of using up to 100 percent in the future. As of November 2024, overall construction of the new generating units was 89 percent complete.

The new IPP will also feature a seasonal energy storage system, located in nearby caverns built within a giant salt dome, that will hold up to 300,000 MWh of renewable hydrogen for months at a time. Construction of the new generating facility, including the technology to convert renewable energy into green hydrogen, is underway. The IPA has also established an initial

contract to secure a portion of the underground salt cavern storage capacity. When completed in mid-2025, IPP will lead the way to making green hydrogen an economically viable carbon-free power supply.

Scattergood Green Hydrogen Modernization Project

The Scattergood Generating Station Units 1 and 2 Green Hydrogen-Ready Modernization Project is a key part of LADWP's transition to a clean, reliable electric grid. It will replace aging 1950s-era generators, set to retire by 2029 under the state's Once-Through Cooling Policy, with a modern, 346 MW combined-cycle system capable of running on a blend of natural gas and at least 30 percent green hydrogen, with a path to 100 percent hydrogen by 2035. Aligned with the LA100 Study by NREL, the project provides firm, dispatchable capacity critical for grid reliability during renewable shortfalls or emergencies. The RFP is currently open, with LADWP pursuing an EPC contract while conducting environmental reviews and permitting. This project supports LADWP's broader clean energy strategy, including solar, wind, and storage, and reinforces its commitment to a resilient, affordable, and sustainable energy future for Los Angeles.



Expanding Distributed Energy Resources

We continue to ramp up our distributed energy resources (DER), equitably, to support the transition to 100 percent clean power. DERs are small-scale energy resources connected to the local distribution system. They include local solar projects on rooftops in Los Angeles as well as battery storage, microgrids, and demand management programs employed by customers.

Local Solar

As LADWP designs new solar programs to attract customers, we will continue to prioritize underserved communities and low-income customers to foster energy equity. To that end, we offer our Shared Solar Program (SSP) to residential customers living in multifamily dwellings, who typically would not be able to access their own solar energy. SSP subscribers may purchase a fixed amount of energy supplied by solar power plants constructed in or near Los Angeles. In addition, LADWP has resumed the Solar Rooftops Program (SRP), through which we will install solar panel systems on participants' rooftops with no upfront and long-term costs. LADWP receives the energy from these systems and provides participants with yearly payments for leasing their rooftops. Through SRP, customers can help our city achieve its renewable energy goals.

Local Solar: By the Numbers

As of fiscal year 2023-24

More than 85,000 customer-installed solar systems are connected to the grid. LADWP has a total of 760 megawatts (MW) of customer and utility-built local solar.

Learn more: [LADWP.com/Solar](https://www.ladwp.com/Solar)

Net Energy Metering

- **\$338.9 million** in solar incentives for 34,601 systems since the program launch in 1999*
- **\$288 million** in incentives for 279.5 MW under state legislated program SB1*
- **649.5 MW** total net-metered solar** from 85,815 systems, generating approximately 1,070 GWh per year, equivalent to serving energy to 278,555 homes for one year

* Includes incentives processed after the Solar Incentive Program closed on December 31, 2018

** Includes projects funded through the now-closed Solar Incentive Program

Solar Rooftops Program

- **36** projects in service
- **119 kilowatts (kW)** of solar power being delivered
- **9** projects totaling 36.5 kW in the queue for construction

Feed-in Tariff (FiT) Program

- **160** renewable local solar projects in service, totaling 103 MW
- **2** additional projects in the Owens Valley totaling 4 MW of capacity and 2 renewable landfill gas projects with a capacity of 4 MW
- **111 MW** total installed FiT program capacity
- **Approximately 182,800 MWh** of energy generated from these projects per year, equivalent to serving power to 47,605 homes for one year

Virtual Net Energy Metering Pilot (VNEM) Program

- **2** projects are active and under development with a total capacity of 0.27 MW

Shared Solar Program

- **3,070** customers enrolled
- **271,500 kilowatt-hours (kWh)** per month supplied

Utility-Built Solar

- **48** in-basin solar projects totaling 7.6 MW
- **51** installations in-service totaling 26.6 MW, the largest of which are 8.5 MW at Pine Tree and 10 MW at Adelanto
- **26 MW** worth of projects being prioritized and in queue to be built across facilities owned by LADWP, Recreation and Parks, and General Service Division
- Upcoming and current facilities will likely include Battery Energy Storage Systems and EV chargers along with solar photovoltaic.



Energy Storage

To give our customers a chance to store the solar they are generating, we also support the adoption of customer-owned behind-the-meter energy storage systems for both existing and future solar customers. Installed on the customer's side of the electric meter, these systems store excess solar energy for use during non-solar hours, provide backup power during outages, and help manage electricity costs. As of June 2025, 49 MW of behind-the-meter storage has been installed and interconnected across our service territory.

In 2024, LADWP participated in the Demand Side Grid Support (DSGS) Program, administered by the California Energy Commission. This initiative offers incentives to electric customers who contribute to grid stability through load reduction and backup power generation, reducing the risk of blackouts. These incentives are designed to increase the adoption of behind-the-meter energy storage by providing an additional value stream for energy storage deployment. By the end of the 2024 DSGS season, LADWP had enrolled approximately 1.4 MW of battery capacity in the program, further supporting the adoption of distributed energy storage solutions.

Flexible Demand

LADWP offers several demand response (DR) programs to incentivize customers to adopt strategies to shift their energy usage away from the peak demand periods while lowering their electric bills. Available for residential and business customers alike, these programs are part of a

larger strategy to ensure that expanding load growth does not impact grid stability and reliability while also supporting the integration of renewable energy resources.

Our Demand Response Program is open to commercial and industrial customers, providing incentives to participants for reducing their energy use during peak summer months. During the 2024 demand response season, which runs from June to October, the program's 78 participants reduced their cumulative energy usage by 167 MWh during two DR events. That amount is equivalent to offsetting power for approximately 45 homes for one year.

For residential and small business customers, our Power Savers Program helps customers utilize their smart thermostats to better manage their energy use while reducing demand on the power grid during peak periods. Participants receive incentives upon program enrollment and for each year of participation. In 2024, the 51,221 Power Savers Program participants achieved a total of 443.41 MWh in energy savings during five demand response events. This total energy savings is enough to power approximately 115 homes for a year.

Learn more:

Power Savers Program:

[LADWP.com/PowerSaversProgram](https://ladwp.com/PowerSaversProgram)

Commercial and Industrial DR Program:

[LADWP.com/DRProgram](https://ladwp.com/DRProgram)

Highlights

As of fiscal year 2023-24

Electric Vehicles (EVs) and Charging Infrastructure in the City of Los Angeles

- **189,373** estimated registered EVs*
- **32,232** estimated commercial EV chargers:
 - **5,031** publicly accessible commercial EV chargers
 - **27,201** non-public commercial EV chargers
- **1,125** Level 2 and **47** DCFCs installed and in-service at LADWP facilities, including 18 publicly accessible DCFCs

EV Rebates

- **3,896** rebates issued for used EVs, totaling \$5.2 million
- **26,159** rebates issued for commercial EV chargers, totaling \$120 million
- **6,305** rebates issued for residential EV chargers, totaling \$4.1 million

*Data derived from the Electric Power Research Institute's Q3 2023 Vehicles in Operation Report



Promoting Access to EV Charging

Under the new Powered by Equity initiative, LADWP has announced plans to build out EV charging hubs across Los Angeles, including the city's underserved communities. The first two hubs will be located on Van Nuys Boulevard in Panorama City and on Normandie Avenue in Harbor Gateway. Both projects are expected to break ground in 2025. We continue to offer public charging stations at many facilities, including the John Ferraro Building in downtown Los Angeles, Crenshaw Customer Service Plaza, several LADWP Distributing Stations, the Los Angeles Zoo, many City libraries, and other City facilities.

The new EV charging hubs will each offer more than 20 DC fast chargers. We look forward to offering many more fast-charging stations to the community in the near future.

EV Rebate Programs

LADWP provides incentives to encourage customers to drive EVs with enhanced rebates targeting low-income customers who apply for the Used EV and Residential EV Charger programs, as well as for commercial projects located in underserved communities. Since 2018, LADWP has provided over \$143 million in funding to support residential, commercial, and used EV rebates. In 2023, as recommended by the LA100 Equity Strategies study, LADWP increased the Used EV Rebates from \$2,500 to \$4,000 for customers participating in the Lifeline or EZ-SAVE discount rate programs.

Learn more: [LADWP.com/ev](https://ladwp.com/ev)

Meeting Milestones

We are on track to meet our next electric transportation milestones of 45,000 commercial EV chargers and 250,000 EVs in the City of Los Angeles by 2025, providing zero-emission transportation infrastructure for the 2028 Summer Olympic and Paralympic Games. The city's EV count is on the road to achieve 120,000 chargers to support 750,000 EVs by 2030.

Truck Electrification

LADWP will collaborate with the Port of Los Angeles and other key stakeholders to develop a strategy for truck electrification charging infrastructure. Although heavy-duty trucks account for only 5 percent of registered vehicles in Los Angeles, they account for 51 percent of emissions of nitrogen oxides and 32 percent of particulate matter (PM2.5) emissions. Furthermore, heavy-duty trucks such as fire trucks, dump trucks, fuel trucks, and long-haul tractors are expected to generate more than 90 percent of truck-related nitrogen dioxide and 8 percent of PM2.5 by 2035. Electrification of heavy-duty trucks could yield significant health and air quality benefits, especially for communities near and around high-traffic areas and freight corridors.



Walking the Talk

We embraced electrification of our transportation fleet as part of our emphasis on corporate sustainability and environmental responsibility. LADWP's fleet of vehicles used in everyday operation include many EVs, thanks to a "Zero Emission First" procurement policy that adheres to a City of Los Angeles directive. As of November 2024, we have 418 all-electric vehicles in our fleet, including 100 Ford F-150 Lightning trucks, 100 Chevy Silverado EV trucks, one Volvo and one Peterbilt tractor, one EV Bobcat Skid Steer, and a variety of EV passenger cars and SUVs. In addition, LADWP was the first to purchase two all-electric bucket trucks in the West Coast.

With a state mandate that by 2027, 100 percent of new medium- and heavy-duty government vehicles purchased be zero emission, we are taking steps to ensure adequate charging is available to support our electrified fleet. In addition to installing more chargers, we are exploring other options to increase access and utilization of chargers for our fleet.

LADWP plays a vital role in converting our city's car culture into clean, zero-emission vehicles and transit. As the city's electric service provider, LADWP offers incentives to encourage customers to drive electric while expanding the necessary charging infrastructure to make EVs a reliable, convenient, and affordable mode of transportation for Angelenos and visitors.

Investing in Energy Efficiency

Energy efficiency provides a cost-effective way to reduce greenhouse gas (GHG) emissions while supporting our clean energy transition. Energy efficiency supports system reliability and resiliency while enabling customers to benefit equitably and save on their electric bill. A core component and important goal of equitable electrification is to deliver economic benefits that empower our local communities and uplift all segments of society.

Energy Efficiency Guiding Principles

LADWP applies the following guiding principles for launching new and redesigned energy efficiency programs:

- Providing opportunities for all customer sectors to equally benefit from cost-effective energy efficiency via intentional design and promotion of energy efficiency programs
- Targeting hard-to-reach customers, such as low-income residents, under-resourced communities, and small businesses
- Leveraging programs to support jobs and workforce development
- Expanding education, accessibility, and program participation while working collaboratively with partner agencies on outreach and education to reach a broad and diverse customer base
- Aiding customers in leveraging state and federal funding from programs such as the Inflation Reduction Act for the installation of efficiency measures
- Operating transparently and reporting results regularly

Energy Efficiency Goals

We met and exceeded our target of 15 percent cumulative energy savings from 2010 through 2020, representing 3,408 GWh of independently verified savings—enough to offset the electricity needs of 564,500 homes and avoid over 1 million metric tons of GHG emissions. The savings from energy efficiency have helped level off peak loads over time and continue to defer the need for costly infrastructure upgrades well into the future, further enabling growth for new developments, electrification of transportation, and building electrification throughout the territory.

Building Electrification

Converting homes and other buildings from natural gas to electricity is critical to meeting California's ambitious decarbonization goals. Electrification also helps keep rates low for customers by spreading the fixed cost across more kilowatt-hours. To support our city's clean energy goals and provide savings for our customers, LADWP continues to play an active role with partner agencies and organizations to drive building electrification. We are committed to promoting zero-carbon new construction projects and making high-efficiency electric heating, ventilation, and air conditioning (HVAC) technology more accessible and affordable to all Angelenos. LADWP has also expanded its incentive offerings to help promote electric alternatives available to all customer segments in its portfolio of energy efficiency programs.

Serving You

LADWP is committed to providing excellent customer care and continues to proactively engage and educate customers about programs and services to help them reduce their bills, efficiently manage water and electric consumption, and manage their ongoing utility costs if they have fallen behind. We recognize the significant economic challenges that some customers have continued to face in the wake of the pandemic, and we strive to support these customers with empathy and by offering personalized solutions.

By the Numbers Fiscal Year 2023-24

13.8+_{million}

Self-service transactions

1.3+_{million}

Customer calls handled

32,653

Emails handled

567,536

In-person visits

31,876

Appointments in Service Centers

5_{minutes} 33_{seconds}

Average call wait time

1,981

Customer Consultations
(virtual and in-person)





Financial Assistance for Customers

In 2024, LADWP secured more than \$78 million in relief funding through the California Water and Wastewater Arrearage Payment Program (CWWAPP). These funds provided financial assistance to approximately 80,000 residential customers to assist with water and sanitation bills. In addition to CWWAPP, we also worked with the state and community organizations to obtain \$19 million in relief funding. This was made possible primarily through Housing Is Key, the Low Income Home Energy Assistance Program, and the Low Income Household Water Assistance Program. We continue to work with local service providers and community organizations to expand program awareness and increase enrollment for qualifying customers.

From 2021 to 2024, we distributed \$700 million in utility bill assistance funds to customer accounts to help offset water, power, and sewer bills incurred during the COVID-19 pandemic.

Level Pay

Through the Level Pay program, qualified customers can better manage their water and power bills by receiving a consistent and predictable monthly bill, over one year. As of December 2024, more than 19,500 customers were actively enrolled in the program.

Learn More: [LADWP.com/LevelPay](https://ladwp.com/LevelPay)

EZ-SAVE

Support for customers experiencing financial hardships continues through initiatives such as the streamlined EZ-SAVE Program, which helps income-qualified customers kickstart their utility bill savings and qualifies them for even more savings through other city and state programs. In 2024, nearly 160,000 customers were enrolled in the program.

Learn more: [LADWP.com/CARES](https://ladwp.com/CARES)

Customer Service Centers

LADWP is dedicated to providing multiple, convenient ways for customers to reach us for the help they need. We operate 14 customer service centers (CSCs) located in various communities throughout Los Angeles, and one in the Owens Valley, where customers can receive in-person assistance. Since all 15 CSCs fully reopened to walk-in customers in 2024, we have seen a 46 percent increase in

customer visits. We are currently designing new offices in the San Pedro, Eagle Rock, and Hollywood areas to create an even better in-person experience for our customers.

Learn more: [LADWP.com/CSC](https://ladwp.com/CSC)

Accessibility

In 2024, LADWP hosted 15 Customer Support Saturday events at the CSCs and participated at 18 other community events with the City of Los Angeles Department of Aging and other partner agencies. At these Customer Support Saturday events, customer service representatives provided one-on-one consultations to nearly 4,000 customers, educated them on ways to save on water and electricity costs, and helped eligible customers enroll in LADWP financial assistance programs. These events will continue to be offered to residential customers in 2025 on the third Saturday of each month at the North Hills, Crenshaw, and Watts CSCs, and there are plans to partner with other groups to host Small Business workshops.

Top-Ranked Customer Service

★ **Chartwell Vulnerable Customer and Engagement MVP Award**

In October 2024, LADWP received the Chartwell Best Practices 2024 honorable mention for excellence in serving vulnerable customers. This award recognized utilities that created or advanced initiatives focused on serving financially or socially vulnerable customers by improving service innovation and technology, operational efficiencies, overall quality, and customer satisfaction. Additionally, Chartwell awarded the Engagement MVP award to LADWP to acknowledge LADWP's contributions to other utilities seeking advice on best practices.

★ **Trusted Business Partner**

LADWP was among 13 utilities in the U.S. named as a 2024 Trusted Business Partner by Escalent. The utilities were selected based on having Brand Trust Index scores in the top decile of the industry, the top score within their respective benchmark segment, or a Brand Trust Index score within 20 points of the top benchmark segment score and above the industry average. We were also named a Trusted Business Partner in 2017, 2019, and 2023.

★ **J.D. Power Customer Satisfaction Ranking**

LADWP was ranked second in the West Region, Midsize Segment in business customer satisfaction, according to a study released by J.D. Power in November 2024. The study measured satisfaction among business customers of 80 targeted U.S. electric utilities. Overall satisfaction was examined by considering factors such as: power quality and reliability, price, billing and payment, corporate citizenship, customer contact, and communications. The 2024 study is based on responses from 20,863 online interviews of business customers from March through October 2024.

Promoting Climate Resiliency for Customers



Heat Relief

In 2024, LADWP partnered with the Los Angeles Department of Aging to launch the Cool LA Heat Relief for Seniors events. This event series is part of LADWP's Cool LA initiative, which is itself a part of Powered by Equity. These events were designed to help customers better manage the impacts and risks of extreme heat--especially older adults, income-qualified individuals and families, and those living in underserved communities. From July to October, six of these event

took place around Los Angeles, with more than 2,000 community members attending. At the events, attendees were able to enroll in our financial assistance programs, such as EZ-SAVE, Lifeline, and Level Pay, and learn about other LADWP rebates and programs. LADWP also distributed more than 1,800 free portable air conditioners to qualifying L.A. seniors over the course of these events.

Wildfire Mitigation Plan

Through LADWP's Wildfire Mitigation Plan, we aim to safeguard communities, ensure reliable service for our customers, and support California's broader wildfire resilience goals. Updated annually to reflect evolving risks, technologies, and regulatory requirements, the plan complies with California Public Utilities Code §8387 and is designed to prevent wildfire ignitions caused by LADWP electrical equipment, protect critical infrastructure in high fire-threat areas, ensure public and employee safety through proactive risk management, and maintain reliable electric service during extreme weather events. In 2023, our comprehensive update to the plan was reviewed by an independent evaluator, who determined it to be in compliance with all statutory requirements. Following the wildfires that ravaged Los Angeles in early 2025, LADWP is undertaking a complete review and update to the Wildfire Mitigation Plan under the direction of the Chief Risk and Compliance Officer, reflecting LADWP's proactive, data-driven approach to managing wildfire risk.

Learn more: [LADWP.com/WildfirePlan](https://www.ladwp.com/WildfirePlan)

Website Redesign



[www.LADWP.com](https://www.ladwp.com)

LADWP is consistently striving to improve customer engagement and customer experience. To that end, in January 2024, we launched our newly redesigned LADWP.com website. The new website design provided

important changes that improved user experience while also upgrading technology to stay current with security requirements and meet ADA compliance standards. Among the new features are an updated user interface, improved navigation, an enhanced search function, and a mobile-friendly design.

Also in early 2024, we introduced a new public-facing power outage map, making it easier for customers to view and track power outages that may be affecting their area. It introduced color-coding and symbols corresponding to the outage's size to help customers better understand the status of the outage and expectations for when service may be restored.

LADWP's new and improved site was honored with two w3 Awards, which have recognized outstanding work in digital media since 2005.

- ★ 2024 w3 Awards Gold Winner Best Utility Web Design – LADWP.com
- ★ 2024 w3 Awards Gold Winner Best in User Experience – LADWP.com

We continue to make improvements to this website to ensure that it is a helpful and convenient resource for our customers. Our next phase of site improvement will include the launch of the self-service side of the site.

Business and Commercial Customers

Support for Small Businesses

Our Small Business Support (SBS) team supports LADWP's roughly 107,000 diverse small- and micro-commercial customers. The SBS team works with strategic partners in the City and County to connect customers with resources for small businesses and also provides energy efficiency and water conservation guidance, participates in small business resource fairs and events, curates a monthly newsletter, has a microsite featuring industry-specific efficiency and conservation tips and programs, and acts as a liaison between customers and LADWP.

In 2024, the SBS team engaged in a variety of activities to help LADWP better serve our small- and micro-commercial customers. Through our Empowering Small Business newsletter, the team shared LADWP program updates, highlighted City programs for small businesses and helped LADWP achieve the state's highest small business customer participation in the California Municipal Utility Association's annual Small Business Survey. The team also provided in-person assistance at events hosted around the city for L.A.'s small business community, including events hosted by the Los Angeles Economic Development Corporation and Council District 1.

Learn more: [LADWP.com/SBS](https://ladwp.com/SBS)
Find industry-specific resources:
smallbiz.ladwpsbs.com



LADWP has approximately 130,000 business and commercial customers across the city. They range in size from our smallest micro-commercial customers to our largest Premier account customers.

2024 Utility Trends

LADWP hosted the 6th annual 2024 Utility Trends workshop in December 2024 to keep our Key Account customers engaged in industry trends and informed about LADWP's long-term plans.

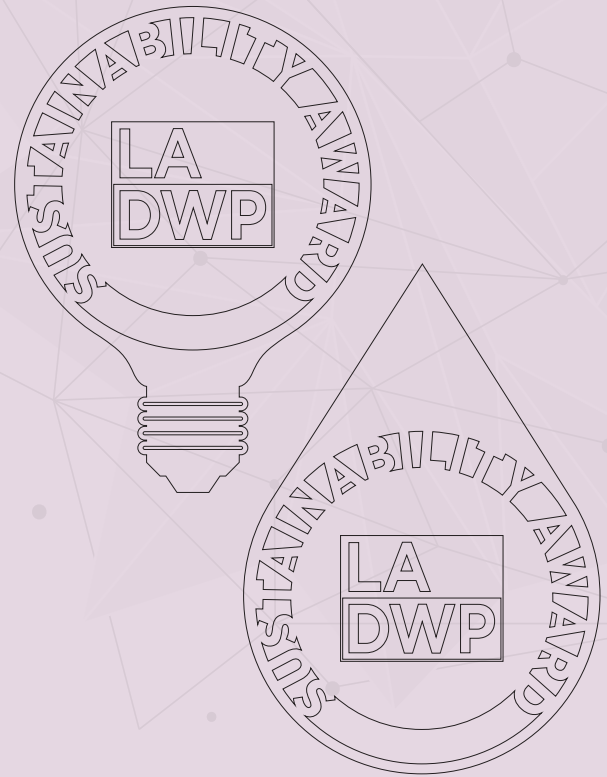
LADWP's largest customers were provided updates on the LA100 Plan (previously called the Strategic Long-Term Resource Plan), the Pure Water Los Angeles initiative, and preparations for the 2028 Olympic and Paralympic Games. More than 40 of our largest customers attended the event, which helps us foster close working relationships with our Key Account customers and provides information about LADWP plans to support customers as they develop their own plans for the future.

Sustainability Awards

In spring of 2024, LADWP hosted the 9th annual Sustainability Awards Program, honoring 19 of our largest customers across four categories: Energy Efficiency, Water Conservation, Electrification of Transportation, and Demand Response.

In total, actions taken by the 2024 honorees in energy efficiency and demand response reduced their annual carbon emissions by an estimated 4,688 tons, which is equivalent to removing more than 1,100 gasoline-powered cars from the road for a year. Awardees for water conservation decreased their water use by 3.8 million gallons. Transportation electrification honorees added another 461 electric vehicle (EV) chargers—440 Level 2 chargers and 21 Level 3 chargers—to L.A.'s growing network of EV chargers. These successes were a result of our customers' participation in our water conservation, energy efficiency, and transportation electrification customer programs, and continue an ongoing trend of substantial water and power savings and expansion of EV infrastructure among our commercial, industrial, and institutional customers.

Learn more: [LADWP.com/SAP](https://ladwp.com/SAP)



2024 Sustainability Awards First Place Winners

Energy Efficiency

- **Leadership Award:** *City of Los Angeles - Street Lighting*, saved 6,910,554 kWh annually by installing 17,723 pole mount fixtures.
- **Impact Award:** *Wilshire Colonnade*, reduced annual electric consumption by 24.97% by retrofitting 4,157 fixtures with LED tubes.

Water Conservation

- **Leadership Award:** *Keck Medical Center of USC*, saved 1,738,840 gallons annually by installing 232 flow restrictors.

Electrification of Transportation

- **Leadership Award for Level 2 Chargers:** *The Roberts Company*, installed 160 Level 2 chargers.
- **Leadership Award for Level 3 Chargers:** *EVgo*, installed 11 DC fast chargers.



Demand Response

- **Leadership Award:** *Los Angeles Unified School District*, curtailed 7,047 kW and saved 85 MWh by increasing chilled water set temperature, reducing interior lighting load, and turning off miscellaneous fans and parking structure lighting.
- **Impact Award:** *Airgas*, curtailed 94% of base load by shutting off process compressors.

Customer Programs for Energy Efficiency

Free Energy & Water Efficiency Kits

In 2024, LADWP partnered with Southern California Gas Co. (SoCalGas) to distribute water and energy efficiency kits to income-qualified customers residing in disadvantaged communities. Each kit contained two CA-compliant 9-watt LED bulbs, two water-efficient showerheads, three faucet aerators, and inserts with information to access other LADWP water and energy efficiency programs and rebates. More than 60,000 kits were distributed. Installation and use of those devices can help save more than 840 million gallons of water, reduce natural gas usage in Los Angeles by approximately 500,000 net therms, and save close to 1.8 million kilowatt-hours in annual energy usage per year.

Free Energy Improvement Upgrades

Back in full swing following a hiatus during the pandemic, the Home Energy Improvement Program (HEIP) offers qualifying residential customers free home upgrades to improve energy and water efficiency in their homes, which can potentially lower their bills and enhance their

comfort level. Through HEIP, we completed 2,511 free home upgrades in fiscal year 2023-24, resulting in an average projected savings of 492 kilowatt-hours per home annually.

Learn more: [LADWP.com/HEIP](https://ladwp.com/HEIP)

Refrigerator Exchange and Recycling*

Swapping out an old refrigerator for an Energy Star® model can save serious amounts of energy and money—up to \$60 per year. Our Refrigerator Exchange Program offers Energy Star® refrigerators in exchange for qualified older model refrigerators, free of charge, for qualified low-income customers. Recycling an older secondary refrigerator/freezer can help our customers reduce their energy bill by up to \$192 per year. Our Refrigerator Recycling Program encourages safe and environmentally friendly recycling of old, energy-inefficient refrigerators and freezers. Pick-up and recycling services are offered at no cost to our customers, and they receive a \$60 rebate. Throughout fiscal year 2023-24, we recycled 234 refrigerators for a potential savings of more than 455,364 kilowatt-hours.

**The Refrigerator Exchange and Recycle Programs are on hiatus until late 2025.*



Energy Efficiency Direct Install for Commercial Customers

Commercial Direct Install Program

The Commercial Direct Install (CDI) Program is free and targets small, medium, and large business customers in the LADWP service territory. The CDI Program is designed to identify and implement energy efficiency retrofits to business customers using less than 250 kilowatts a month. The program offers direct installation of upgrades for exterior lighting, interior lighting, refrigeration, sensors, and light-emitting diode or LED exit signs.

In fiscal year 2023-24, CDI achieved approximately 22,904 MWh of savings across 2,628 participating customers.

Retrofits for Schools

A large portion of the CDI program is the direct installation of energy efficiency measures for Los Angeles Unified School District (LAUSD) facilities. We have a team of qualified staff and materials to install agreed-upon energy efficiency measures at eligible LAUSD schools. Due to the diligence and dedication of the installation team, all schools scheduled to be completed in the five-year agreement were completed in four years. During this time, a total of 76 schools were retrofitted with energy-efficient lighting, saving over 22.6 gigawatt-hours, which equates to providing electricity to 3,966 homes per year or avoiding 6,753 metric tons of carbon dioxide emissions.

Learn more: [LADWP.com/CDI](https://www.ladwp.com/CDI)

Commercial Incentives Are Electrifying

LADWP's commercial incentive programs underwent major upgrades in 2024, culminating in increased incentive rates, streamlined application processes, and expanded measure offerings, including electrification.

Business Offerings for Sustainable Solutions (BOSS) Program

Previously called the Custom Performance Program, BOSS offers incentives for a variety of energy-saving measures including high-efficiency cooling equipment, controls, industrial processes, heat pumps, heat pump water heaters, variable frequency drives, and other energy efficient technologies and strategies.

Learn more: [LADWP.com/BOSS](https://www.ladwp.com/BOSS)



Commercial Lighting Incentive Program (CLIP)

CLIP provides incentives for the installation of new energy efficiency lighting and controls. New lighting requirements and increased incentive rates make it even easier to save.

Learn more: [LADWP.com/CLIP](https://www.ladwp.com/CLIP)

Food Service Program

The program offers cash incentives for the purchase of eligible new energy efficient cooking and food preparation equipment, including all-electric cooktops, ovens, fryers, ice machines, and reach-in freezers and refrigerators, among others.

Learn more: [LADWP.com/FoodService](https://www.ladwp.com/FoodService)

LADWP Zero By Design

This incentive program encourages high-efficiency, all-electric design and construction by providing incentives for commercial and high-rise multi-family new construction projects that exceed Title 24 building codes. Both developers and design teams may be eligible for incentives through the program.

Learn more: [LADWP.com/LADWPZBD](https://www.ladwp.com/LADWPZBD)

Customer Programs for Water Savings

Turf Replacement

Since we began the Turf Replacement Program over a decade ago, Angelenos have said goodbye to nearly 56 million square feet of grassy lawns through this program. We continue to offer a generous rebate of \$5 per square foot for up to 5,000 square feet for residential customers and 50,000 square feet for commercial customers. The amount of water saved through those turf transformations is enough to supply water to more than 29,000 homes per year. Along with providing rebates for turf replacement, LADWP offers free online training classes, plant palettes, and sample design plans to help customers create landscaping that is sustainable and attractive.

Learn more: [LADWP.com/Landscaping](https://ladwp.com/Landscaping)

Managing Water Use

Flume: Monitor Water Use on Your Device

Our partner in water conservation, Flume Inc. offers single-family residential customers a way to monitor their water use and catch leaks and other water waste at home. With easy DIY installation, the device provides customers real-time access to water usage data from a smart device. Through a special offer, customers can purchase the Flume device at a significant discount through a streamlined direct discount process. Customers have responded enthusiastically to the program, purchasing more than 30,000 devices between the program's launch in July 2022 through December 2024.

Learn more: [LADWP.com/Flume](https://ladwp.com/Flume)

My Water Insights

Another way to help customers save water is the My Water Insights Program, which has been expanded for all single-family customers. The program guides customers in achieving water savings by sending them individual water use consumption data with tailored messaging about how to save water.

Learn more: [LADWP.com/MyWaterInsights](https://ladwp.com/MyWaterInsights)

Technical Assistance

For more than three decades, the Technical Assistance Program (TAP) has offered commercial, industrial, institutional, and multifamily customers a means to save money on their water bills. The program provides savings for customers who install pre-approved water conservation equipment and technologies that result in permanently reducing their water use. The financial incentive is calculated at the rate of \$7 per 1,000 gallons of water saved over a two-year period.

The 23 completed TAP projects during FY 2023-24 will result in an estimated water savings of 13.8 million gallons per year. The most popular projects were for leak-sensing devices that are installed on water supply lines to toilets, faucets, and showerheads. These devices wirelessly send a notification when they sense leaks, before they become sizeable.

Learn more: [LADWP.com/TAP](https://ladwp.com/TAP)

Water-Saving Rebates

To help reduce their water use, residential and commercial customers can get rebates for fixtures they use every day. For example, single-family residential customers can receive \$500 for replacing clothes washers with high-efficiency models, among many other household devices. Commercial customers can receive rebates for premium high-efficiency toilets at \$300 each. These incentives will help drive the market towards making conservation a California way of life.

Learn more:

Residential rebates: [LADWP.com/RWR](https://ladwp.com/RWR)

Commercial rebates: [LADWP.com/CWR](https://ladwp.com/CWR)

Thank you for saving water, L.A.! By utilizing our rebates and direct installation programs, our customers achieved a potential water savings of nearly 1.6 billion gallons annually in fiscal year 2023-24!





Community Connections

As a municipal utility, we have a long-standing commitment to support the customers and communities we serve and actively engage with them through a variety of events, celebrations, and meetings. Our goal is to promote awareness, address local needs, foster trust, and encourage participation in our programs and activities.

LADWP participates in hundreds of community events each year both in Los Angeles and in the Eastern Sierra with informational booths, displays, and exhibits. In Los Angeles, these include major local events such as CicLAvia, Taste of Soul, Central Avenue Jazz Festival, and Fleet Week. The events allow us to strengthen our connections with the people we serve and continue making a positive impact in the city, including sharing important information about career opportunities, providing options to manage and pay bills, and participate in programs to help customers save money while protecting the environment.

In the spirit of public service, our employees also help deepen our engagement by giving back to their communities through volunteer opportunities such as community cleanup events and parades, including L.A. Pride, Kingdom Day, Lunar New Year, Juneteenth, and even the Mule Days Parade in Bishop. LADWP employees proudly showcase our commitment to fostering a diverse and inclusive workplace and encourage other Angelenos to join the team.

In the Eastern Sierra, we partner with dozens of local community groups to share information on our efforts to protect the area's watershed, enhance recreational

opportunities, and provide local jobs, as well as provide information to our more than 6,000 Eastern Sierra electric customers to help manage bills and reduce energy consumption.

To further educate and bring awareness to our various initiatives, in 2024, we conducted three Los Angeles Aqueduct tours for staff representing various local and State legislative offices. These tours provide a valuable opportunity for them to learn about our water and power system in the Eastern Sierra, with the goal of having participants bring their newfound knowledge back to their stakeholders and communities. Through these tours, we hope to increase understanding for the important and complex work that we do.

In addition to coordinating these tours, we also have regular and ongoing communication with local community groups such as neighborhood councils, homeowners' associations, and other local organizations throughout the city. Through



regular meetings, we are able to gather input from community members on our programs, plans, and initiatives and to inform them about impacts that our operations—including water and power infrastructure improvement projects—may have on their neighborhoods.

Throughout 2024, we were proud to see the direct positive impact on the lives of our customers and communities through our Powered by Equity Initiative events, including the Cool LA Heat Relief for Seniors events. In the coming year, we will work to further the initiative as part of LA100 Equity Strategies by promoting a variety of clean energy programs, including solar utilization, energy efficiency, job creation and training, electric vehicle rebates, and much more.

In addition to our efforts in promoting equity and positive impact through in-person events, we also recognize the importance of digital engagement in connecting with and listening to our customers and communities. We maintained a strong presence on the social media platform Nextdoor, where LADWP reaches over 1.1 million members and about 1,327 neighborhoods as well as over 300 members in the Eastern Sierra. We also stayed in contact with our communities through a monthly digital newsletter, LADWP in the Community, which reaches about 2,400 subscribers, and the quarterly LADWP in the Eastern Sierra newsletter, which reaches 1,479 subscribers.

Learn more: [LADWP.com/Community](https://ladwp.com/Community)

Partnerships in Education

LADWP collaborates with schools across Los Angeles to deliver educational programs that enhance students' understanding of essential science, technology, engineering, arts, and math (STEAM) concepts and inspire them to explore future career opportunities within the City of Los Angeles and LADWP. Additionally, we partner with schools in the Owens Valley to support the communities surrounding the Los Angeles Aqueduct, reflecting our commitment to the regions where we operate.



In the school year 2023-24, our employees continued a 40-year tradition of partnering with the Los Angeles Unified School District, nonprofit education-related organizations, local schools, and teachers on programs and activities to enhance education and students' learning. During the year, our education programs reached more than 130,000 students, 2,500 teachers, and about 700 schools.

During the past school year, we co-sponsored and helped manage an intensive Environmental Teacher Institute for educators mainly from within our service area who teach grades 4 to 12. Over four Saturday sessions, these educators learned about the best methods for teaching environmental content and heard from utility industry experts, including LADWP staff, on water and energy topics. The teachers also implemented stewardship projects on these and other environmental issues with their students.

LADWP's decades-long Adopt-a-School program also continues. This program enables our employees to lend their expertise to schools in our service area, both in Los Angeles and the Eastern Sierra. Through these school partnerships, we are promoting career readiness, supporting STEAM education, and finding new and innovative ways to partner with our local schools.

The annual highlight of our STEAM outreach occurs each spring. In March 2024, we hosted the 32nd LADWP Regional Science Bowl competition, bringing together approximately 100 volunteers and more than 168 high school students. Sponsored by the U.S. Department of Energy, the Science Bowl follows a game-show format with a moderator asking toss-up and bonus questions of two teams of four students. Questions cover college-level math, science, and technology topics. During our 2024 competition, 42 teams competed in round-robin and double elimination tournaments. At the end of the day, the North Hollywood High School Team A was left standing as the regional champion. The team went on to represent Los Angeles at the National Science Bowl in Washington, D.C. in April 2024, taking home second place.

Learn more: [LADWP.com/Education](https://ladwp.com/Education)



Financial Health and Competitive Rates

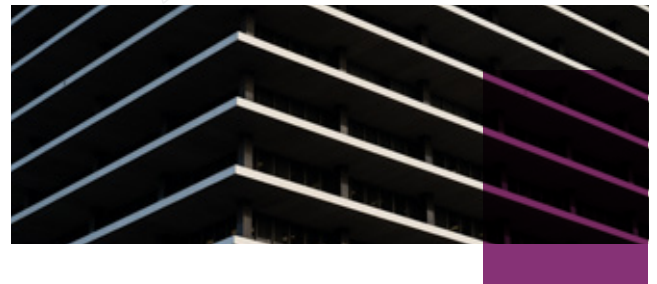
As a public municipal water and power utility, LADWP exists by and for our customers, who are also our owners. We develop all of our strategic plan goals and objectives so that they are achievable, measurable, and cost effective, and are designed to maintain competitive rates for our customers. LADWP is committed to meeting our operational needs and financial goals through:

- Maintaining diverse power and water sources
- Meeting or exceeding all regulatory commitments
- Continuing to invest in water and power system reliability
- Maintaining competitive retail rates and financial stability
- Improving customer service

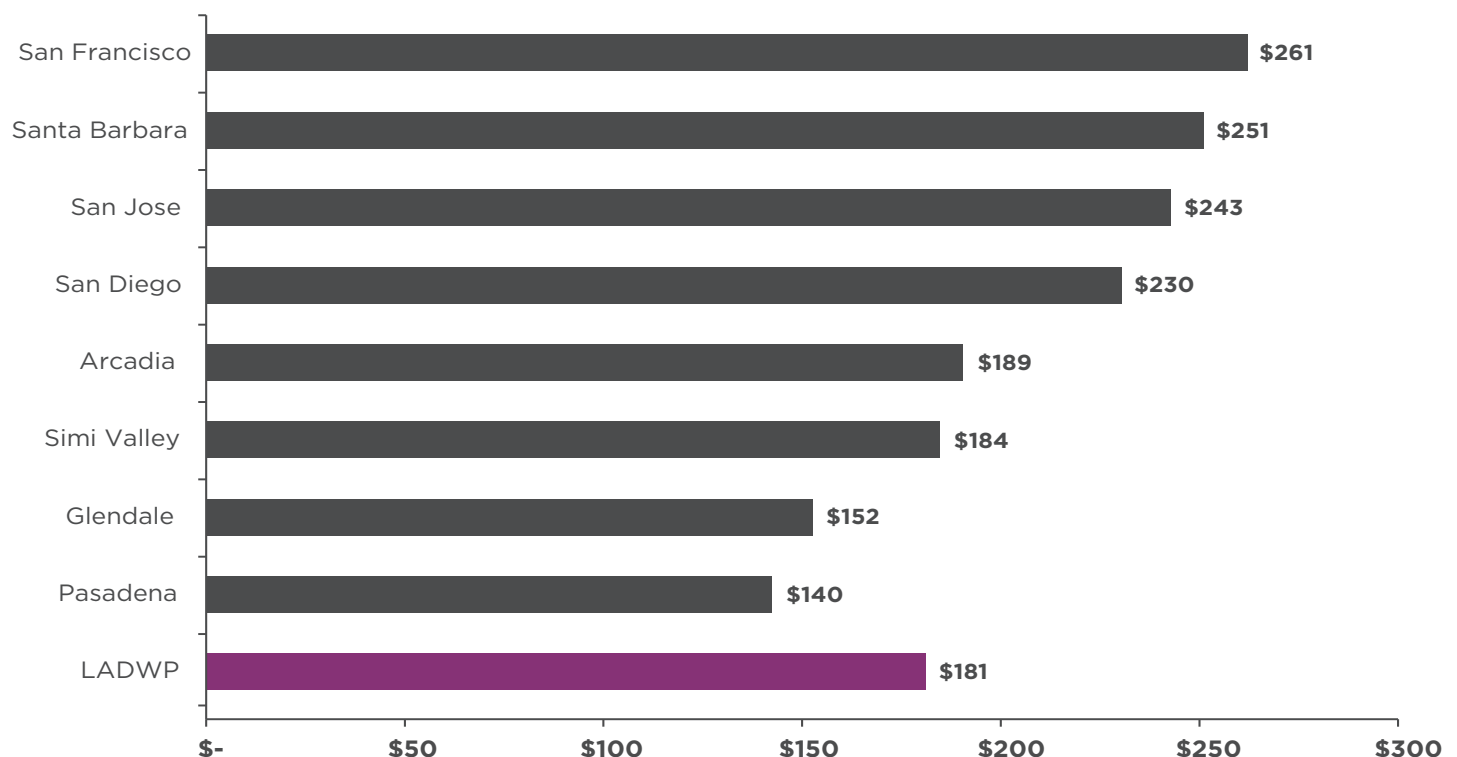
For fiscal year 2024-25, the budgets approved by the Los Angeles Board of Water and Power Commissioners are consistent with our strategic plan, reflect continued cost controls and support resources that address our customer-driven priorities.

Successful Bond Sales

Maintaining strong credit ratings is a key component of keeping water and power rates competitive. LADWP continues to maintain high bond ratings from Wall Street, which enables us to access low-interest borrowing and achieve cost-effective capital projects, saving money for our customers. For fiscal years 2015 to 2024, LADWP refunded \$8.94 billion of debt and generated \$1.28 billion in present value savings. To maintain our financial health and protect our ratepayers, we follow Board-approved financial planning metrics, including debt service coverage, full obligation coverage, operating cash, and capitalization ratios.



Our Water and Power Rates Are Competitive



Based on the midpoint of all residential electricity use of 300 kWh per month and residential water use of 10 HCF per month. Updated as of January 1, 2025

Financial Data

These pages provide an overview of the financial activities of LADWP for fiscal years 2019-2020 through 2023-2024.

For the complete financial statements:
LADWP.com/FinancialInfo



WATER SERVICES FACTS IN BRIEF

	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Use of Water					
Average Los Angeles Population Served	3,814,318	3,804,420	3,822,940	3,871,886	3,898,536
Average daily use per capita (gallons)*	101	101	113	112	105
Water Sales for Fiscal Year (Millions of Billing Units of 100 cu. Ft)*	180.5	179.1	199.2	209.3	199.9
Water Supply (Millions of Billing Units of 100 cu. Ft.)					
Local supply*	2.8	12.7	23.1	24.0	15.0
DWP Aqueduct*	126.8	80.3	30.1	55.9	127.2
Metropolitan Water District (MWD)*	61.2	95.7	159.7	138.0	67.0
Recycled Water*	4.4	4.1	5.2	4.9	4.2
Gross Supply	195.2	192.8	218.1	222.8	213.4
Diversion from (to) local storage*	0.1	-0.2	-0.1	0.4	-0.3
Net supply to distribution systems	195.3	192.6	218.0	223.2	213.1
Bond Ratings					
Moody's/S&P**/Fitch KBRA**	Aa2/ AA+ ¹ / AA ² /AA+	Aa2 /AA+ /AA / AA+	Aa2 /AA+ /AA / AA+	Aa2 /AA+ /AA / AA+	Aa2 /AA+ /AA / Not Applicable

ENERGY SERVICES FACTS IN BRIEF

	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Number of Customers					
Residential	1,453,399	1,439,889	1,430,123	1,414,367	1,404,768
Commercial and Industrial	128,140	128,347	128,074	126,418	126,153
All Other	6,702	7,069	7,079	7,030	7,010
Total Customers of all classes	1,588,241	1,575,305	1,565,276	1,547,815	1,537,931
Power Use					
Sales to Ultimate Customers					
- kilowatt (kW) hours	20,828,936,823	21,756,063,074	21,310,156,058	20,837,903,238	21,127,502,753
Sales to Other Utilities					
- kW Hours	1,025,072,900	1,722,103,042	1,890,471,776	2,086,733,000	1,050,536,000
Average annual kW hours per residential customer	5,034	5,083	5,350	5,667	5,335
Net dependable capacity, megawatts	8,075	8,007	8,004	7,954	7,981
Bond Ratings					
Moody's/S&P**/Fitch KBRA**	Aa2 /AA- ³ / /AA-/AA	Aa2 /AA-/AA-/ AA	Aa2 /AA-/AA-/ AA	Aa2 /AA-/AA-/ AA	Aa2 /AA /AA-/ Not Applicable

WATER AND POWER (CONSOLIDATED) FINANCIAL FACTS IN BRIEF

(\$ Billions)	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Financial Data					
Total Assets	\$35.5	\$33.6	\$34.3	\$30.9	\$29.0
Total Net Position	12.3	11.2	10.3	9.8	9.1
Total Annual Operating Revenue	6.4	6.7	6.2	5.8	5.1
Total Annual Budget	7.3	6.7	6.7	6.2	6.3
Retiree Benefits Data - Based on Market Value of Assets					
Unfunded/(Overfunded) Pension Liability	0.2	0.6	0.6	(1.7)	1.1
Funded Pension %	98.8%	96.6%	96.2%	111.1%	92.3%
Unfunded/(Overfunded) Retiree Medical Liability	(0.1)	(0.3)	(0.1)	(0.3)	0.2
Funded Retiree Medical %	100.9%	114.2%	106.8%	101.2%	92.5%

* 2024 Amounts for these lines are preliminary and subject to change pending validation.

** S&P continues to rate bonds issued prior to December 2019. Starting in FY 2021, Kroll Bond Rating Agency rated the Power 2021 B Bonds and the Water 2020 B, 2020 C, and 2021 B Bonds.

¹ As of January 14, 2025, S&P changed its rating assigned to the Water System Revenue Bonds from "AA+" to "AA-."

² As of April 16, 2025, Fitch changed its rating assigned to the Water System Revenue Bonds from "AA" to "AA-."

³ As of January 14, 2025, S&P changed its rating assigned to the Power System Revenue Bonds from "AA-" to "A."

WATER SERVICES SELECTED FINANCIAL DATA AND STATISTICS

(\$ Millions)	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Operating Revenues					
Residential	\$611.2	\$607.5	\$673.9	\$634.8	\$537.6
Multi Dwelling	545.1	557.1	500.2	460.5	402.0
Commercial and Industrial	372.2	395.7	351.7	301.2	253.2
Other	107.0	101.0	80.9	67.3	82.3
Total operating revenue	\$1,635.5	\$1,661.3	\$1,606.7	\$1,463.8	\$1,275.1
Operating Income	408.0	418.0	406.5	386.9	317.3
As % of operating revenues	24.9%	25.2%	25.3%	26.4%	24.9%
Change in Net Position	\$458.9	\$313.2	\$232.6	\$290.6	\$208.6
Balance Sheet					
Net utility plant	\$11,293.6	\$10,782.6	\$10,128.1	\$9,481.9	\$8,926.0
Capital additions, net	542.8	688.9	652.3	576.8	504.5
Capitalization					
Net Position	4,689.4	4,230.5	3,917.2	3,684.7	3,394.0
Long-term debt	7,512.5	7,339.8	6,874.7	6,740.2	6,334.1
Interest on debt	236.6	217.4	207.0	208.7	218.4
Key Financial Planning Metrics					
Debt Service Ratio	2.19	1.94	1.84	2.10	1.85
Number of Days Cash on Hand	184	141	182	274	259
Debt to Capitalization %	61%	63%	63%	64%	65%
Operations					
Gallons sold (billions)	135.0	134.0	149.0	156.6	149.5
Customers - average number (thousands)	698	697	694	692	689
Average revenue per 100 cu. ft. sold (in dollars)					
Residential	\$9.62	\$9.68	\$8.76	\$7.66	\$7.15
Multiple Dwelling	\$9.03	9.30	7.96	7.05	6.37
Commercial and Industrial	\$8.76	9.35	8.08	6.95	5.89
Water Supply (millions of billing units of 100 cu. ft.)					
Local supply*	2.8	12.7	23.1	24.0	15.0
DWP Aqueduct*	126.8	80.3	30.1	55.9	127.2
MWD*	61.2	95.7	159.7	138.0	67.0
Recycled Water*	4.4	4.1	5.2	4.9	4.2
Gross Supply	195.2	192.8	218.1	222.8	213.4
Diversion from (to) local storage*	0.1	-0.2	-0.1	0.4	-0.3
Net supply to distribution systems	195.3	192.6	218.0	223.2	213.1

* 2024 Amounts for these lines are preliminary and subject to change pending validation.

ENERGY SERVICES SELECTED FINANCIAL DATA AND STATISTICS

(\$ Millions)

	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Operating Revenues					
Residential	\$1,679.4	\$1,717.6	\$1,637.1	\$1,614.0	\$1,360.6
Commercial and industrial	3,036.9	2,857.6	2,784.7	2,492.1	2,372.5
Sales for resale	118.2	326.4	230.2	186.7	61.5
Other	(9.1)	56.9	(58.2)	(24.3)	12.7
Total Operating Revenues	\$4,825.4	\$4,958.5	\$4,593.8	\$4,268.5	\$3,807.3
Operating Income	772.0	742.2	801.0	744.1	364.0
As % of operating revenues	16.0%	15.0%	17.4%	17.4%	9.6%
Change in Net Position	\$584.7	\$601.8	\$307.3	\$415.6	\$90.1
Balance Sheet					
Net utility plant	\$15,732.3	\$14,820.2	\$14,087.6	\$13,457.8	\$12,826.9
Capital additions, net	956.5	788.7	652.1	668.5	695.2
Capitalization					
Net Position	7,611.3	7,026.6	6,424.9	6,117.6	5,702.0
Long-term debt	12,734.4	12,446.1	12,327.4	11,360.8	10,761.7
Interest on debt	408.4	399.1	371.0	359.0	370.1
Transfers to City of Los Angeles	244.7	232.0	225.0	218.4	229.9
Key Financial Planning Metrics					
Debt Service Ratio	2.72	2.82	2.44	2.60	2.11
Number of Days Cash on Hand	194	225.44	245.15	247.10	211.00
Debt to Capitalization %	62%	64%	65%	65%	65%
Full Obligation Ratio	2.03	2.03	1.88	1.88	1.74
Operations					
Kilowatt hours sold (billions)	22.1	23.4	23.4	23.0	22.3
Customers - average number (thousands)	1,588	1,575	1,565	1,548	1,538
Average Revenue per kWh Sold (in cents)					
Residential	23.7	22.2	22.2	20.9	18.9
Commercial and Industrial	21.8	20.5	19.8	18.9	16.9
Energy production (billions in kWh)					
Total generation	16.4	17.2	17.2	17.3	17.9
Purchases	8.9	9.1	9.4	9.0	7.3
Total production	25.3	26.3	26.6	26.3	25.2
Net system dependable capability (thousand megawatts)					
Power System-owned Facilities	4.7	4.7	4.7	4.7	4.8
Jointly owned and firm purchases	3.4	3.3	3.3	3.2	3.2
Total	8.1	8.0	8.0	7.9	8.0

2024-25 Briefing Book



LADWP.com

Revised 10/2025

