

**ATTACHMENT III**  
**LADWP Equity Metrics Data Initiative**

# Equity Metrics Data Initiative

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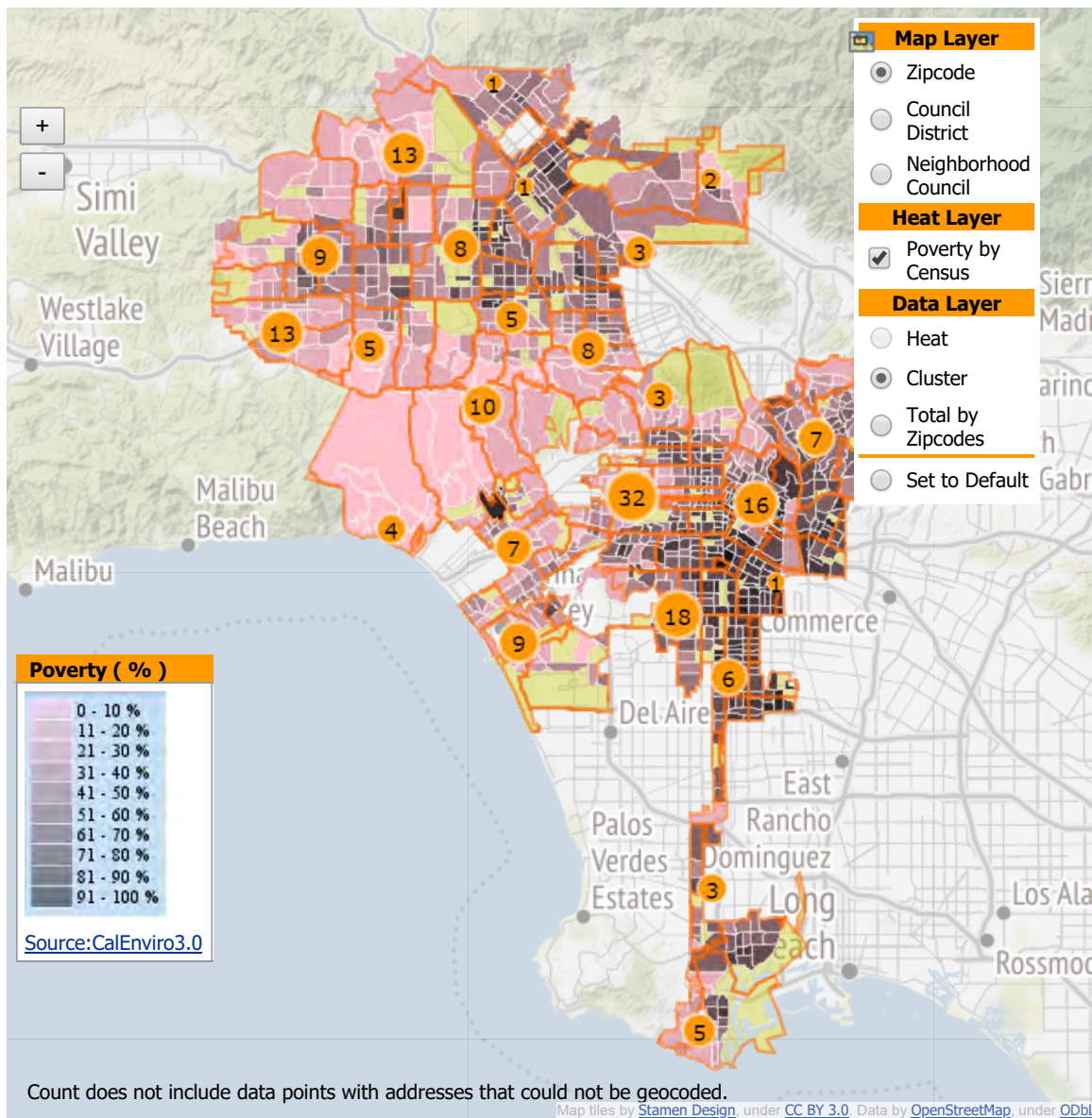
# LADWP EMDI - Water & Power Infrastructure Investment

RESPONSIBLE MANAGER:Serge Haddad

REPORTING MONTHS May 2019 - Oct 2019

## Water Quality Complaints

The numbers shown on the map are the water quality complaints based on color, taste and odor that helps assist with evaluating trends or identifying potential system issues.



# LADWP EQUITY METRIC – *Water Quality Customer Complaints*

RESPONSIBLE MANAGER: Serge Haddad

REPORTING PERIOD: May 2019 - Oct 2019

EQUITY CORE CATEGORY: Responding to Customer Complaints Before the End of the Next Business Day

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## 1. NARRATIVE / BACKGROUND

During the period May 2019 to October 2019, a total of 430 water quality complaints were received by the Water Quality Division including 86 complaints for taste and/or odor and 103 for discolored water.

## 2. CRITERIA

- Taste/Odor complaints
- Discolored water complaints

## 3. ACHIEVEMENTS

- Continue to consistently meet Mayor's Customer Bill of Rights goal of responding to water quality complaint calls by the end of the next business day.
- Water Quality Customer Care continues to receive a favorable response for customer service in the transactional survey. Four out of five customers rate their overall experience as excellent.
- Water Quality launched its Customer Service Improvement Program in September. The program includes a list of water fixtures checked during inspections, "How-To" sheets to help customer address common plumbing issues, the 2019 "Drinking Water Quality Report", and other giveaways including water saving faucet aerators, showerheads, timers, and toilet leak detection tablets to help customers with water conservation.

## 4. ISSUES

- A breakdown of the data for taste and/or odor and discolored water complaints for the period indicate that 45% of the complaints are attributed to customer plumbing issues, 19% are attributable to the water supply, and 36% are of unknown cause. Complaints of unknown cause include not able to follow-up with customer due to lack of response, water cleared when checked at premise, water not supplied by LADWP, and true unknown cause.

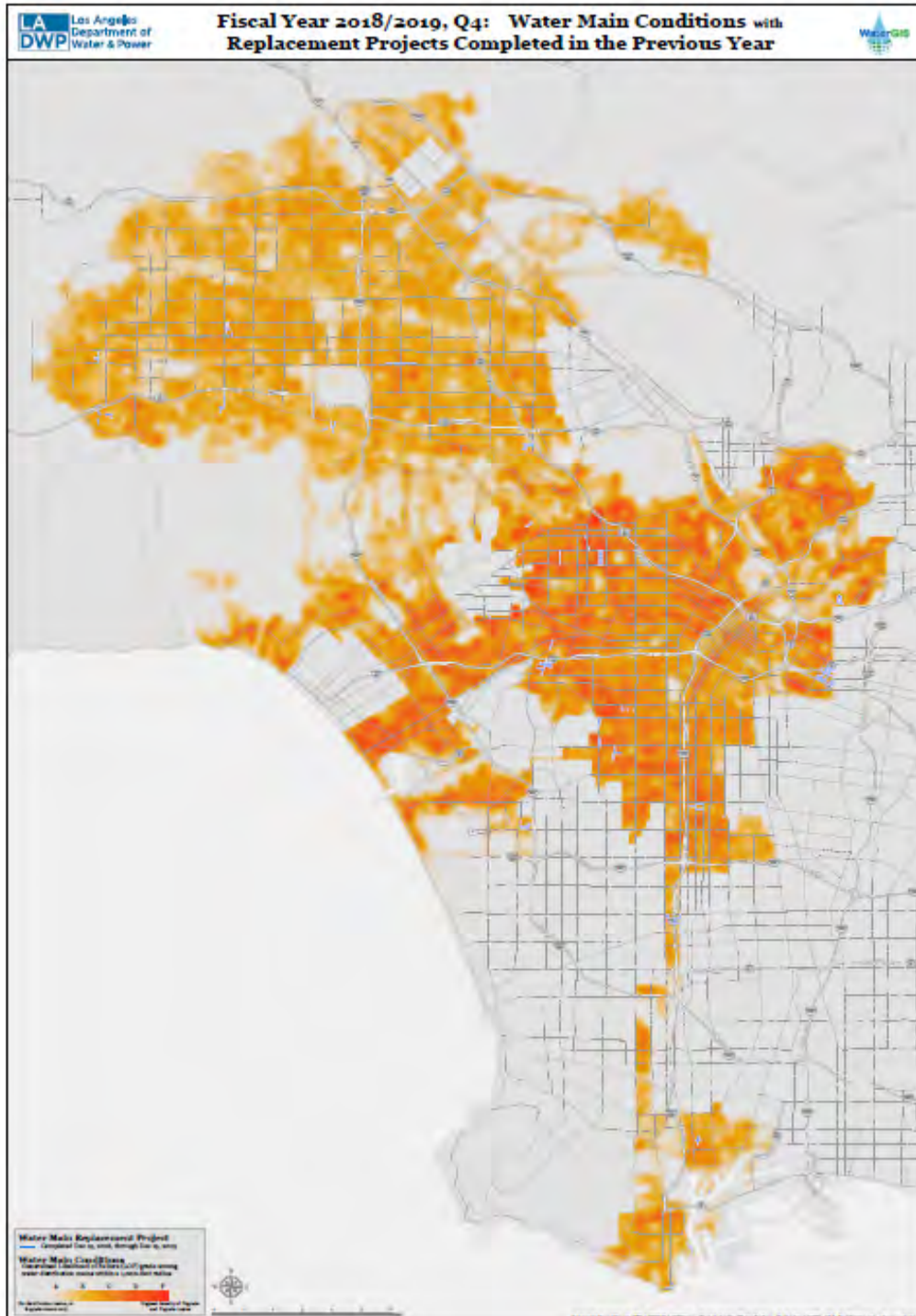
## 5. OUTREACH STRATEGY / PLAN

- Water Quality continues to review data to better understand the source of customer complaints.
- Water Quality has made significant progress towards implementing its hydration station initiative as called for in Mayor's Green pLAN. The initiative will result in increased availability of drinking water and promote tap water. The Division is finalizing agreements with the Department of General Services and the Department of Recreation and Parks to facilitate the retrofit/install of hydration stations at public buildings and parks. As part of pLAN, LADWP will also retrofit/install hydration stations at its Customer Service Centers.

**Mainline Replacement**

Mainline replacement is a portion of the Water System’s strategy to maintain reliability, to reduce leaks, and minimize interruptions and damage to the community. By mapping the geographic location of these replacements against the mainlines’ likelihood of failure heat map provides a visual indicator of how well the Department is addressing the replacement of mainlines most at risk of failure.

Decisions to replace Water Mainlines take into consideration the Mainlines’ Likelihood of Failure (LOF) Grade. The factors that contribute to the LOF Grade are: Leaks, Age, Material, Diameter, Pressure, Elevation, Soil Corrosiveness, Hillside/ground Movement.



# LADWP EQUITY METRIC – *Water System Probability of Failure & Planned Replacements (Water)*

RESPONSIBLE MANAGER: Alvin Bautista

REPORTING PERIOD: May 2019 – October 2019

EQUITY CORE CATEGORY: Water Infrastructure Investment – Mainline Replacement

## 1. NARRATIVE / BACKGROUND

There are approximately 6,700 miles of water mains (pipes less than 24 inches in diameter) throughout the City. Water mains are the backbone of the City's water distribution system. The Water System has prioritized mainline that are in the highest risk of failure for replacement. Pipes that are targeted for replacement are typically corroded cast-iron pipes that are in poor condition and demonstrate frequent leaks and/or breaks.

## 2. CRITERIA

- Leak history (quantity, frequency)
- Soil condition
- Pipe age
- Risk of service interruption and community disruption

## 3. ACHIEVEMENTS

- Replaced over 1.85 million feet of mainline since Mainline Replacement Program inception (2006)
- Commenced pilot testing of alternative earthquake resilient pipe manufacturer to develop a competitive and diverse supplier base for resilient pipes
- Maintained a leak rate that is below the national industry average
- Consistently maintained highest levels of water reliability to customers

- Developed mainline replacement plan to support City of Los Angeles' Green New Deal goals

## 4. ISSUES

As of October 2019, mainline replacement was tracking slightly below the goal of 225,000 feet for Fiscal Year 2019/20. Primary contributing factors include labor staffing, increasing regulations, and substantial local development that has resulted in congested working street environment.

## 5. OUTREACH STRATEGY / PLAN

- Aggressively seek eligible candidates to hire and fill vacant and open positions
- Continue to provide and promote safety and training to all existing and newly-hired employees
- Continue to develop LADWP-owned properties to strategically place construction crews close to planned mainline replacement projects
- Work and collaborate with other City departments to streamline permitting process/project execution
- Review and update Five-Year Action Plan to set and communicate achievable goals for mainline replacement footage (goal is to ultimately achieve a replacement cycle that is compatible with expected life of the asset)

# LADWP EMDI - Water & Power Infrastructure Investment

RESPONSIBLE MANAGER: Herman Cheng

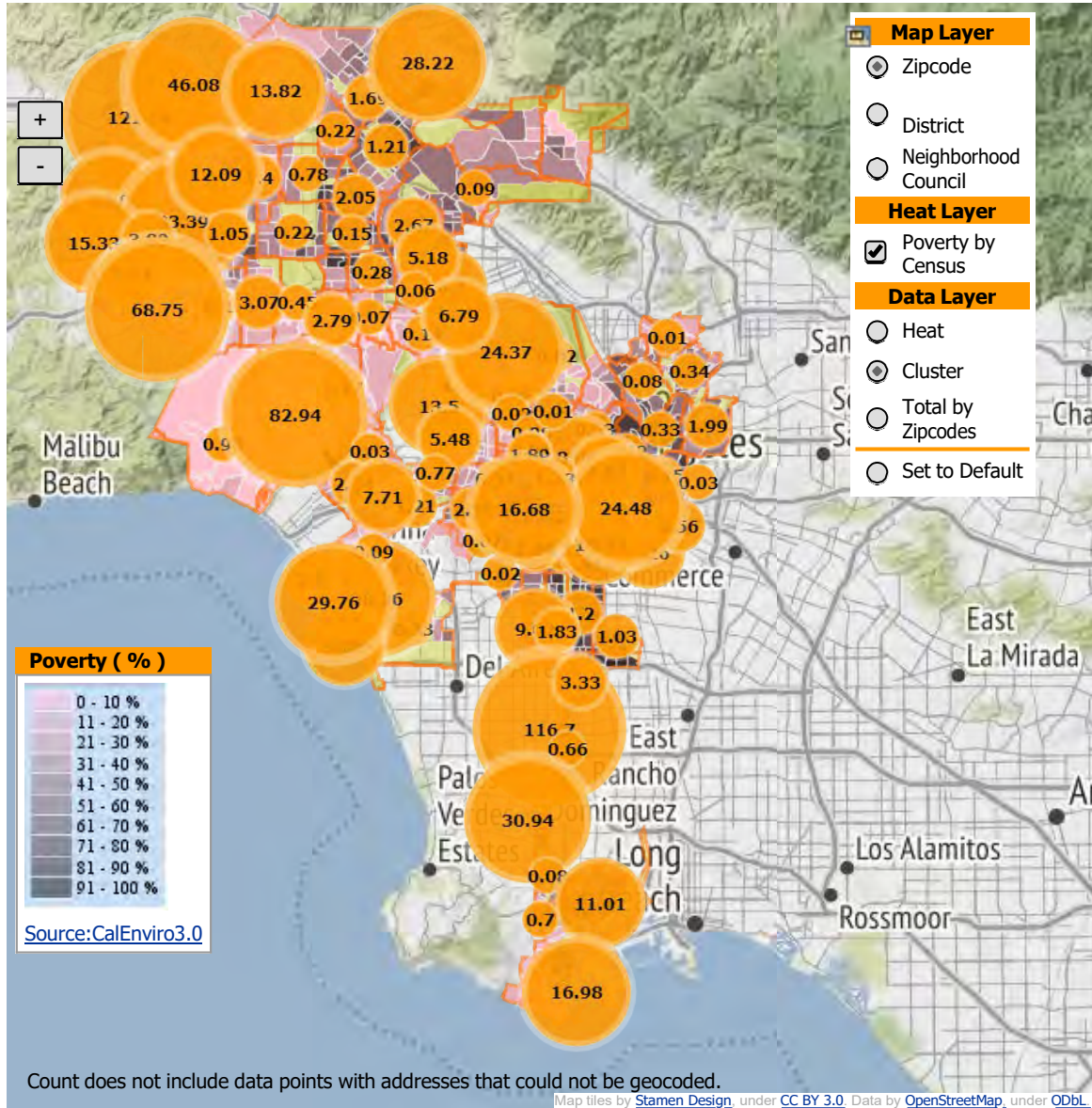
REPORTING MONTHS Nov 2018 - Oct 2019

## SAIDI

The following reliability indices are used to measure the reliability performance of LADWP’s distribution system in a 12-month rolling average:

- **System Average Interruption Duration Index (SAIDI):** Average # of minutes a customer power is out in a year for the system

The numbers shown on the map are the average number of minutes a customer’s power is out in a year for the system by geographic area.



# LADWP EMDI - Water & Power Infrastructure Investment

RESPONSIBLE MANAGER: Herman Cheng

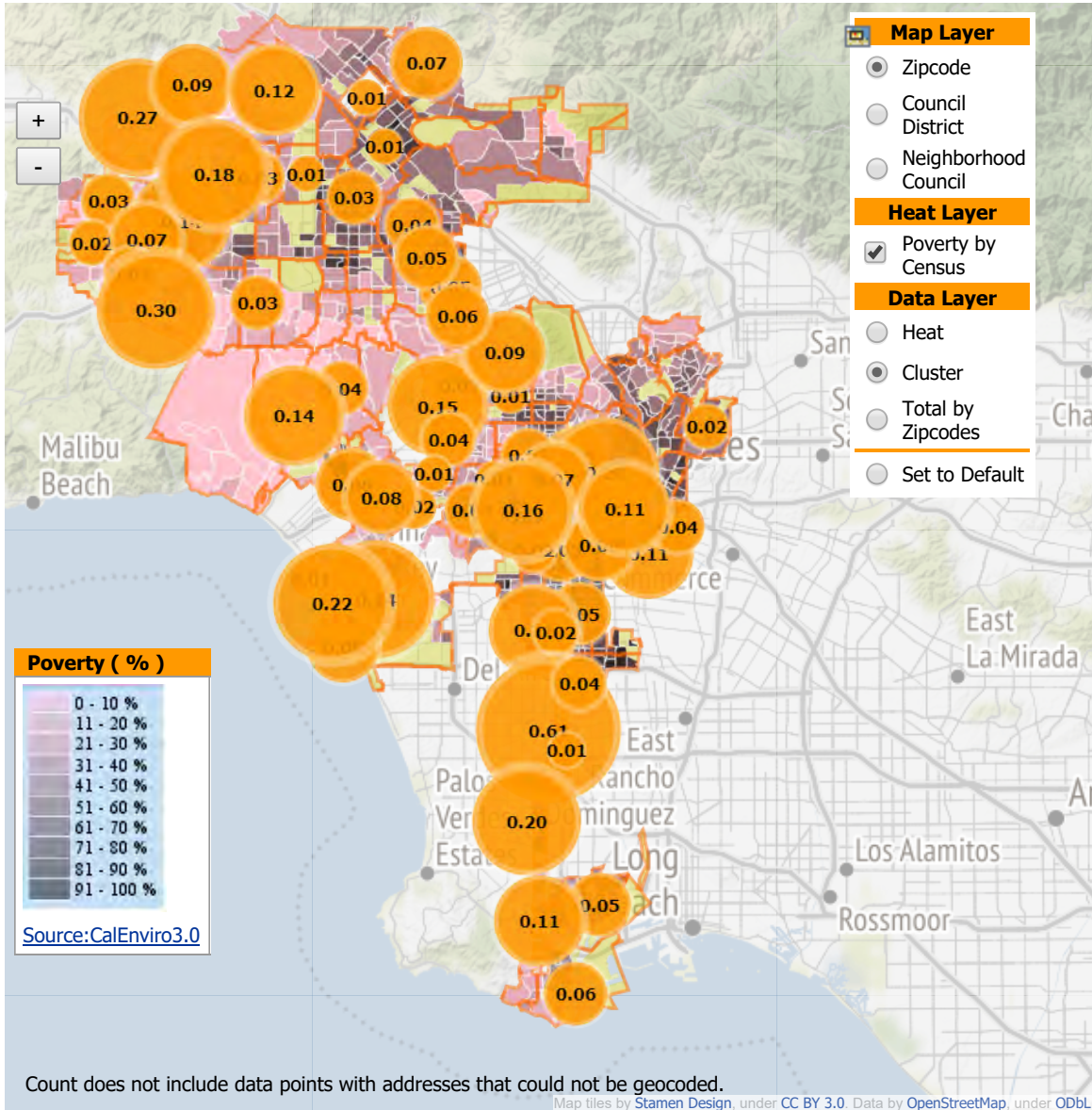
REPORTING MONTHS Nov 2018 - Oct 2019

## SAIFI

The following reliability indices are used to measure the reliability performance of LADWP's distribution system in a 12-month rolling average:

- **System Average Interruption Frequency Index (SAIFI):** Average # of interruptions per year for the system

The numbers shown on the map are the average number of interruptions per year for the system by geographic area.



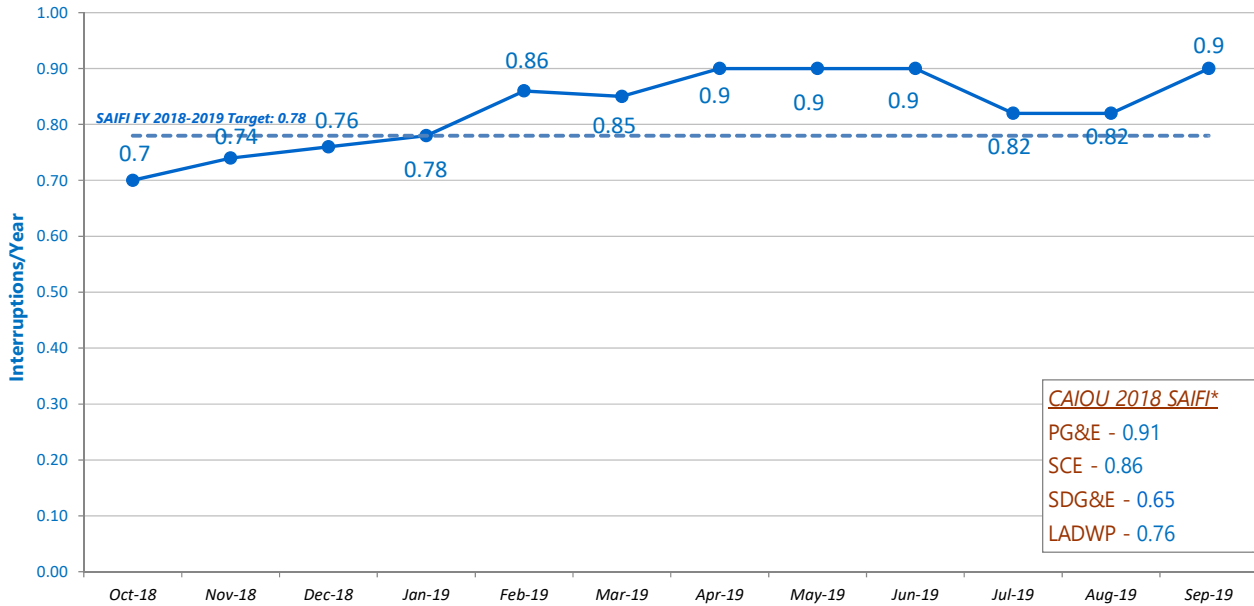


# LADWP EQUITY METRIC – SAIFI AND SAIDI (POWER)

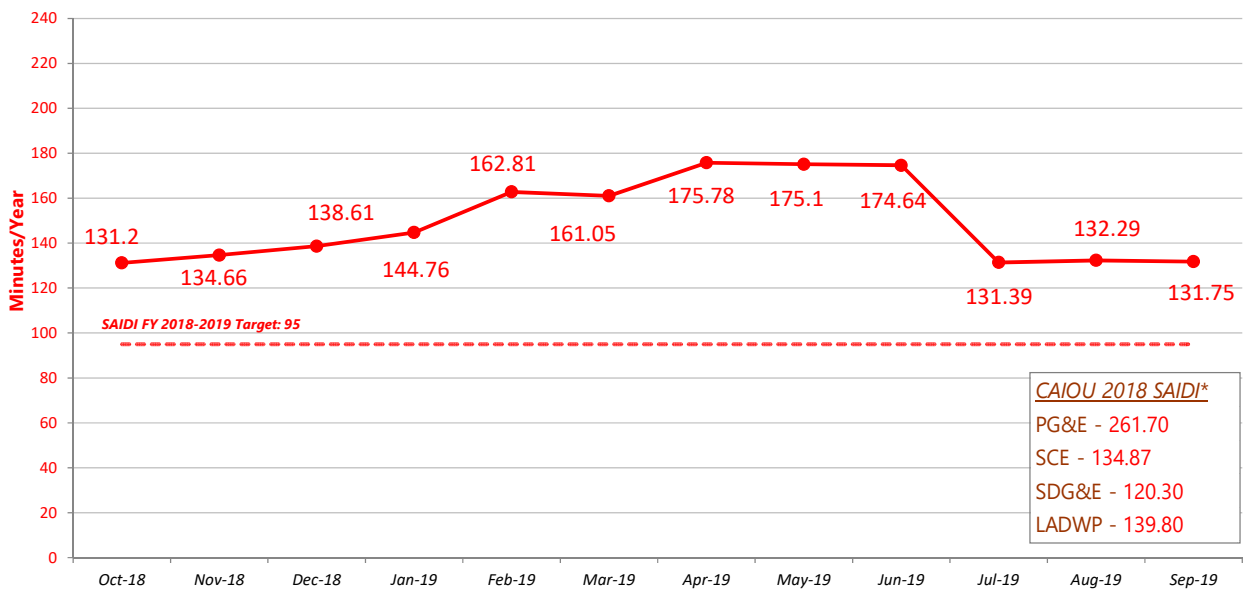
RESPONSIBLE MANAGER: Herman Cheng *HC*  
 EQUITY CORE CATEGORY: Water and Power Infrastructure Investment

REPORTING PERIOD: Oct 2019 (Rolling Data Ending Sep 2019)

**Power Distribution Service Reliability Indices**  
 System Average Interruption Frequency Index (SAIFI)



**Power Distribution Service Reliability Indices**  
 System Average Interruption Duration Index (SAIDI)



\*CPUC is the source of CAIOU data (<http://www.cpuc.ca.gov/General.aspx?id=4529>).  
 The monthly SAIFI/SAIDI indices for the ZIP codes are listed in Attachment A.

## 1. NARRATIVE / BACKGROUND

**SOURCE OF DATA:** KPI No. 04.01.01.06 and 04.01.01.07

- SAIFI is the System Average Interruption Frequency Index, which is the average number of interruptions experienced by a customer. It is measured as the average number of sustained interruptions per year for each customer served during the 12-month period ending with the indicated month. Sustained interruptions are 5 minutes or more in duration.
- SAIDI is the System Average Interruption Duration Index, which is the average interruption time (measured in minutes) experienced by a customer. It is measured as the average duration of sustained interruptions per year for each customer served during the 12-month period ending with the indicated month. Sustained interruptions are 5 minutes or more in duration.
- SAIFI and SAIDI reliability indices are being analyzed to assess maintenance and equipment replacement efforts to optimize system performance. Unanticipated outages can cost significantly in equipment damage, reduced revenue, costly lawsuits, and poor customer perceptions.
- SAIFI and SAIDI have to be combined together to accurately reflect the reliability performance of the distribution system.
- Updates to historical outage information during the preceding 12-month period may result in slight changes to SAIFI and SAIDI.
- Several high profile outages in 2006 alerted LADWP's awareness in improving our reliability performance. LADWP requested Electric Power Research Institute (EPRI) to perform a distribution reliability study. The study outlined LADWP's reliability performance with detailed assessment of equipment maintenance, asset management, and project prioritization.
- As a result of this study, the Power Reliability Program (PRP) and Power System Reliability Program (PSRP) were enacted in 2007 and 2014, respectively, to assess LADWP's reliability performance through strategic replacement and maintenance of various assets. In addition to distribution assets, the PSRP expanded the infrastructure replacement to include generation, transmission, and substation assets.

## 2. CRITERIA

- Quantitative analysis of outage statistics to identify equipment failures which contribute to outage frequency and duration.
- Assessment of equipment failure trends to prioritize equipment replacement efforts and maintenance activities.

## 3. ACHIEVEMENTS

- Based on the System Reliability, Restoration, and Response (SR3) Report conducted by PA Consulting Group, LADWP's 5-Year Average SAIFI (excluding

Major Event Days) was ranked in the 1<sup>st</sup> quartile at 0.68 for Calendar Years 2013 to 2017 when compared to other investor-owned utilities.

## 4. ISSUES

- The reliability indices for September 2019 are SAIFI at 0.90 and SAIDI at 131.75 minutes.
- SAIDI has decreased since June 2019 because the outages caused by the major heat wave in July 2018 have since dropped off from the 12-month rolling data. However, SAIFI and SAIDI are higher than normal due to severe weather events causing outages for prolonged durations. There were heavy rainstorms and wind gusts in October, December 2018 and January, February 2019. There was also a severe wind storm in April 2019.
- More than 131,000 customers were affected during the April 9-11, 2019 wind storm, one of the worst wind storms impacting the power grid since 2011.
- Circuit Breaker (CB) failures, due to aging equipment and maintenance efforts continue to be a problem since 2014.
- Balloon-related outages are on a steady rise since 2014, with nearly 500 outages in 2017. Assembly Bill (AB) 2450 was introduced on February 14, 2018 and was approved by the Governor on September 5, 2018. AB 2450 requires manufacturers of metallic balloons to put a warning label that warns the consumer about the dangerous risk of fire if the balloon comes in contact with an electrical power line.

## 5. RECOMMENDATIONS

- Accelerate CB replacement as CB failures affect a large number of customers and have a cascading effect that could cause widespread collateral damage to other station equipment.
- Accelerate cross arms and underground cable replacement.
- Repair temporary fixes in a timely manner.

## 6. MANAGEMENT COMMENTS ON STATUS

- Replacement of aging assets will reduce the risks of outages due to their vulnerability during adverse weather conditions.

## 7. OUTREACH STRATEGY / PLAN

- The reliability indices can be accessed by the public via link <http://prp.ladwp.com>.
- LADWP has reached out to various Neighborhood Councils (NC), Neighborhood Associations (NA), and Homeowner Associations (HOA), including Westwood NC, Silver Lake NC, Venice NC, Palms NC, Crestview NA, Larchmont-Windsor Square, Bel Air-Beverly Crest NC, Doheny-Sunset NA, and Brookside HOA on reliability performance issues and improvement plans. LADWP has also conducted workshops for Key Accounts customers to educate them about our power reliability programs.

# LADWP EMDI - Water & Power Infrastructure Investment

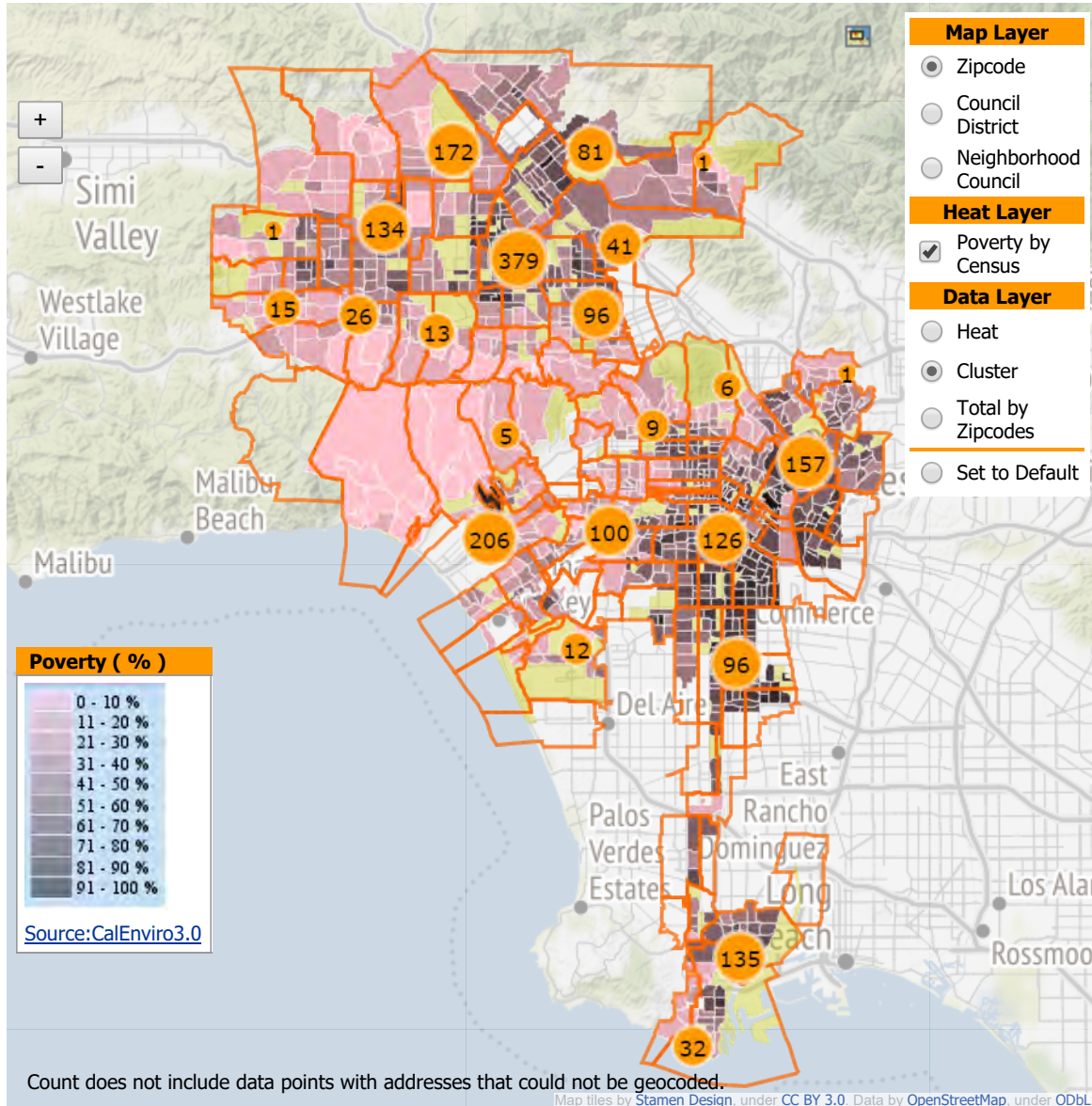
RESPONSIBLE MANAGER: Arthur Johnson

REPORTING MONTHS May 2019 - Oct 2019

## PSRP – Pole Replaced

The Department’s PSRP pole replacement work is done in compliance with California Public Utilities Commission (CPUC) General Order 165 – Inspection Cycles for Electric Distribution Facilities. Poles are identified for replacement through the Power System’s aggressive Inspection Program. The overhead power system has approximately 321,000 poles. By mapping the geographic location of these replacements against the Cal-Enviro 3.0 Poverty Indicator we can see both the geographic and demographic distribution of the Department’s pole replacement work.

The numbers shown on the map are the number of poles replaced by geographic area.



# LADWP RATES/EQUITY METRIC – Pole Replacement (Power)

RESPONSIBLE MANAGER: Arthur Johnson, Power Transmission and Distribution  
 EQUITY CORE CATEGORY: Water and Power Infrastructure Investment

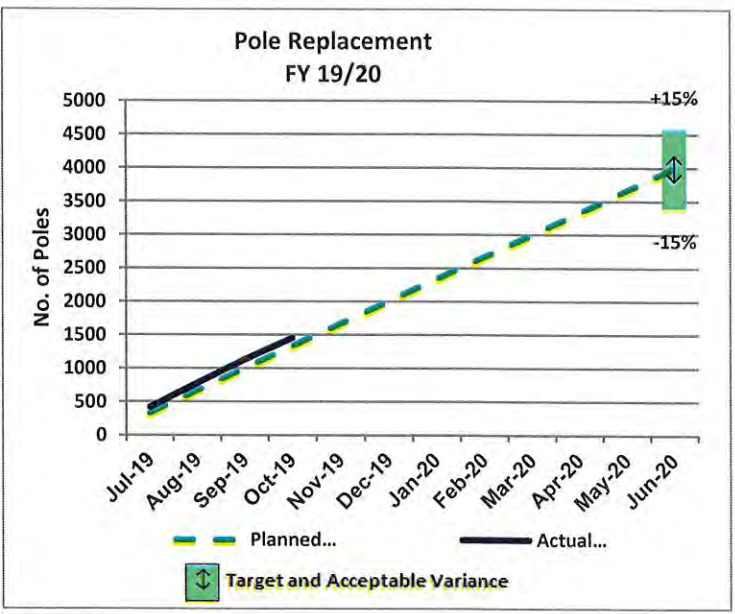
REPORTING PERIOD: October 2019

DEFINITION OF RATES METRIC: Number of Poles Replaced Against Plan

TARGET & ACCEPTABLE VARIANCE (FY 19/20): Target = 4,000; Acceptable Variance = ± 15%

**STATUS:** Within Acceptable Variance

FYTD as of:	Planned (No.)	Actual (No.)	Variance		Re-Estimate
			No.	%	
Jul-19	333	419	86	25.8%	
Aug-19	667	777	110	16.5%	
Sep-19	1,000	1,132	132	13.2%	
Oct-19	1,333	1,455	122	9.2%	
Nov-19	1,667				1,667
Dec-19	2,000				2,000
Jan-20	2,333				2,333
Feb-20	2,666				2,666
Mar-20	3,000				3,000
Apr-20	3,333				3,333
May-20	3,666				3,666
Jun-20	4,000				4,000
<b>Acceptable Variance</b>			± 15%		0.0%



SOURCE OF DATA: Jobs P6322 (KPI # 04.01.01.03)

**1. BACKGROUND / PURPOSE**

- Replace 4,000 deteriorated poles due to age or other damage. Power Transmission and Distribution (PTD) maintains approximately 321,000 poles in its system. These poles have an average life span of fifty years. These poles support switches, light fixtures, transformers, and underground cables transitioning to an overhead termination, communication cables, crossarms and conductors at different voltage levels. Work is completed by Distribution Construction & Maintenance (DC&M) district and contract crews. This work is required to maintain compliance with California Public Utilities Commission (CPUC) General Order 165- Inspection Cycles for Electric Distribution Facilities, and our Power System Reliability Program (PSRP).

**2. CRITERIA**

- Poles for replacement were identified through the DC&M Inspection program.

**3. ACHIEVEMENTS / MILESTONES MET**

- To date, the target was to replace 1,333 poles and the current actual number of poles replaced is 1,455.

**4. PERFORMANCE / VARIANCE ANALYSIS & YEAR END PROJECTION**

- The actual number of poles replaced is within the 15% threshold target. Replacements will vary month to month due to large jobs being closed on certain dates. There may be no large jobs closed next month, and PTD may be short of our monthly goal.

**5. MITIGATION PLAN AND / OR RECOMMENDATIONS**

- As the year progresses, PTD will evaluate the progress of the job and make necessary adjustments to assure target goals are achieved.

**6. OUTREACH STRATEGY / PLAN**

- PTD utilizes poster boards at job locations indicating why work was being performed.
- PTD conducts presentations at Community Council meetings describing PSRP work.
- PTD crew leaders notify customers in person when planning access to facilities for pole replacements.

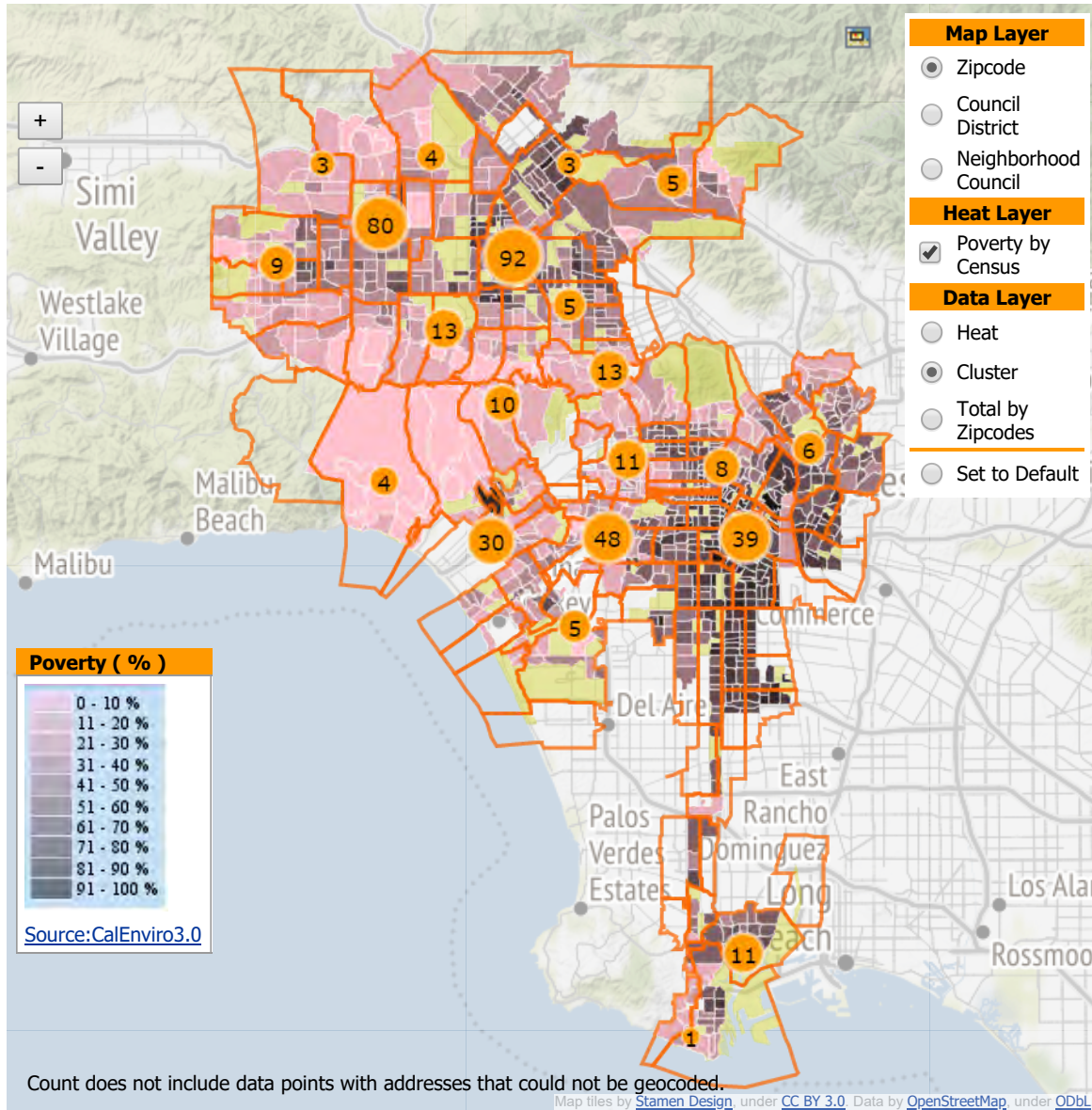
# LADWP EMDI - Water & Power Infrastructure Investment

RESPONSIBLE MANAGER: Arthur Johnson

REPORTING MONTHS May 2019 - Oct 2019

## PSRP – Transformers Replaced

The Department’s PSRP transformer replacement work addresses reliability improvements by monitoring, reviewing, and inspecting over 126,000 transformers in service, and then replacing those that fail and are at highest risk of in-service failures. By mapping the geographic location of these replacements against the Cal-Enviro 3.0 Poverty Indicator we can see both the geographic and demographic distribution of the Department’s transformer replacement work. The numbers shown on the map are the number of transformers replaced by geographic area



# LADWP RATES/EQUITY METRIC – Transformer Replacement (Power)

RESPONSIBLE MANAGER: Arthur Johnson, Power Transmission and Distribution  
 EQUITY CORE CATEGORY: Water and Power Infrastructure Investment

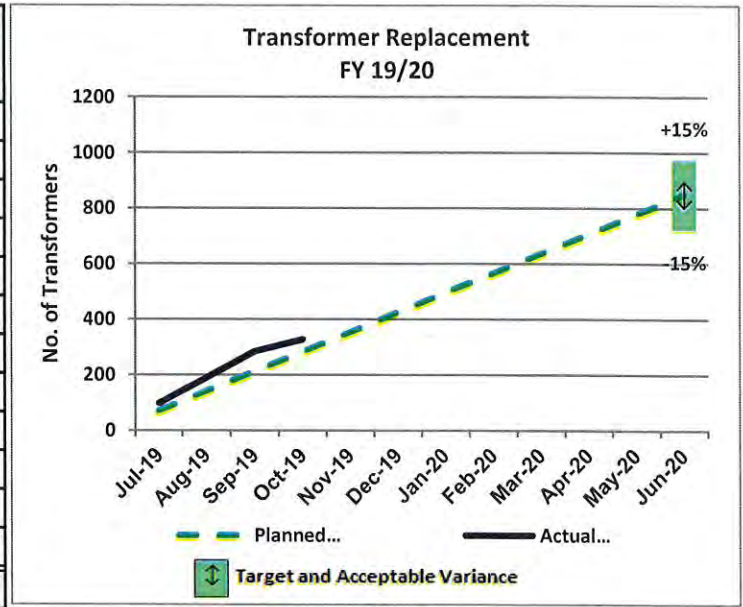
REPORTING PERIOD: October 2019

DEFINITION OF RATES METRIC: Number of Transformers Replaced Against Plan

TARGET & ACCEPTABLE VARIANCE (FY 19/20): Target = 850; Acceptable Variance = ± 15%

STATUS: Exceeds Target

FYTD as of:	Planned (No.)	Actual (No.)	Variance		Re-Estimate
			No.	%	
Jul-19	71	97	26	36.6%	
Aug-19	142	189	47	33.1%	
Sep-19	212	284	72	34.0%	
Oct-19	283	327	44	15.5%	
Nov-19	354				354
Dec-19	425				425
Jan-20	496				496
Feb-20	566				566
Mar-20	637				637
Apr-20	708				708
May-20	779				779
Jun-20	850				850
Acceptable Variance			± 15%		0.0%



SOURCE OF DATA: Jobs P6394 and P6309 (KPI # 04.01.01.02)

## 1. BACKGROUND / PURPOSE

- Replace 850 distribution transformers to increase reliability and maintain compliance with California Public Utilities Commission (CPUC) General Order 165- Inspection Cycles for Electric Distribution Facilities. Power Transmission and Distribution (PTD) maintains more than 126,000 distribution transformers. This work is required to provide customers reliable power and a better customer experience. Work is completed by Distribution Construction & Maintenance (DC&M) district or contract crews and is related to Power System Reliability Program (PSRP).
- The Transformer Replacement target of 800 reflects the planned transformer replacement for job P6394 (Identify and Replace Distribution Transformers and Related Equipment). Additionally, there is a planned replacement of 50 transformers under job P6309 (System Transformer Installation/Upgrades). The actual transformer replacements reflect the transformers replaced under both Job P6394 and Job P6309.

## 2. CRITERIA

- Transformer replacements are identified through DC&M inspection programs or due to transformer failures or are at risk of failing.

## 3. ACHIEVEMENTS / MILESTONES MET

- To date, the target was to replace 283 transformers and the current actual number of transformers replaced is 327.

## 4. PERFORMANCE / VARIANCE ANALYSIS & YEAR END PROJECTION

- The actual number of transformers replaced exceeds the 15.5% threshold set for the monthly target.
- The variance overrun is due to the hot weather, and the majority of these replacements are incident-driven.

## 5. MITIGATION PLAN AND / OR RECOMMENDATIONS

- Due to the replacements largely being incident driven, we will monitor and adjust the job as the year progresses to ensure we reach our goals.

## 6. OUTREACH STRATEGY / PLAN

- PTD utilizes poster boards at job locations indicating why work is being performed.
- PTD conducts presentations at Community Council meetings describing PSRP work.
- PTD crew leaders notify customers in person when planning access to facilities for transformer replacements.

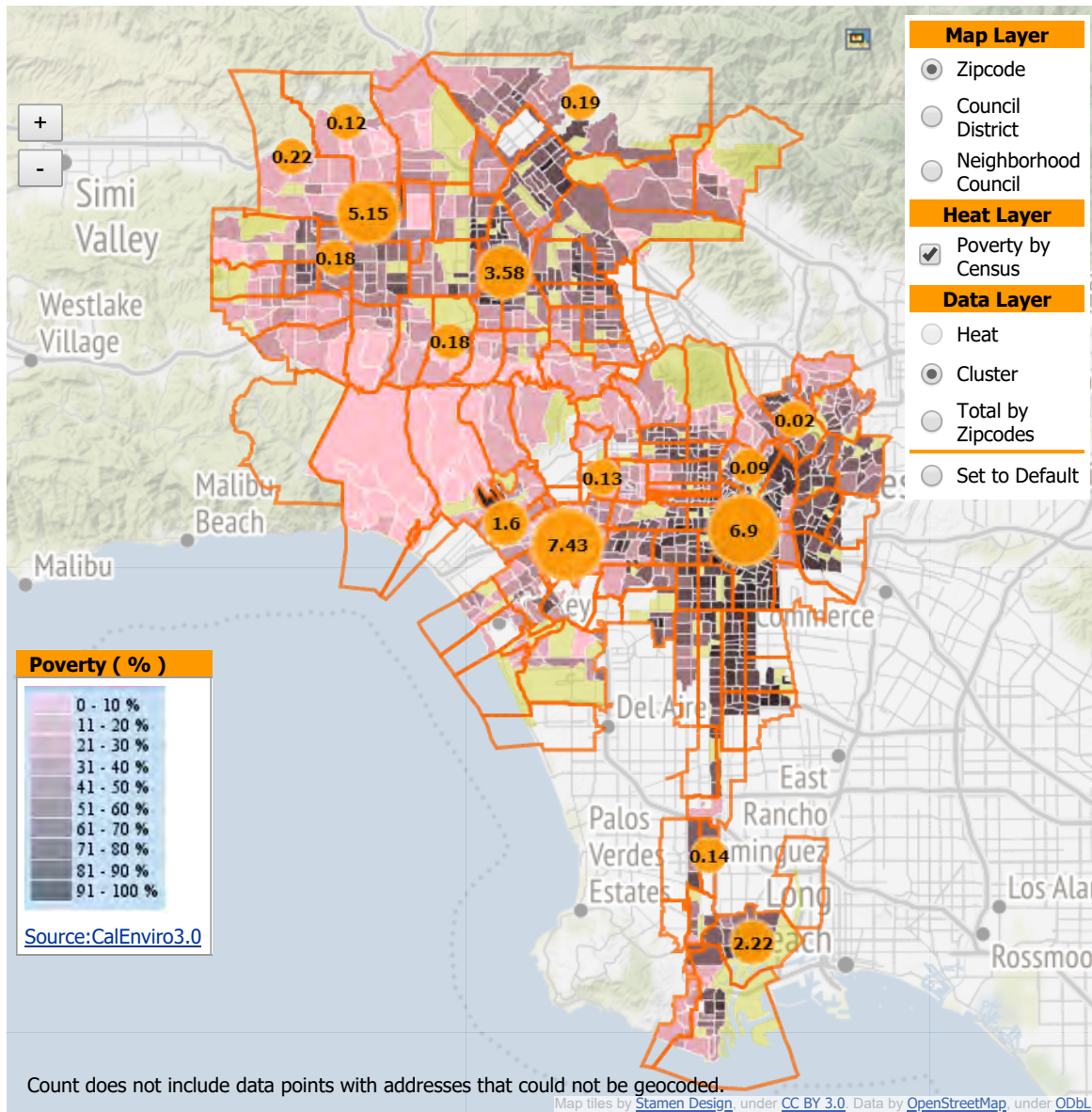
# LADWP EMDI - Water & Power Infrastructure Investment

RESPONSIBLE MANAGER:Sager Farraj

REPORTING MONTHS May 2019 - Oct 2019

## PSRP – Cable Replaced

The Department’s PSRP cable replacement work addresses reliability improvements replacing cable that is at high risk of failure due to deterioration, overload, obsolescence and damage. By mapping the geographic location of these replacements against the Cal-Enviro 3.0 Poverty Indicator we can see both the geographic and demographic distribution of the Department’s cable replacement work. The numbers shown on the map are the number of circuit miles of cable replaced by geographic area.



LSB for JH  
SK

# LADWP RATES/EQUITY METRIC – Cable Replacement (Power)

RESPONSIBLE MANAGER: Sager Farraj

REPORTING PERIOD: October 2019

Power Planning, Development, and Engineering Division

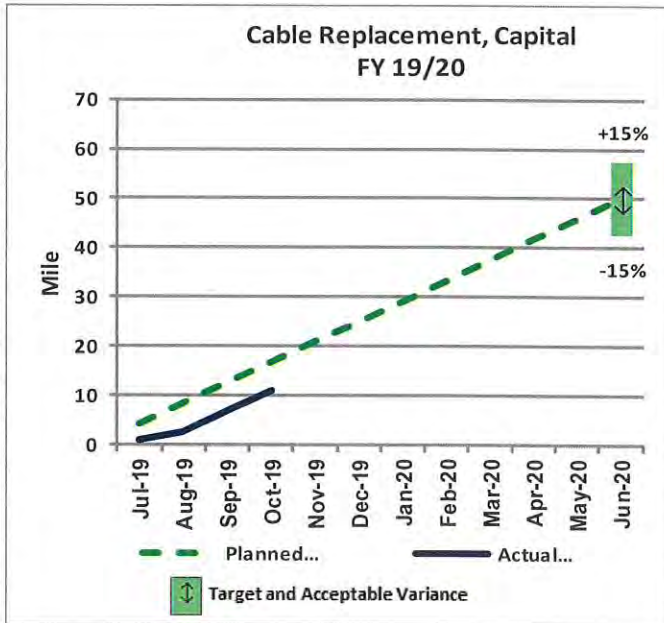
EQUITY CORE CATEGORY: Water & Power Infrastructure Investment

DEFINITION OF RATES METRIC: No. of Miles of Cable Replaced Against Plan

TARGET & ACCEPTABLE VARIANCE (FY 19/20): Target = 50 miles; Acceptable Variance = ±15%

**STATUS:** Outside Acceptable Variance

FYTD as of:	Planned (Mile)	Actual (Mile)	Variance		Re-Estimate
			Mile	%	
Jul-19	4.2	1.0	-3.2	-76.2%	
Aug-19	8.4	2.6	-5.8	-69.0%	
Sep-19	12.6	6.8	-5.8	-46.0%	
Oct-19	16.8	11.1	-5.7	-33.9%	
Nov-19	21.0				21.0
Dec-19	25.0				25.0
Jan-20	29.2				29.2
Feb-20	33.4				33.4
Mar-20	37.6				37.6
Apr-20	41.8				41.8
May-20	46.0				46.0
Jun-20	50.0				50.0
<b>Acceptable Variance</b>			± 15%		0.0%



SOURCE OF DATA: FI 21190, Job P6306 (KPI # 04.01.01.70)

**1. NARRATIVE / BACKGROUND**

- Cable replacement of 4.8-kV and 34.5-kV cables for additional system reliability due to deterioration, overload, obsolescence and damage.

**2. CRITERIA**

- Frequency of failures
- Cable age
- Physical deteriorations: cracks, bulging

**3. ACHIEVEMENTS**

- Through the month of October, Distribution Construction & Maintenance completed 11.1 circuit-miles. The key performance goal is 50 circuit-miles for fiscal year 19/20.

**4. PERFORMANCE/VARIANCE ANALYSIS & YEAR END PROJECTION**

- Variance through the month of October is 5.7 circuit-miles, 34% below target. This is due to District crews failing to close the completed jobs in the system. District crews have recently been focused on working on high profile relocation and conversion jobs for Metropolitan Transit Authority,

Los Angeles World Airports, and numerous new business construction projects. Expenditures for the cable replacement have incurred as indicated by the \$3.5M overrun in the corresponding budget in Job P6306. Actual circuit-miles recorded are expected to be higher when the District crews close the completed jobs.

**5. MITIGATION/RECOMMENDATION**

- Distribution circuit design engineers have been compiling lists of cable replacement jobs under construction, identifying which jobs are completed or close to being completed and working with District crews to close the completed jobs.
- District crews will begin to focus on construction for cable replacements when resources are available once high profile customer paid jobs are completed.

**6. OUTREACH STRATEGY / PLAN**

- Neighborhood Council request for meeting on outages
- Available information on the web site: <http://prp.ladwp.com>



# LADWP EMDI - Customer Incentive Programs/Services

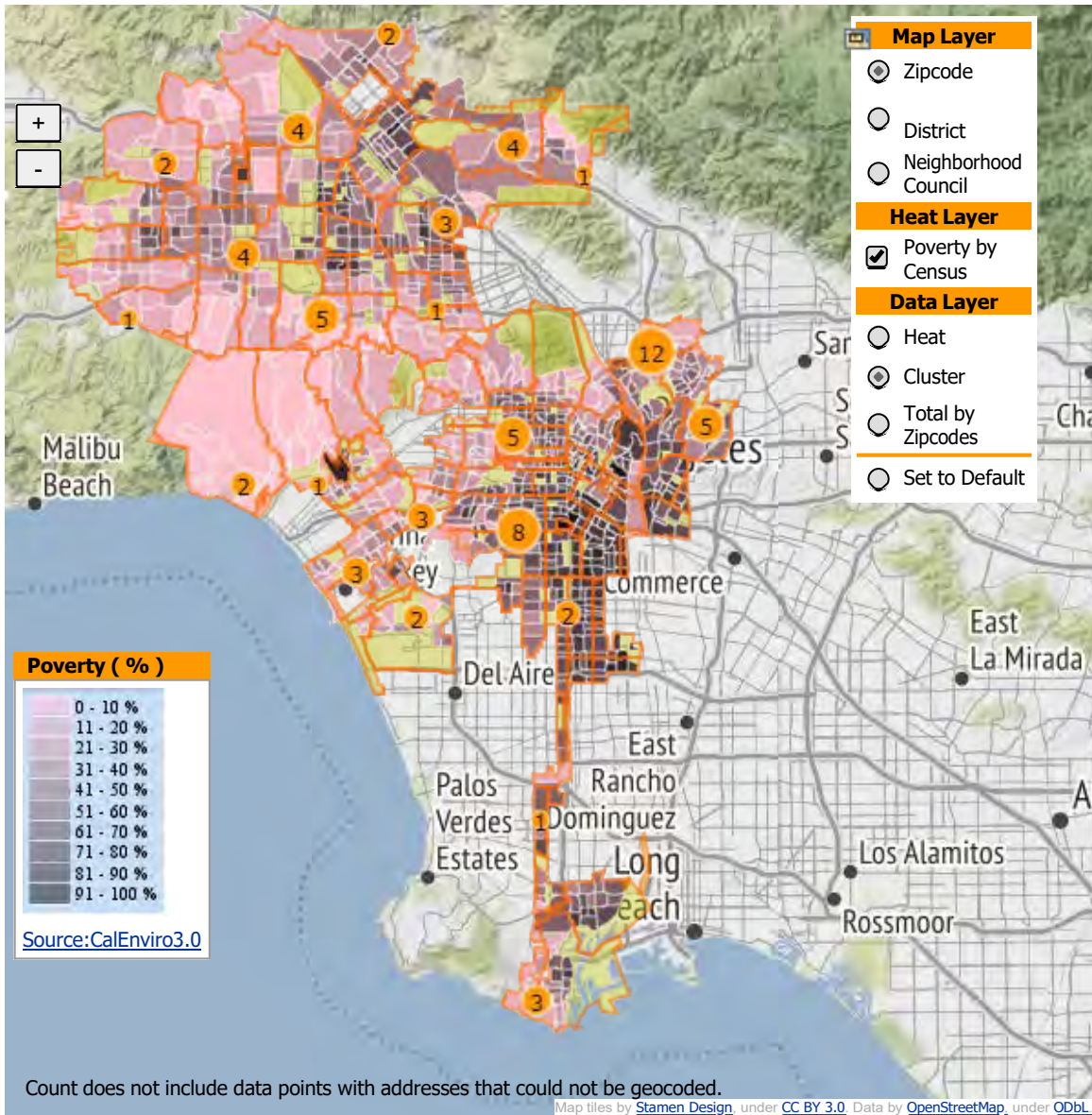
RESPONSIBLE MANAGER: Terrence McCarthy

REPORTING MONTHS May 2019 - Oct 2019

## Rain Barrel Rebates

LADWP provides residential customers rebates for up to two 50-gallon rain barrels or one cistern.

The numbers shown on the map are the number of rebates provided by geographic area.



# LADWP EQUITY METRIC – *Rain Barrel Cistern Rebates (Water System)*

RESPONSIBLE MANAGER: Terrence McCarthy  
EQUITY CORE CATEGORY:

REPORTING PERIOD: May 2019 – Oct 2019

## 1. NARRATIVE / BACKGROUND

As part of its 2015 Urban Water Management Plan, LADWP adopted ambitious long-term goals of increasing local water supplies to fifty-percent (50%) of our supply portfolio by 2035. LADWP offers rain barrel and cistern rebates to customers to help reach this goal through increased stormwater capture and rainwater harvesting.

## 2. CRITERIA

Rain Barrel and Cistern Rebate criteria:

- Customers receive a rebate for up to \$50/rain barrel (min 50 gals), limit 2
- Customers receive a rebate for up to \$500 per cistern (min 200 gals), limit 1

## 3. ACHIEVEMENTS

- Total Rebates
  - Rebated 109 rain barrels
  - Rebated 10 cisterns

## 4. ISSUES

- None

## 5. OUTREACH STRATEGY / PLAN

- LADWP encourages customers to purchase and install rain barrels and cisterns through offering rebates. We promote our rebate programs through community events, social media, etc. Customers can access a video on proper rain barrel installation on the Department's YouTube Sustainable Landscaping playlist.
- LADWP also partners with non-profit organizations and external organizations to promote sustainable landscaping practices, such as stormwater capture at Hands on Workshops, California Friendly Landscape Training classes, and Turf Removal classes.
- LADWP created a stormwater capture photo gallery on our California Friendly Landscaping website to assist customers in complying with sustainable landscaping rebate requirements.
- Through our One Water LA partnership, the Los Angeles Bureau of Sanitation (LASAN) promotes our rain barrel and cistern rebate program at their community events, social media, etc.

# LADWP EMDI - Customer Incentive Programs/Services

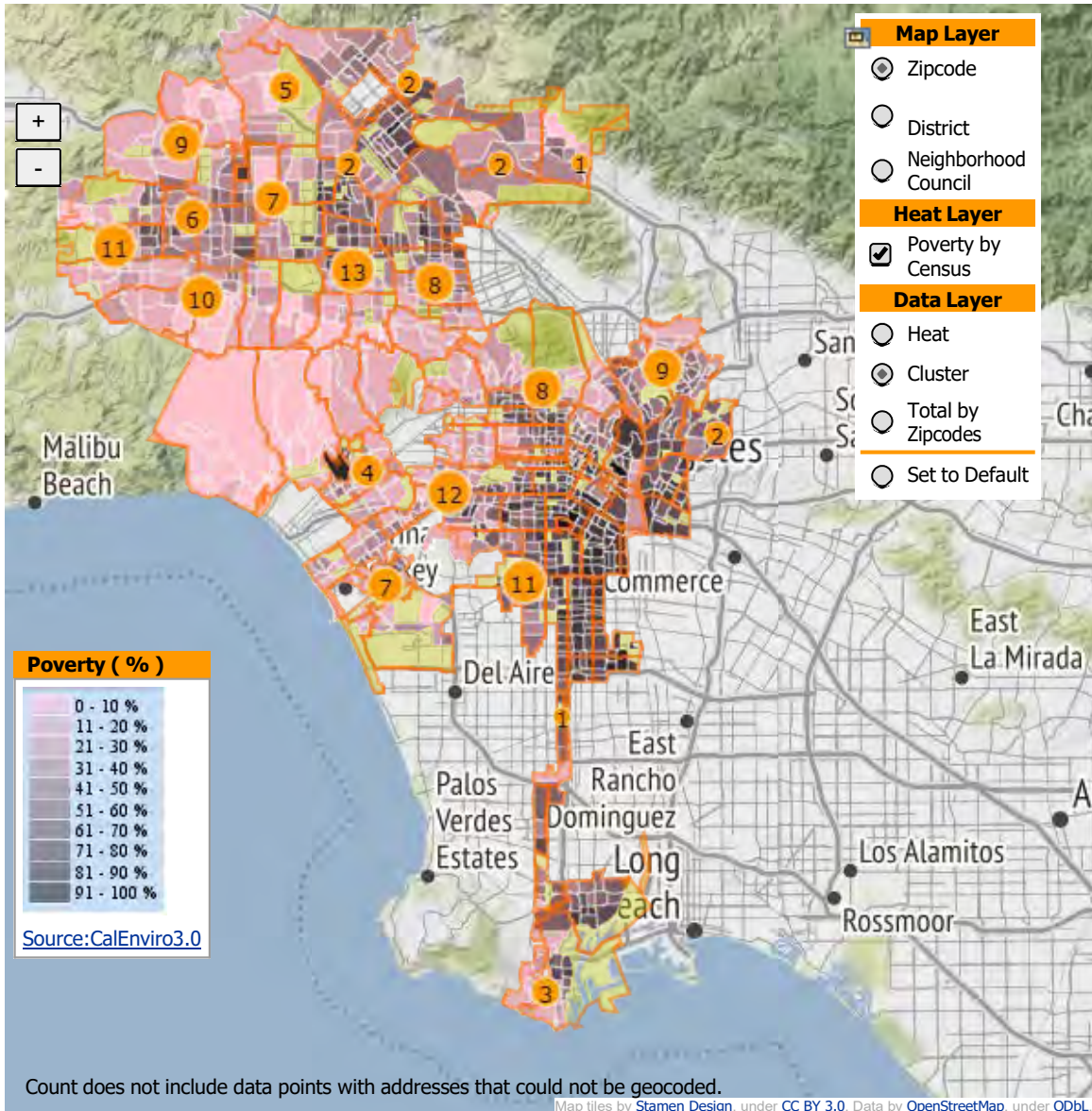
RESPONSIBLE MANAGER: Terrence McCarthy

REPORTING MONTHS May 2019 - Oct 2019

## Turf Removal Rebates

LADWP provides turf removal rebates to residential and commercial customers that replace turf with California Friendly and native plants. In addition to adding mulch, increasing permeability and grading to capture rain water, customers are encouraged to create sustainable landscapes that maximize the benefits of the air, water and soil relationship.

The program is a great way for customers to save money and, more importantly, save water. The numbers shown on the map are the number of customers participating in the program by geographic area.



# LADWP EQUITY METRIC – *Turf Removal Rebates (Water System)*

RESPONSIBLE MANAGER: Terrence McCarthy  
EQUITY CORE CATEGORY:

REPORTING PERIOD: May 2019 – October 2019

## 1. NARRATIVE / BACKGROUND

As part of its 2015 Urban Water Management Plan, LADWP adopted ambitious long-term goals of reducing per capita use by 22.5 percent by 2025 and 25 percent by 2035. To help meet these goals, LADWP offers a generous turf removal rebate to encourage customers to switch to sustainable landscaping by installing California friendly plants and capturing rainwater.

## 2. CRITERIA

- Residential Turf Removal Rebate:
  - \$3.00 per square foot (up to a maximum of 5,000 square feet)
- Commercial Turf Removal Rebate
  - \$3.00 per square foot for 250 to 50,000 square feet removed
  - \$1.00 per square foot for 50,001 to 7 acres removed

## 3. ACHIEVEMENTS

- Residential Turf Removed
  - 164,234 square feet of turf
- Commercial Turf Removed
  - 2,624 square feet of turf

## 4. ISSUES

- None

## 5. OUTREACH STRATEGY / PLAN

- In addition to providing continued messaging about the turf replacement rebate, LADWP sponsors community partnership grants for non-profit organizations to promote outdoor water conservation through pilot sustainable landscape maintenance classes and videos promoting sustainable landscaping practices.
- LADWP authorized work to begin on nine 2-day Hands on Workshops providing education to customers on how to remove turf, grade for rainwater capture, group plants together based on watering needs, and install drip irrigation. These classes will make it easier for customers to transform their existing turf into sustainable landscapes. A complementary workbook is provided to customers interested in pursuing a landscape transformation.
- LADWP offers planting templates, individual plant profiles and virtual tours of sustainable landscaping. The newly added Lawn-to-Garden Transformation Section provides customers with design suggestions and installation instructions.

# LADWP EMDI - Customer Incentive Programs/Services

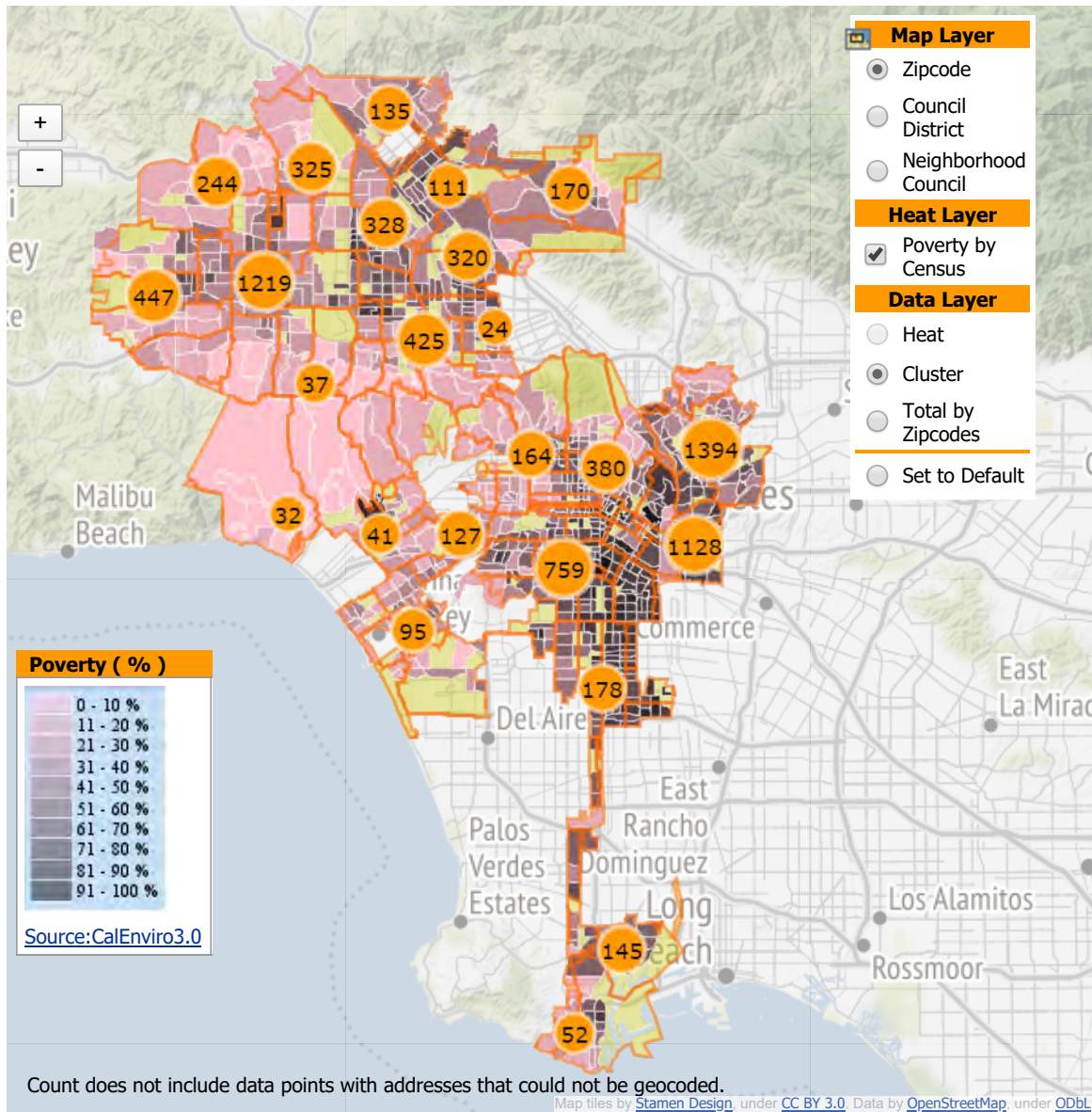
RESPONSIBLE MANAGER: Craig Tranby

REPORTING MONTHS May 2019 - Oct 2019

## Tree Canopy Program

Continuing its extensive tree planting involvement since 1998, LADWP recently signed an agreement with the Los Angeles City Plants program to fund 42,000 additional trees to be planted throughout the City of Los Angeles over the next two years. City Plants addresses the low tree canopy cover in the City, which averages 21%, well below the national average of 27%.

The numbers shown on the map are the number of trees planted by geographic area.



# LADWP EQUITY METRIC – *Tree Program – City Plants (Joint)*

RESPONSIBLE MANAGER: Craig Tranby

REPORTING PERIOD: 5/19 – 10/19

EQUITY CORE CATEGORY: Customer Incentive Program/Services

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## 1. NARRATIVE / BACKGROUND

This program is critical to achieving the cumulative 15 percent energy savings target for LADWP adopted by the Board, as it allows LADWP to partner with City Plants to prioritize and accelerate implementation of energy savings opportunities through tree planting. City Plants focuses on low-canopy communities, promoting healthy living and creating jobs. In addition, the LADWP partnership has focused on potential energy savings resulting from trees shading buildings.

## 2. CRITERIA

- City of Los Angeles residents and businesses are eligible for free trees
- Trees are selected and located to maximize energy savings and minimize water use
- Includes both street trees and yard trees
- Low canopy and low-income areas targeted
- Coordinates with LADWP Community Affairs and Council Offices to schedule distribution events in areas of need

## 3. ACHIEVEMENTS

- 2019-21 MOU approved and efforts outlined therein have begun. Over 42,000 trees are being planted/distributed, similar to the 2017-18 MOU.
- Program continues to leverage CalFire grants to fund watering, pavement cuts, and additional plantings. Several new applications are being reviewed by CalFire.
- Energy savings of about 6 GWh annually
- Many successful tree planting events involving communities throughout the City

## 4. ISSUES

- LADWP met with new City Forest Officer to coordinate efforts among City departments and partners.
- Disease, particularly shothole borer related, remains a central concern among urban forest professionals. The local USFS research center continues to focus research on the problem and potential mitigations.
- Easy opportunities for placing trees have become less frequent. Additional marketing and data-driven efforts have begun.

## 5. OUTREACH STRATEGY / PLAN

- Developed new co-branded collateral and event materials with LADWP
- Coordination with LADWP efficiency programs, such as Home Energy Improvement Program, and outreach grantees
- Coordination with partners and elected offices
- Events
- Website/Social Media
- Advertising
- Canvassing

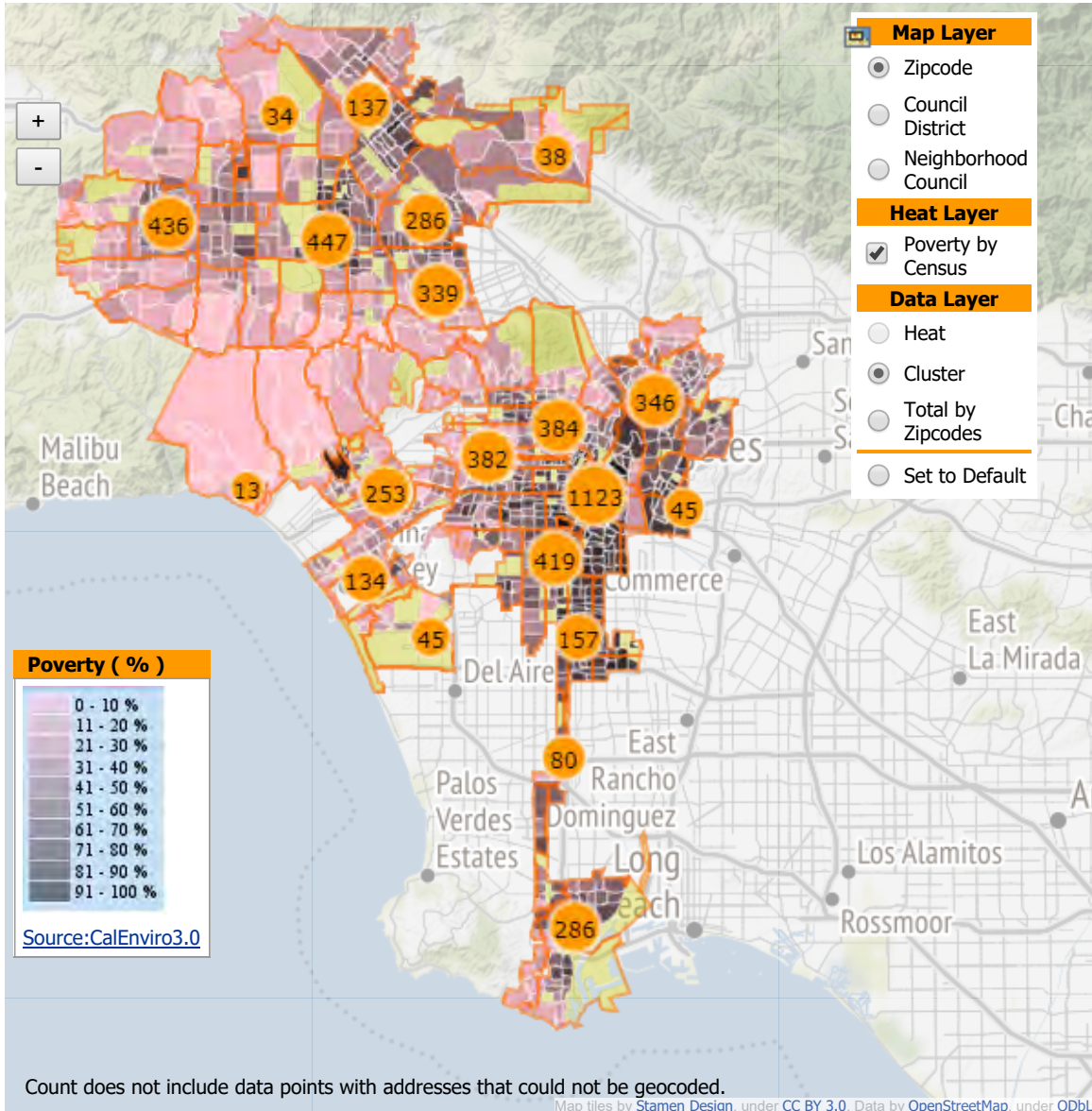
# LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER: Victoria Black

REPORTING MONTHS May 2019 - Oct 2019

## Commercial Direct Install

LADWP’s Commercial Direct Install Program is available to qualifying businesses whose average monthly electrical demand is 250 kilowatts (kW) or less. After an energy and water use assessment is made, energy and water saving equipment is installed at the business at no cost to the business owner. The numbers shown on the map are the number of commercial customers participating in the program by geographic area.



# LADWP EQUITY METRIC – *Commercial Direct Install (Joint)*

RESPONSIBLE MANAGER: Victoria Black

REPORTING PERIOD: FY18/19 (through 10/31/19)

EQUITY CORE CATEGORY: Customer Incentive Programs EQ KPI ID 14

## 1. NARRATIVE / BACKGROUND

This program is a direct install program that offers business customers in the LADWP territory free lighting and water retrofit products and services to improve the energy and water efficiency. LADWP partners with Southern California Gas Company (SCG) to offer a tri-resource efficiency program aiming to reduce the use of electricity, water and natural gas.

## 2. CRITERIA

- Target market is commercial customers
- LADWP electric account holder in good account status
- Monthly usage 250kW or lower

## 3. ACHIEVEMENTS

FY 18/19:

- Savings 102,448,670 kWh
- Savings 18,099 kW
- Savings 14,448 HCF
- 9,264 businesses completed

FY 19/20 (through 10-31-19)

- Savings 28,381,860 kWh
- Savings 5,530 kW
- Savings 2,828 HCF
- 3,163 businesses completed

## 4. ISSUES

- Expectations of business customers (wanting what the program does not offer)
- Projects exceeding the cost versus expected savings baseline

## 5. OUTREACH STRATEGY / PLAN

- Outbound Canvassing - Existing Community Based Organizations (CBO) and other community organizations market the program and its availability to LADWP business customers
- Flyers – Program flyers are distributed via outbound canvassing, community events support, and any other appropriate outreach channel likely to build program awareness
- Website – Program information in English and Spanish is available on the LADWP website
- New lighting product technology is frequently introduced and evaluated for review and approval for inclusion to the existing approved measures



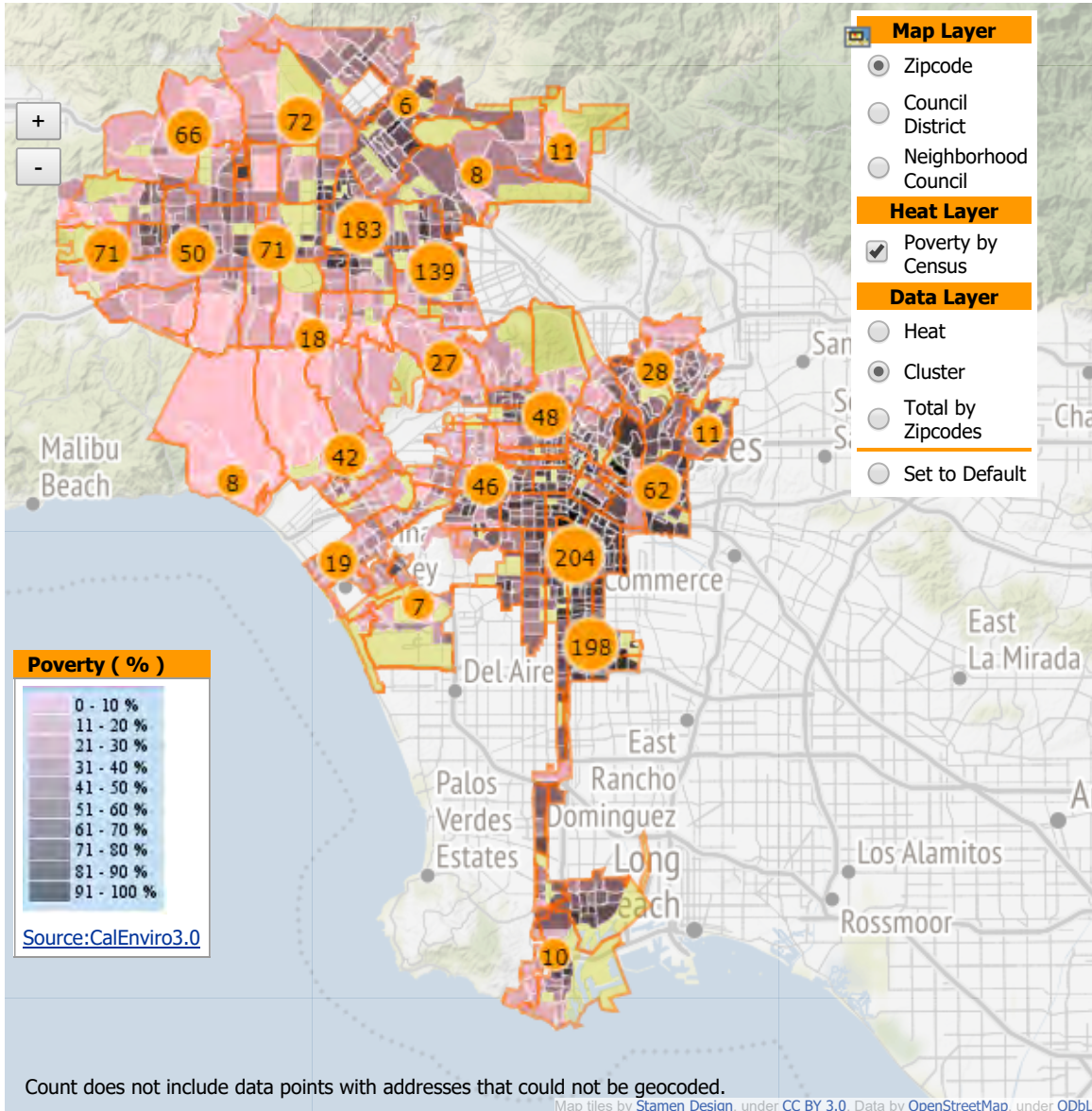
# LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER: Victoria Black

REPORTING MONTHS May 2019 - Oct 2019

## Home Energy Improvement

The Home Energy Improvement Program (HEIP) offers LADWP residential customers the opportunity to improve the energy and water performance in their homes, which can improve their comfort level and potentially reduce their energy and water cost. The numbers shown on the map are the number of residential customers participating in the program by geographic area.



# LADWP EQUITY METRIC – *Home Energy Improvement (Joint)*

RESPONSIBLE MANAGER: Victoria Black

REPORTING PERIOD: FY18/19 (through 10/31/19)

EQUITY CORE CATEGORY: Customer Incentive Programs EQ KPI ID 8

## 1. NARRATIVE / BACKGROUND

This program is a comprehensive direct install whole-house retrofit program that offers residential customers a full suite of free products and services to improve the energy and water efficiency in the home by upgrading/retrofitting the home's envelope and core systems. While not limited to low-income customers, HEIP's priority is to serve LADWP's neediest customers.

## 2. CRITERIA

- Target market is residential customers
- LADWP electric account holders

## 3. ACHIEVEMENTS

FY 18/19:

- Savings 5,120,776 kWh
- Savings 38,694 HCF
- 3,000 homes completed

FY 19/20 (through 10-31-19):

- Savings 1,441,891 kWh
- Savings 11,451 HCF
- 955 homes completed

## 4. ISSUES

- Trust – (A portion of customers do not believe the program is free)
- Landlord refusal to allow participation
- Low participation in multi-residential buildings
- Condition of the home (Asbestos, Mold, etc.)
- Presence of hazardous material
- Lack of Saturday field appointments
- Staff shortage with the HEIP Field Team causes delay in scheduling assessments and completing installations

## 5. OUTREACH STRATEGY / PLAN

- Direct Mail – Mail batches are created according to council district and zip code and delivered to our vendor for mailing
- Flyers – Program flyers are distributed via direct mail, utilized for community events support, distributed to council districts for reach constituent centers, and any other appropriate outreach channel likely to build program awareness
- Website – Program information in English and Spanish, including the HEIP application is available on the LADWP website
- Hotline – A toll-free program hotline and email address is available for customers to have access with HEIP personnel
- Program Outreach & Community Partnership Program – Some of the grantees that participate in the POC program provide services to hard-to-reach customers that help them participate in the HEIP program
- Redesign of HEIP Application to target the Property Owner of Multi-residential buildings and a separate HEIP Application for properties that are single family homes up to four units

# LADWP EMDI - Customer Incentive Programs/Services

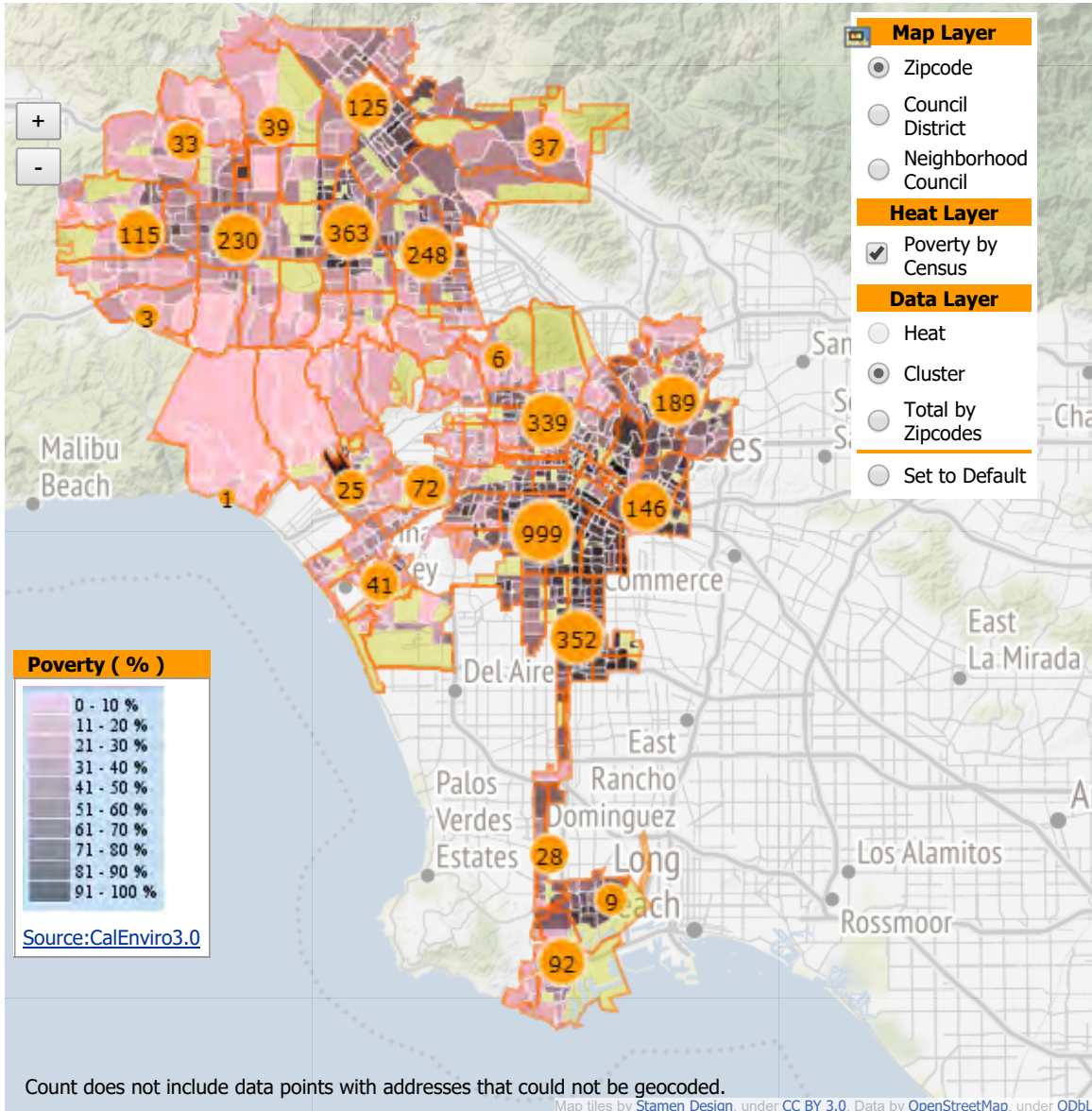
RESPONSIBLE MANAGER: Victoria Black

REPORTING MONTHS May 2019 - Oct 2019

## Refrigerator Exchange Program

The LADWP's Refrigerator Exchange Program provides new energy-saving, ENERGY STAR® rated refrigerators in exchange for qualified older model refrigerators, free of charge.

The numbers shown on the map are the number of refrigerators provided by geographic area.



# LADWP EQUITY METRIC – Refrigerator Exchange Program (Joint)

RESPONSIBLE MANAGER: Victoria Black

REPORTING PERIOD: FY 19-20 (through 10/31/19)

EQUITY CORE CATEGORY: Customer Incentive Programs/Services

## 1. NARRATIVE / BACKGROUND

Refrigerator Exchange Program (REP) is a free refrigerator replacement program designed to target customers that qualify on either LADWP's Low-Income or its Senior Citizen/Disability Lifeline Rates. The program was expanded to include the following entities, multi-family and mobile home communities, civic, community, faith-based organizations as well as educational institutions. This program leverages a 3rd Party Contractor, ARCA (Appliance Recycling Centers of America), to administer the delivery of the program and provides energy efficient refrigerators for these customer segments to replace older, inefficient, but operational models.

## 2. CRITERIA

### a) Targeted Sectors:

- Residential
- Multi-family
- Nonprofit

### b) Program Qualifications:

- Must be a LADWP customer in good standing
- Be a LADWP residential customer on the Low Income or Lifeline Discount rate or
- Be a qualifying multi-family unit in which the property owner owns the refrigerator unit or a mobile home community
  - Multi-Family Property must be owned or rented in accordance with policies for Affordable Housing in use by the Los Angeles Housing Department, or
  - A minimum of 50% of residents must be income qualified or
- Be a qualified:
  - Civic Organization
  - Community Organization
  - Faith-Based Organization
  - Educational Organization

### c) Unit Criteria:

- In order to qualify the unit must meet the following criteria:
  - Located in the LADWP service territory
  - Owned by qualified recipient
  - Be at least 10 years old
  - A minimum of 14 cubic feet
  - In working condition
  - Used as the primary unit
  - Be plugged into a properly grounded outlet

### d) Market Penetration:

- As of October 31<sup>st</sup>, 2019, there were approximately 139,090 customers who are receiving services on a qualifying rate schedule (low income or lifeline) who may have qualifying units.

## 3. ACHIEVEMENTS

- The program reached the milestone of being in existence for 12 years
- Since program inception, May 1, 2007 to October 31, 2019, a total of 132,094 refrigerators were exchanged for a savings of 106,303,236 kWh.
- Initiated a direct mailing campaign which will span over 12-months. Postcards will be mailed to potential participants (on qualified rate, who may have qualifying units, who have not participated in the program) in batches of 37,000 per quarter. The first three batches totaling 111,000 postcards have been sent.
- Initiated a re-engagement marketing campaign to increase participation within Multi-Unit Facilities that are rented in accordance with Low-Income and Affordable Housing policies.

## 4. ISSUES

- Lack of individual customer awareness of program

- Lack of multi-family property awareness of the program
- Trust, customer's skepticism of free offering
- Increased difficulty in achieving energy savings targets as the program matures, as the majority of the older refrigerators have been exchanged. The average age of refrigerators being exchanged continues to decrease, which lowers the savings realized from program participation (refrigerators manufactured 1993 and earlier consume significantly more energy than those manufactured after 1993)
- Program Inconveniences:
  - Customer must coordinate and be present for two separate site visits, pre-inspection and delivery
  - Refrigerator provided doesn't come with additional features i.e. ice maker, in door water dispenser, etc.
  - No color options
- Continued Marketing Campaigns via,
  - Reengagement of previous program applicants that ultimately cancelled their participation prior to receiving a new unit.
  - Direct Mailing
  - Customer Service Events
  - Bill On-serts
  - E-mail Blast
  - CBOs
  - Neighborhood Council Newsletters
  - Community Events
  - Social Media Networks (Facebook, Twitter, etc.)
  - Additional Marketing, as appropriate
- Use of program to educate customers on energy efficiency and of the added expense an environmental impacts of both inefficient and possessing additional refrigerators and/or freezers

## **5. OUTREACH STRATEGY / PLAN**

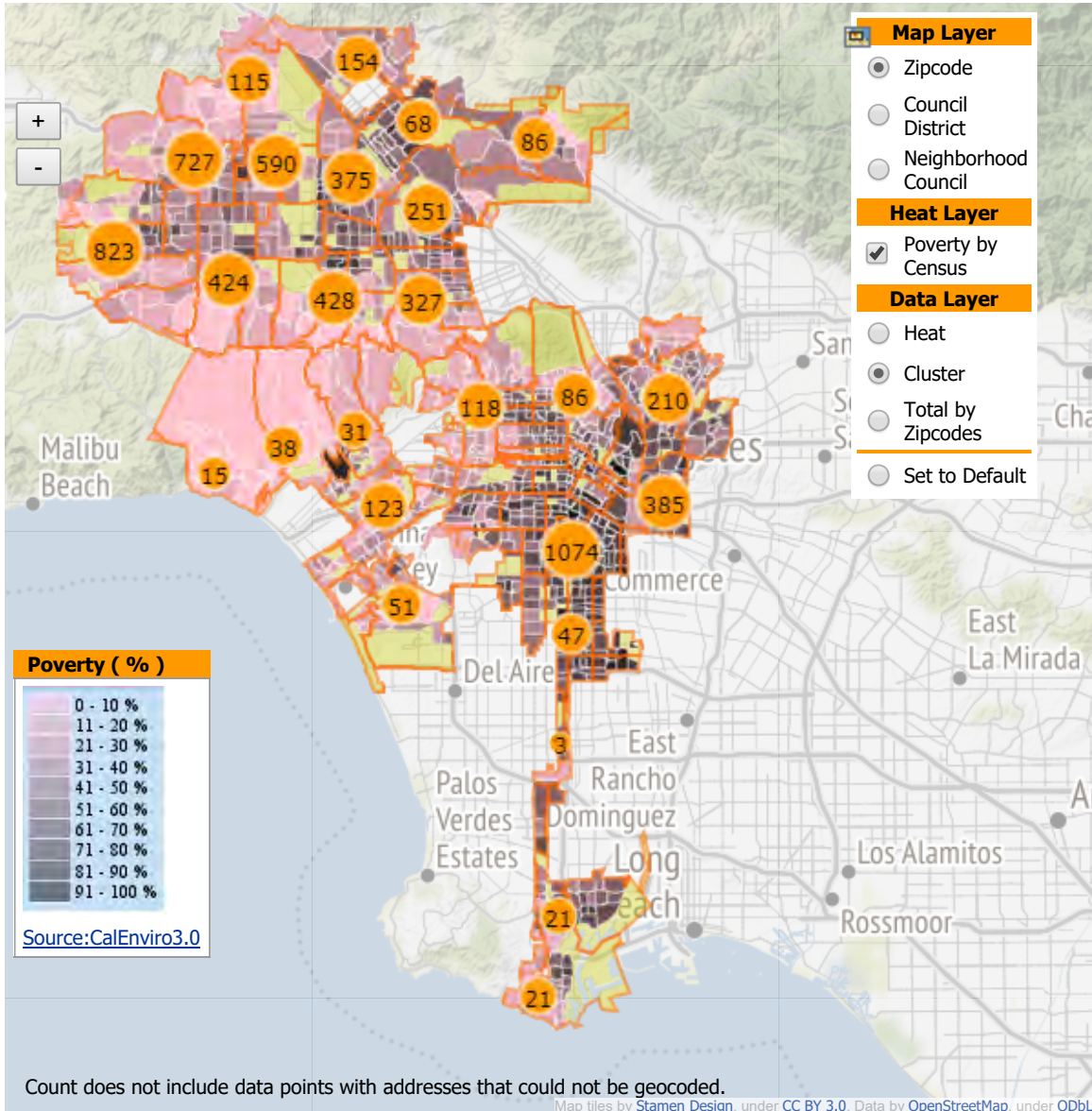
# LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER:Victoria Black

REPORTING MONTHS May 2019 - Oct 2019

## Consumer Rebate Program

LADWP offers the Consumer Rebate Program (CRP) to our residential customers to promote the use of energy-efficient products. This program is designed to both educate and encourage LADWP residential customers to purchase and install qualifying products in their home. The numbers shown on the map are the number of rebates provided by geographic area.



# LADWP EQUITY METRIC – *Consumer Rebate Program (Joint)*

RESPONSIBLE MANAGER: Victoria Black  
EQUITY CORE CATEGORY: Customer Incentive Program

REPORTING PERIOD: May 2019 – October 2019

## 1. NARRATIVE / BACKGROUND

The Consumer Rebate Program (CRP) encourages LADWP residential customers to purchase and install qualifying energy efficient products in their home. The CRP offers rebates on comprehensive energy efficiency measures, including whole house solutions, performance standards and opportunities for integration. The CRP rebates reduces the cost for customers who need to purchase either a single measure or multiple measures by encouraging the adoption of energy-efficient choices when purchasing and installing household equipment. This is carried out by offering customers educational materials about energy efficiency options, rebates and other incentive offerings.

## 2. CRITERIA

- Target market is all residential and multi residential customers
- Customers who purchase and install qualifying equipment are eligible to participate

## 3. ACHIEVEMENTS

- The program is exceeding energy savings goals
- The program is within budget
- Staff increase of 4 new Utility Services Specialists has enabled CRU to sustain the program despite increased volume of applications
- Paid 6,593 rebates with energy savings of 4.4 GWh
- Expanded customer notification process Q2 2019 to keep customers better informed of their rebate status
- Improved the customer experience by partnering with the Program Support team to assist with phone calls and emails

## 4. ISSUES

- Need for an automated customer notification system for the purpose of expediting response to customer inquiries for applications submitted by mail and email
- High number of incomplete applications from customers
- Need for additional staff due to increase in incoming program applications
- Lack of customer knowledge of product eligibility
- Need for customer workshops to assist them in completing rebate applications
- Need for training of existing and new staff on available rebates and program criteria
- Need for educational workshops for contractors to assist with criteria needed for application packet submission
- Need for all measures to be fully integrated into the online application option

## 5. OUTREACH STRATEGY / PLAN

- Current outreach strategy to increase customer awareness of the program consists of utilizing LADWP website, email blast, customer contact, service center, Consumer Rebate Program staff, trade events, and LADWP sponsored events.
- Future outreach strategy may include partnering with big box stores to promote rebate-eligible products
- Increase presence in more vendor and trade show events to market our program to a greater spectrum of LADWP customers
- Utilize LADWP customer facing facilities to advertise and promote the Consumer Rebate Program

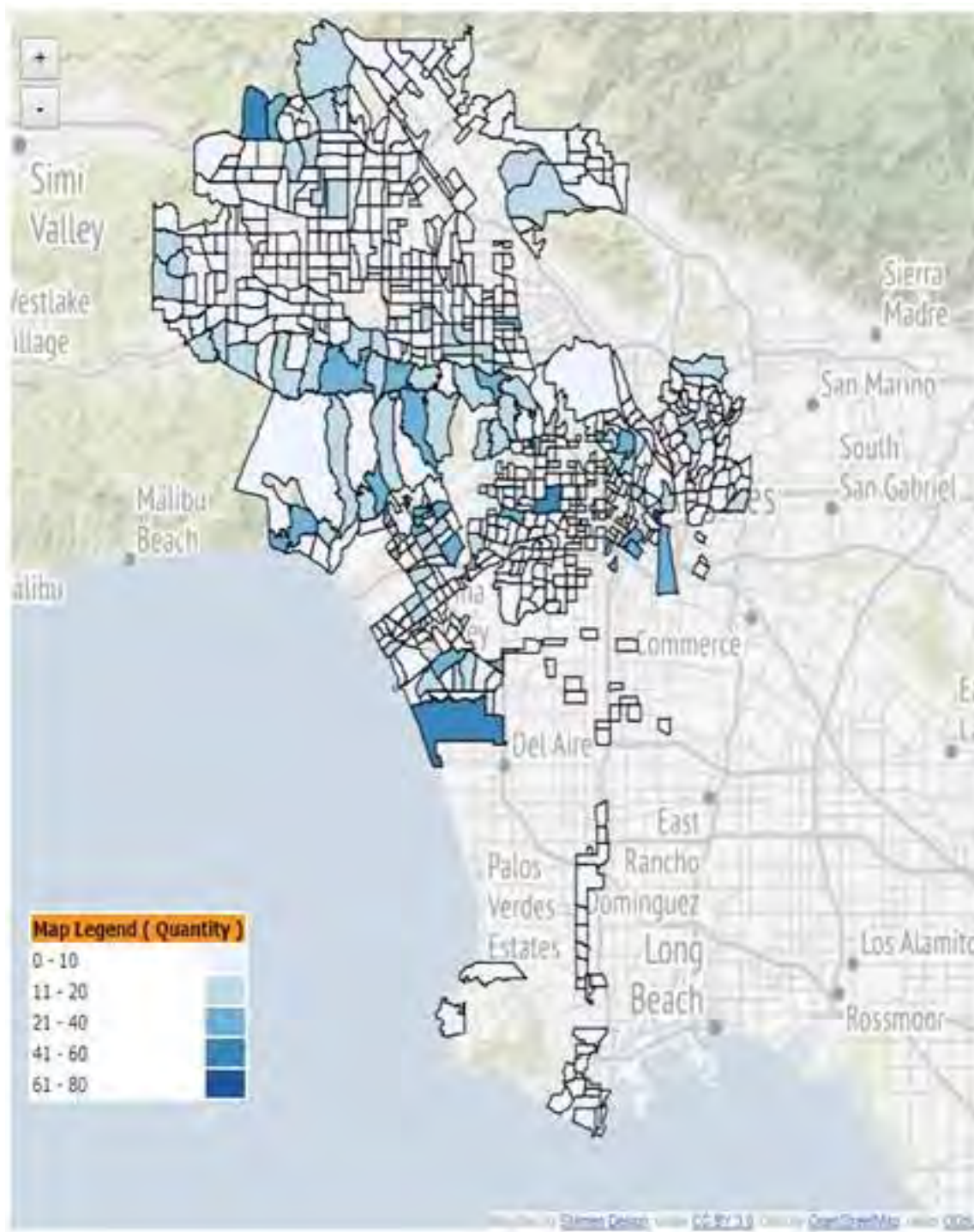
## LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER: Scott Briasco

REPORTING PERIOD: Oct. 2019

### Electric Vehicle Infrastructure

In support of LA's Sustainable City pLAN 2019 and LADWP's Clean GRID LA plan, the Electric Transportation Program seeks to promote the adoption of electric vehicles (EV) in the City of Los Angeles and to ensure EV charging infrastructure is distributed equitably throughout the City of Los Angeles in collaboration with other City Department and State Agencies. Infrastructure Goal: 10,000 commercial charges in the City of Los Angeles by 2022 through the Los Angeles Department of Water and Power's (LADWP) Charge-Up LA! As of Oct 2019, there were 3,437 EV Charging Stations installed, and 1,824 of EV Charging Stations are publicly assessible throughout Los Angeles.





# LADWP EQUITY METRIC – *Electric Vehicle Infrastructure (Power)*

RESPONSIBLE MANAGER: Scott Briasco  
Power Planning, Development, and Engineering Division  
EQUITY CORE CATEGORY: Customer Incentive Programs/Services

REPORTING PERIOD: October 2019

## 1. NARRATIVE / BACKGROUND

Source data: Jobs M5014, M5015, M5020, M5021, and P6059 (KPI No. 05.03.03.04)

- In support of LA's Sustainable City pLAN 2019 and LADWP's Clean GRID LA plan, the Electric Transportation Program seeks to promote the adoption of electric vehicles (EV) in the City of Los Angeles and to ensure EV charging infrastructure is distributed equitably throughout the City of Los Angeles in collaboration with other City Departments and State Agencies.
- This program will facilitate EV adoption and usage to support LADWP's Integrated Resource Plan (IRP). According to LADWP's IRP, accelerating transportation electrification is the most impactful component of reducing overall Green House Gas (GHG) emissions.
- Infrastructure Goal: 10,000 commercial chargers in the City of Los Angeles by 2022 through the Los Angeles Department of Water and Power's (LADWP) *Charge-Up LA!* Rebate Program. This includes public, workplace, and multi-unit dwelling (MUD) chargers. Of those chargers, 4,000 will be on City property.
- Off-peak charging is encouraged through Time of Use (TOU) rates. LADWP is planning to develop a residential smart EV charging pilot to incentivize customers not on the TOU rate to charge at off-peak times. However, priority was given to launching new DC Fast Charging and Medium/Heavy-Duty Rebates, delaying the development of the smart charging pilot. Third party options are being explored to launch a smart charging rewards pilot by Q2 2020.
- Promote EV adoption through incentives, customer education, outreach, and "ride and drive" events.

- Provide positive customer experience to encourage purchasing an EV through a seamless and positive process.
- Minimize impact to the Distribution System.

## 2. CRITERIA

- Install, or support the installation of, EV charging stations including public, workplace, and fleet chargers at City and LADWP locations using a combination of rebates and funds from the sale of Low Carbon Fuel Standard (LCFS) credits.
- Residential: LADWP's residential EV charger rebate program provides residential customers up to \$500 per installed charger and an extra \$250 for a dedicated TOU meter.
- Commercial: LADWP's commercial Level 2 EV charger rebate program provides commercial customers up to \$5,000 per installed charger for up to 40 chargers per property. The rebate amount was increased as of July 1, 2018. This applies to public, workplace, and multi-unit dwellings (MUD). In August 2019, LADWP launched DC Fast Charging rebates for light-duty EVs up to \$75,000 depending on the power output of the charging station. Medium/Heavy-Duty rebates were also launched for equipment to charge Class 3 through Class 8 EVs providing up to \$125,000 depending on the power output of the charging station. Rebate Terms and Conditions determine eligibility
- Used EV: LADWP's Used EV rebate pilot program provides residents in LADWP service territory up to \$450 towards the purchase of a qualifying used electric vehicle or plug-in hybrid electric vehicle.
- Collaborate with all LA City agencies, creating partnerships which enable the installation of more EV chargers through a combination of grants, rebates, and LCFS funds.

- Administer agreements between third party EV Supply Equipment (EVSE) service providers and LADWP properties.
- Site selection for the installation of new EV chargers are made based on an evaluation of electrical capacity, available parking, and operational considerations. Sites located in CalEnviroScreen designated as disadvantaged communities are given greater priority where possible.

\* **Attachment A** indicates the quantity of rebates issued and total charging stations rebated per zip code.

#### 4. ISSUES

- The EV program was approved for seventeen (17) positions in FY 18/19. Fourteen (14) positions have been filled and three (3) are in the process of being filled. One (1) position has been approved and is in the process of being filled. Two (2) subfunded electrician positions are awaiting a request to fill by Power Construction & Maintenance (PC&M). Currently, there are no Senior Electricians in PC&M Division, who would normally provide oversight and training to this class. As a result, there is a delay in filling the Electrician positions budgeted for this program.
- Currently in development, as part of additions being made to the commercial rebate program, are new fact sheets, Frequently Asked Questions, a completed application example and new website content. These were completed in August 2019. Upgrades to website flow for customer ease of use are also in development in the 3<sup>rd</sup> Quarter of 2019.
- Some LA City Departments do not budget for EV maintenance, resulting in neglected faulty chargers. This creates a negative EV experience.
- Some customers cannot afford to front the initial cost of charger installations.
- Vandalism remains an issue in some areas.
- Used EV rebate program has had limited participation at \$450 and has been increased to \$1,500 to encourage participation

#### 5. OUTREACH STRATEGY / PLAN

- Outreach efforts include print collateral in customer centers, website content, social media posts, ride and drives and community events.
- EV program information will continue to be presented at neighborhood council

### 3. ACHIEVEMENTS

#### Charger Installations\*:

FYTD as of:	Target	Actual	Variance		Re- Estimate
			Unit	%	
19-Jul	191	268	77	40%	
19-Aug	381	427	46	12%	
19-Sep	572	633	61	11%	
19-Oct	763	1334	571	75%	
19-Nov	953				
19-Dec	1144				
20-Jan	1334				
20-Feb	1525				
20-Mar	1716				
20-Apr	1907				
20-May	2097				
20-Jun	2288				

\*This table counts charger installations that LADWP has supported either through direct installs or incentives. It is the sum of installations that were completed by LADWP crews and those that were incentivized by LADWP EV charging station rebates (Residential and Commercial) this Fiscal Year.

#### Rebates Issued\*:

FYTD as of:	Used EV	Residential	Commercial	Total
19-Jul	14	21	216	251
19-Aug	73	58	328	459
19-Sep	102	101	491	694
19-Oct	102	255	1037	1394
19-Nov				
19-Dec				
20-Jan				
20-Feb				
20-Mar				
20-Apr				
20-May				
20-Jun				

meetings and at various community and business events.

- LADWP participates in a minimum of 4 major EV Events including the National Drive Electric Week, LA Auto Show, and various other ride and drive events.
- LADWP will continue to participate in at least 10 community events to promote electric transportation.
- Membership in CalETC, CalStart, and Veloz to develop and implement critical incentives for our customers such as state EV rebates, and HOV lane access.
- Support legislation and policy through CalETC, CalStart, and Veloz to promote EV adoption.
- Customers can access LADWP's EV Rebate Program through [LADWP.com/EV](http://LADWP.com/EV). Website improvements to be developed for an improved user experience.
- Improve outreach/public education portion of the Program through targeted marketing and a regional website working with other utilities and Original Equipment Manufacturers (OEMs). Outreach is done partially with the regional effort, and partially with LADWP Communications, Marketing & Community Affairs.
- Work with agencies to market Air Quality Management District's (AQMD) modified Rule 2202 to support EV charging.
- Participate in the LA City EV Task Force to promote charging infrastructure installations on other City properties.
- Market the Used EV Charger Rebate at the LA Auto Show in November 2019.

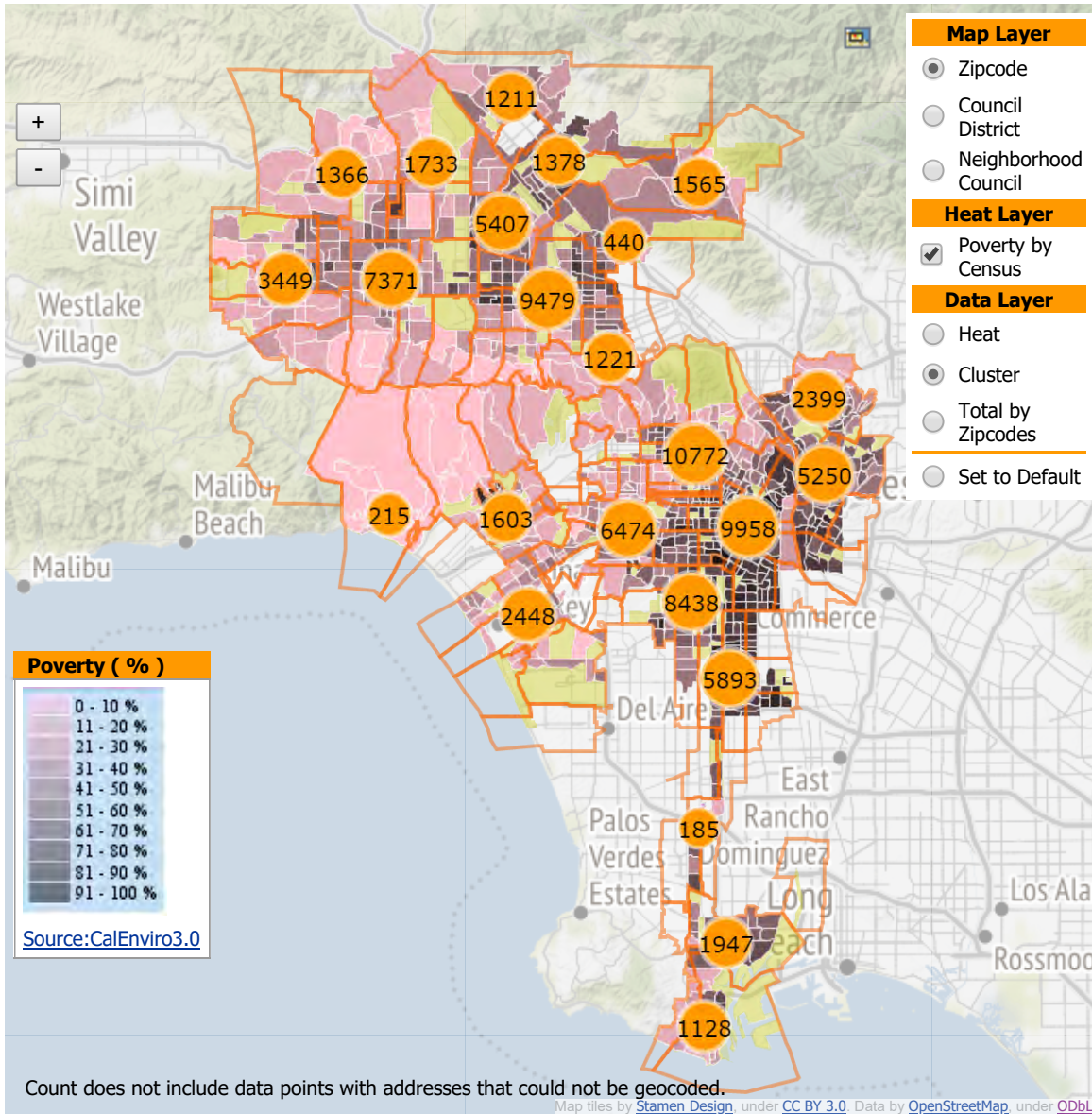
# LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER: Nasim Ghaffari

REPORTING PERIOD - Through Oct 2019

## Lifeline Discount Program

**Lifeline Program:** Customers who are 62 years of age or older or permanently disabled may qualify, based solely on their income, to have a discount applied to their electric and/or water bills. The numbers shown on the map are the number of customers participating in the program by geographic area.



# LADWP EQUITY METRIC – *Lifeline Discount Metric*

RESPONSIBLE MANAGER: Nasim Ghaffari  
EQUITY CORE CATEGORY:

REPORTING PERIOD: FY 2019-2020

## 1. NARRATIVE / BACKGROUND

LADWP has partnered with the City of Los Angeles Office of Finance to offer customers who are 62 years of age or older or permanently disabled a discount on their electric and/or water bills. The program customers receive subsidies of \$17.71 per month (\$35.42 bi-monthly) for electricity and of \$10.00 per month (\$20.00 bi-monthly) water. Renters paying for electric service only, are eligible to receive the low income water subsidy credit. These programs are designed to make water and electricity more affordable for qualifying families.

## 2. CRITERIA

- 1) Residential customer within the City of Los Angeles
- 2) Either
  - a. Senior Citizen - 62 years of age or older, or
  - b. Disabled Citizen
- 3) Combined adjusted gross household income of less than \$41,800 for the prior calendar year

*\*Applications are submitted directly to the City of Los Angeles Office of Finance.*

## 3. ACHIEVEMENTS

- As of October 2019, there are approximately 104,492 participants enrolled in the program
- The Office of Finance periodically reviews and increases the adjusted gross household income amount based on cost of living.

## 4. ISSUES

- Online application submission process can be challenging

## 5. OUTREACH STRATEGY / PLAN

Lifeline Applications can be obtained by the following:

- Mailed via contact with Customer Contact Center
- Online at LADWP.com and FINANCE.LACITY.org (available in both English and Spanish)
- Local community outreach events and at any of the 15 Customer Contact Centers
- Call Contact Center employees assist customers with program questions.

Future Plan:

- Increase outreach through governmental agencies
- Increase use of newer technology for faster application submission and approval.

# LADWP EMDI - Customer Incentive Programs/Services

RESPONSIBLE MANAGER: Nasim Ghaffari

REPORTING PERIOD - Through Oct 2019

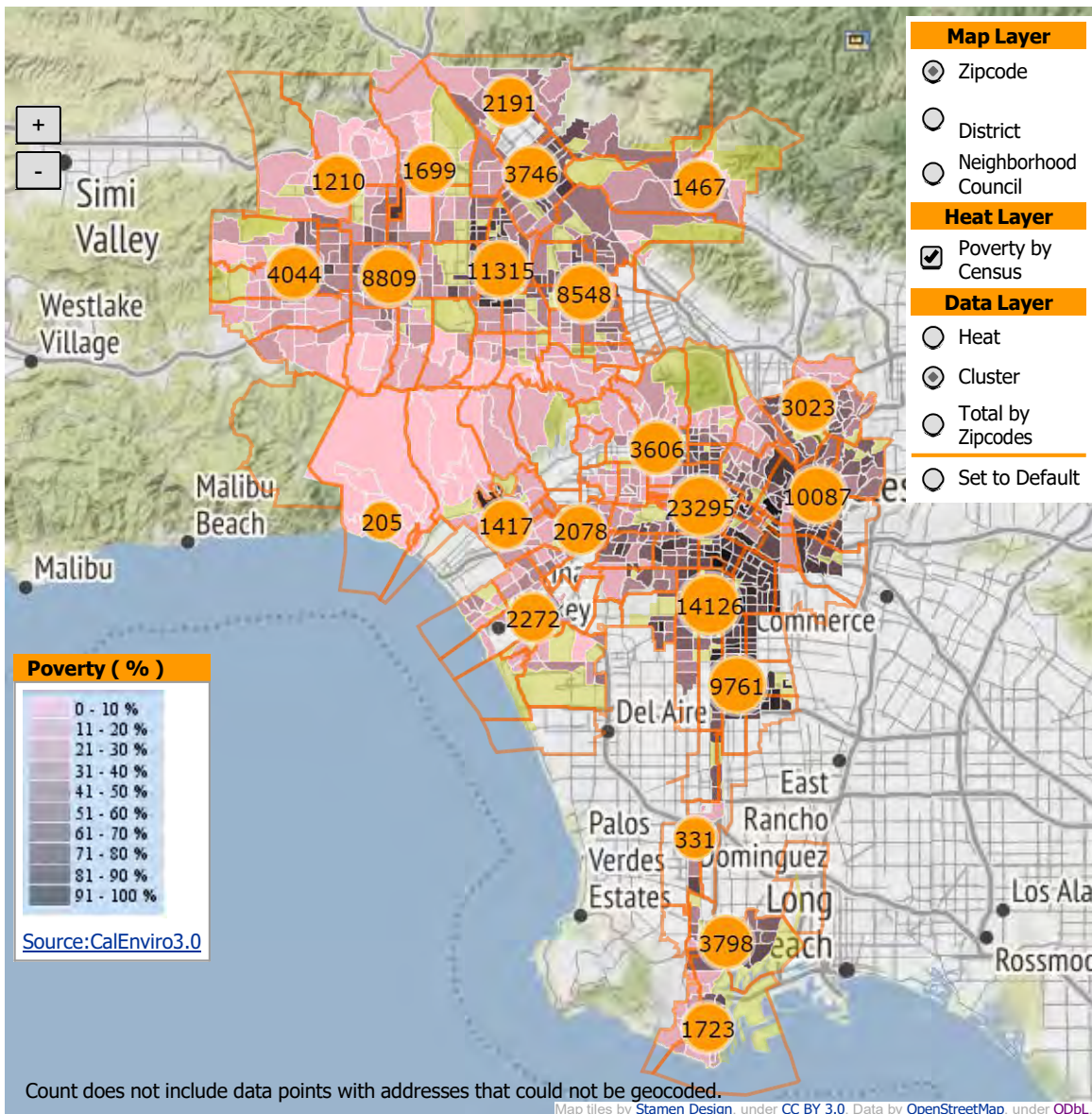
## Low Income Discount Program

**Low Income Program:** Customers may qualify to have a discount applied to their electric and/or water bills based on their income and household size. Household Income Requirements Effective July 1, 2019. The numbers shown on the map are the number of customers participating in the program by geographic area.

### Members in Household Maximum Annual Gross Income\*

1	\$33,820
2	\$33,820
3	\$42,660
4	\$51,500
5	\$60,340
6	\$69,180
7	\$78,860
8	\$86,860

Each additional member: Add \$8,840 to income



# LADWP EQUITY METRIC – *Low Income Discount Metric*

RESPONSIBLE MANAGER: Nasim Ghaffari  
EQUITY CORE CATEGORY:

REPORTING PERIOD: FY 2019-2020

## 1. NARRATIVE / BACKGROUND

Since 1991, LADWP has offered a residential discount Low Income Discount rate, for customers with qualifying income levels. Program customers receive subsidies of \$8.17 per month (\$16.34 bi-monthly) for electricity and \$5.00 per month (\$10.00 bi-monthly) for water, increased by a \$1.00 per month for additional occupants above three up to \$10.00 a month. Renters paying for electric service only, are eligible to receive the low income water subsidy credit. The total annual Low Income subsidy is about \$158. This is designed to make water and electricity more affordable for qualifying families.

## 2. CRITERIA

Income Guidelines*	
Household Size	Income Eligibility Upper Limit
1-2	\$33,820
3	\$42,660
4	\$51,500
5	\$60,340
6	\$69,180
7	\$78,020
8	\$86,860
Each Additional Person	\$8,840
* Effective July 1, 2019 to June 30, 2020	

## 3. ACHIEVEMENTS

- As of October 2019, there are approximately 119,006 participants enrolled in the program.
- Since 2008, the LADWP has increased the Low Income subsidy from 15% to 20%.

## 4. ISSUES

- Online applications have a longer processing duration
- Application submission tracking needs to be updated

## 5. OUTREACH STRATEGY / PLAN

Low Income Applications can be obtained by the following:

- Mailed via contact with Customer Contact Center
- Online at LADWP.com
- Local community outreach events and at any of the 15 Customer Contact Centers

Future Plan:

- Increase outreach through governmental agencies
- Increase use of newer technology for faster application submission and approval.

**LADWP EMDI - Procurement**

RESPONSIBLE MANAGER: Karyn Son

REPORTING PERIOD: May 2019 - October 2019

**LADWP's SBE/DVBE Program**

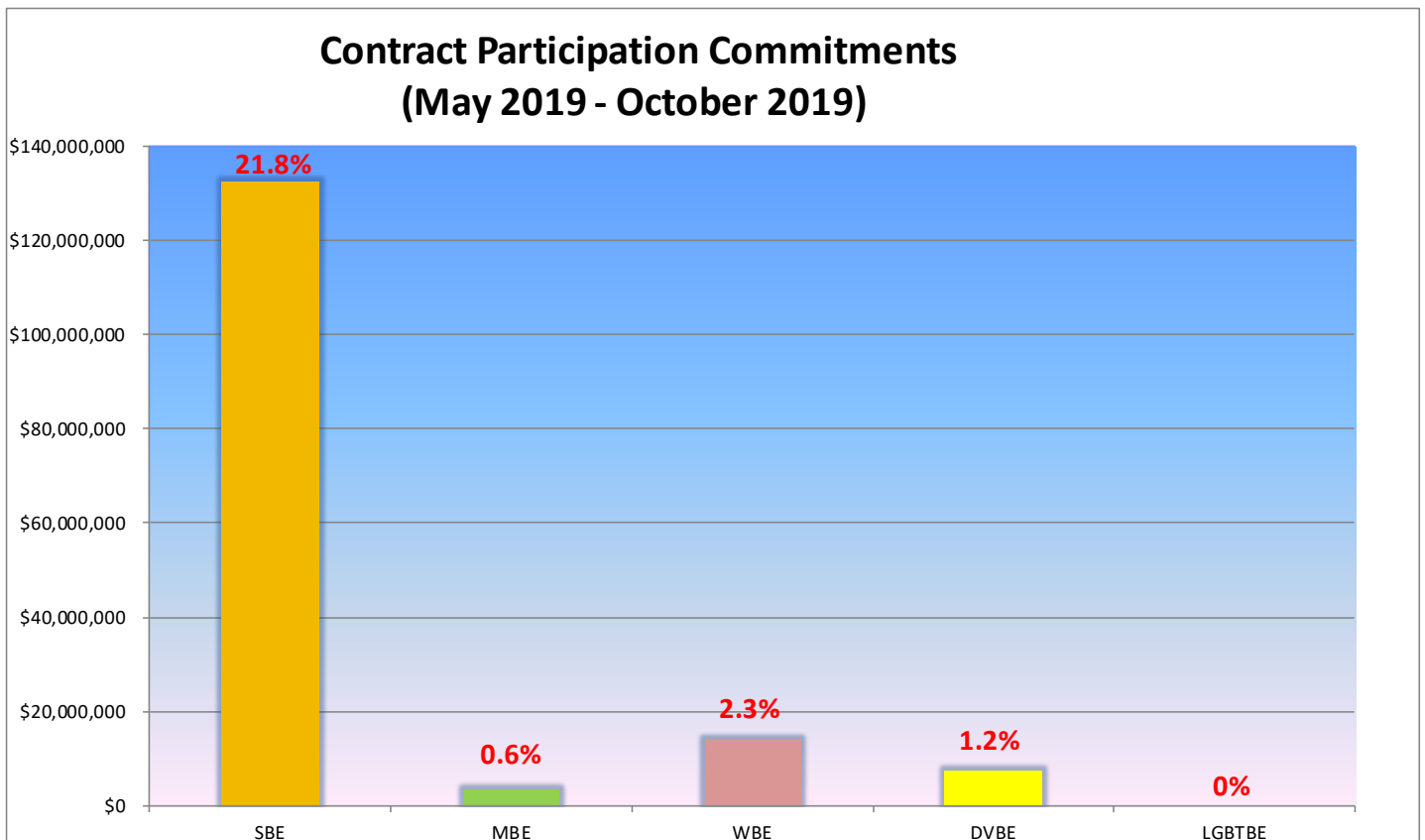
Commitment percentages based on Board-awarded contracts that had SBE/DVBE participation requirements. Firms with multiple certifications are counted in each category in which they were certified.

**MAY 2019 - OCTOBER 2019**

**PARTICIPATION COMMITMENTS (Contracts with Mandatory SBE/DVBE Requirements)\***

MONTH	TOTAL OF CONTRACTS AWARDED	SBE \$	SBE %	MBE \$	MBE%	WBE \$	WBE %	DVBE \$	DVBE %
MAY	\$ -	\$ -		\$ -		\$ -		\$ -	
JUNE	\$ -	\$ -		\$ -		\$ -		\$ -	
JULY	\$ 43,801,000	\$ 11,019,658	25.2%	\$ -	0.0%	\$ 10,551,534	24.1%	\$ -	0.0%
AUGUST	\$478,429,160	\$ 92,763,785	19.4%	\$ 887,500	0.2%	\$ 3,555,000	0.7%	\$ 440,400	0.1%
SEPTEMBER	\$ 81,237,158	\$ 28,283,672	34.8%	\$ 2,550,000	3.1%	\$ -	0.0%	\$ 6,831,395	8.4%
OCTOBER	\$ 2,800,000	\$ 308,000	11.0%	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%
TOTALS	\$606,267,318	\$132,375,115	21.8%	\$ 3,437,500	0.6%	\$ 14,106,534	2.3%	\$ 7,271,795	1.2%

\*Firms certified as SBE/DVBE and MBE/WBE are counted as SBE or DVBE and also counted as either MBE or WBE.





# LADWP EQUITY METRIC – *Contract Participation (Joint)*

RESPONSIBLE MANAGER: Karyn Son  
EQUITY CORE CATEGORY: Procurement

REPORTING PERIOD: May 2019 – October 2019

## 1. NARRATIVE / BACKGROUND

The SBE/DVBE Participation Program was adopted to ensure that all businesses have an equal opportunity to do business with the Los Angeles Department of Water and Power. This program is in conformance with the Mayor's Executive Directive No. 14, entitled the Business Inclusion Program.

This metric measures the achievement of SBE/DVBE Participation Program goals, which were set with an overall Department goal of 25% SBE participation and 3% DVBE participation.

This metric also measures the participation commitments of MBE/WBE/LGBTBE firms in LADWP service contracts over \$150k.

## 2. CRITERIA

Mandatory SBE/DVBE participation requirements are set in all construction and service contracts valued over \$150,000.

- Only certified SBEs and DVBEs count toward the fulfillment of the minimum mandatory requirement.
- Failure to meet the minimum mandatory SBE/DVBE participation requirement in bids or proposals results in a finding of non-responsiveness.
- Failure to achieve the requirement can result in penalties or termination of the contract.

## 3. ACHIEVEMENTS

- Contract participation commitment percentages May 1, 2019 through October 2019:
  - SBE 21.8%
  - DVBE 1.2%
  - MBE 0.6 %
  - WBE 2.3%
- Facilitated the recognition of LGBTBE Certification for LADWP and the City of Los Angeles

- Completed the *2019 Small Business Academy* which was focused on the construction sector. Twenty six small businesses successfully completed the 7-week sessions.
- Participated in 18 outreach events.
- Implemented the *Express Procurement* process for purchases under \$25,000.

## 4. ISSUES

Reporting is currently done manually as the procurement system does not currently capture the certification status of vendors nor does it capture subcontractor certification status and payment information.

## 5. OUTREACH STRATEGY / PLAN

Objective for the Office of Small Business and Supplier Relations - To increase the participation of small, veteran, minority, women, LGBT, and local businesses in LADWP contracts by:

- Host a "How to Do Business With LADWP" workshop for Small Businesses.
- Host LADWP's biannual Vendor Connection Event.
- Investigate opportunities for community-level contracting for sidewalk repairs.

# LADWP EMDI - Employment

RESPONSIBLE MANAGER: Shannon Pascual

REPORTING PERIOD BETWEEN: May 2019 – Oct. 2019

## New Hires/Promotions Demographic Composition

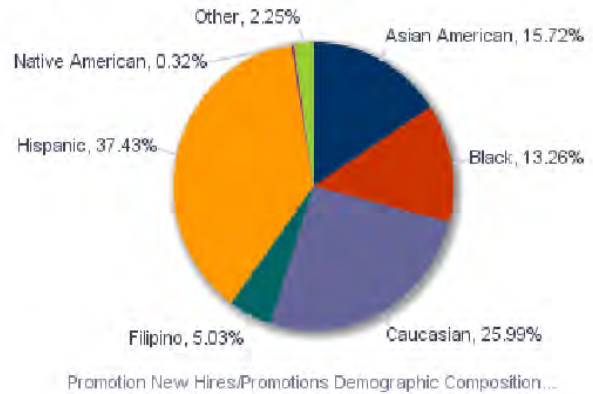
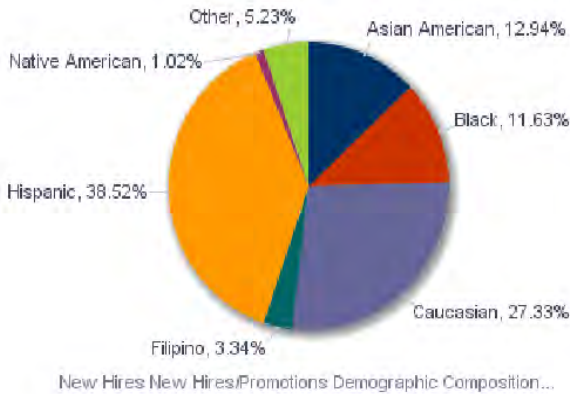
### Hiring and Promotions by Ethnic Group

Ethnic Group	New Hires		Promotion	
	F	M	F	M
Asian American	33	56	41	106
Black	35	45	62	62
Caucasian	41	147	27	216
Filipino	10	13	28	19
Hispanic	61	204	70	280
Native American	2	5	1	2
Other	10	26	10	11
Grand Total	192	496	239	696

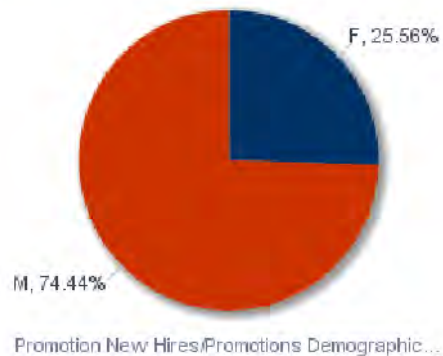
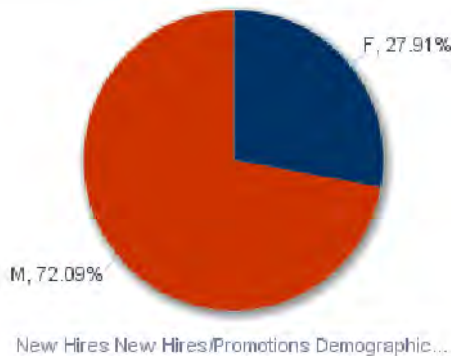
### Hiring and Promotions by Gender

Gender	New Hires	Promotion
F	192	239
M	496	696
<b>Grand Total</b>	<b>688</b>	<b>935</b>

### Hiring and Promotions by Ethnic Group



### Hiring and Promotions by Gender



# LADWP EQUITY METRIC – *New Hire/Promotion Demographic Composition (Joint)*

RESPONSIBLE MANAGER: Shannon C. Pascual  
EQUITY CORE CATEGORY: Employment

REPORTING PERIOD: May 2019 to 10/31/19

## 1. NARRATIVE / BACKGROUND

This provides a demographic breakdown of our new hires and promotions to better understand the representation of various demographic groups within our workforce.

## 2. CRITERIA

- Ethnicity
- Gender

## 3. ACHIEVEMENTS

- LADWP conducted interviews at the Grace Hopper Celebration (GHC) annual conference in October 2019. GHC is the world's largest gathering of women technologists.
- In the coming months, LADWP will interview engineering students and professionals at the national and regional conferences of the Society of Women Engineers (SWE), the Society of Hispanic Professional Engineers (SHPE), and the National Society of Black Engineers (NSBE), and at the Black Engineer of the Year Award annual conference.
- Los Angeles Trade Technical College (LATTC) completed the development of an on-line electricity course, which will meet requirements for various targeted Power System skilled craft classifications. This class will be available to high school and community college students.

## 4. ISSUES

- Lack of gender and ethnic diversity in the engineering and skilled craft classifications.

## 5. OUTREACH STRATEGY / PLAN

Special recruitment activities include on-site outreach and interviewing for engineering classifications at national and regional conferences for the following organizations:

- SWE
- NSBE
- SHPE
- BEYA annual conference

Additional events may be added, including the annual conference of Women of Color in STEM

College recruitment will continue to include historically black colleges and universities, and local diversity-specific events, such as SWE, SHPE, and NSBE Meet the Industry events.

HR Staff will continue to partner with various organizations, including:

- LAUSD to develop and establish recruitment, outreach, and youth employment opportunities for LADWP skilled craft classifications
- The Los Angeles Community College District (LACCD) and other local community colleges to establish recruitment and outreach activities for interested students to learn about targeted skilled craft classes;
- Organizations like Women in Non-Traditional Employment Roles (WINTER) to enhance our recruitment strategies to increase female applicants for Water and Power skilled craft classifications;
- LADWP Marketing Division to develop marketing campaigns tailored to segments like college students, military veterans, engineering, and information technology.
- Military bases and colleges such as Embry Riddle to outreach to and recruit veterans as they transition to civilian life.