



CUSTOMERS FIRST

Equity Metrics Data Initiative (EMDI) Update September 2020



What is Equity?

Our services are currently distributed equally to all customers but each customer has different needs.

Equity, for a utility, is offering services and programs that consider all customer needs, ensuring just, fair and impartial service.

Equity Metrics Data Initiative

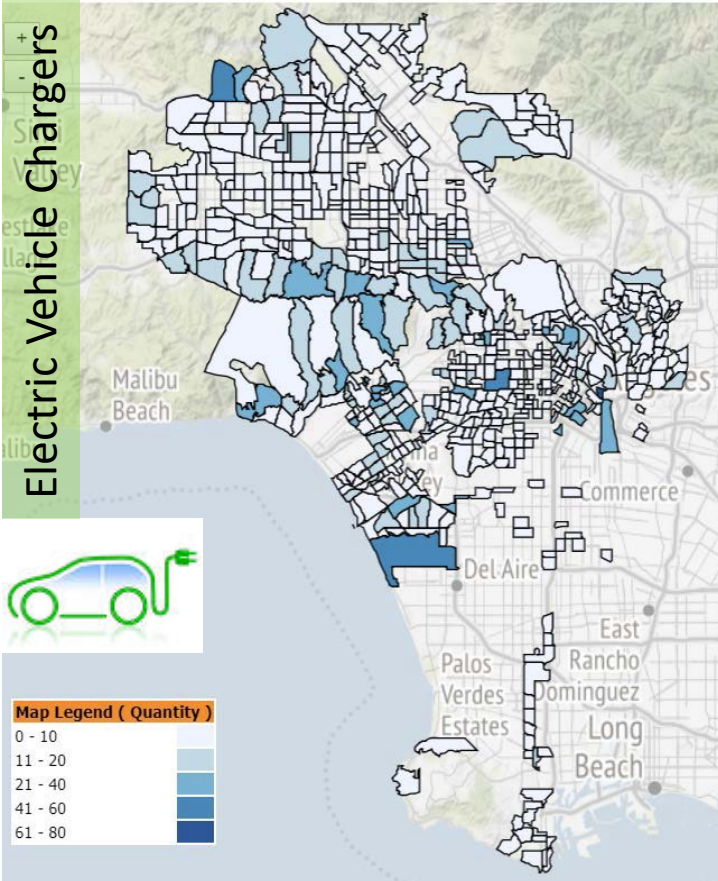
Equity Core Category	Metric
Water & Power Infrastructure Investment	<ol style="list-style-type: none"> 1. Water Quality Complaints 2. Water System Probability of Failure & Planned Replacements 3. SAIDI & SAIFI 4. Power System Reliability Program (PSRP) – Pole, Transformer, Cable Replacements
Customer Incentive Programs/Services	<ol style="list-style-type: none"> 5. Rain Barrel/Cistern/Water Tank Rebates 6. Turf Removal Rebates 7. Tree Canopy Program 8. Commercial Direct Install Program 9. Home Energy Improvement Program 10. Refrigerator Exchange Program 11. Consumer Rebate Program 12. Electric Vehicle Infrastructure 13. Low Income & Lifeline Programs
Procurement	14. LADWP SBE/DVBE Program
Employment	15. New Hire/Promotion Demographics

Recent Equity Metrics Developments

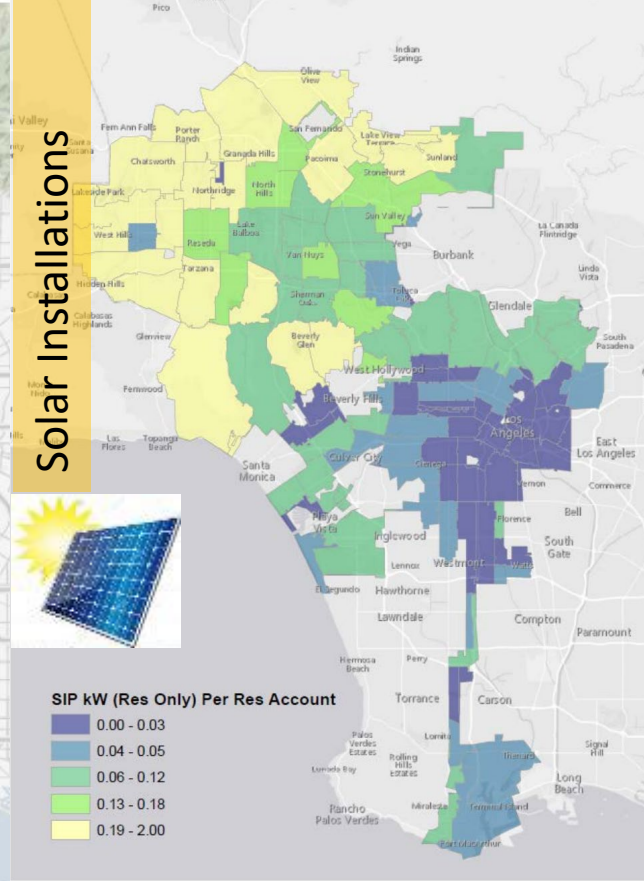
- Proposed addition of the following equity metrics:
 - LA Utility Bill Assistance Fund
 - Low-Income Weatherization Program
 - Virtual Net Energy Metering Pilot Program
- Established FY20/21 goals for most of the EMDI Programs
- Customer Service Division will be conducting two outreach meetings on low income programs with stakeholders in early October 2020

EMDI Data Driven Maps

Electric Vehicle Chargers



Solar Installations



EMDI Success Stories



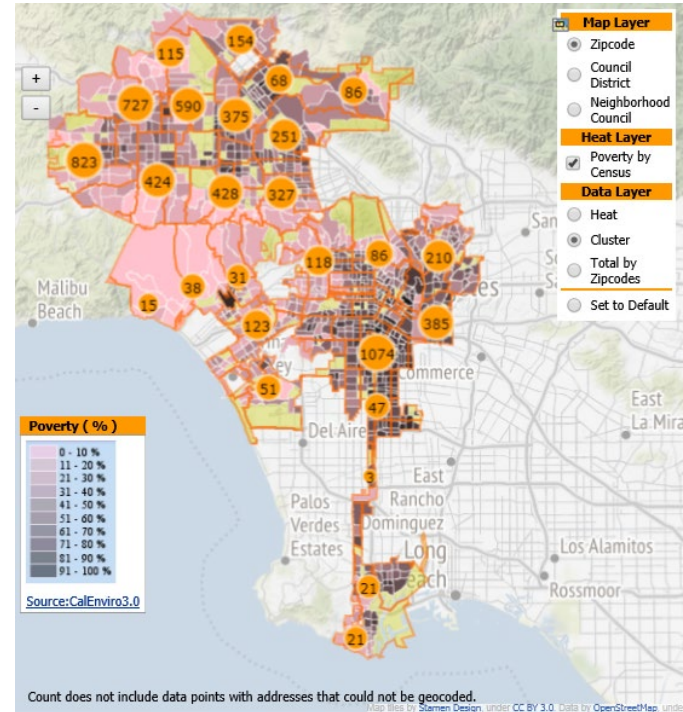
10,000 Chargers by
2022
4,000 of them on
City Property



Shared Solar Program:
up to 13,000
Customers
Solar Rooftop Program:
up to 400 customers

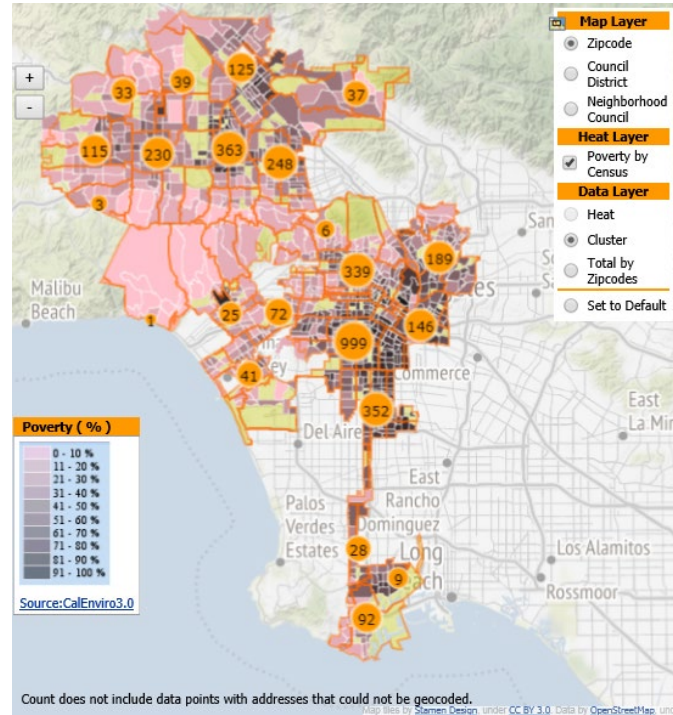
EMDI Success Stories

- 10,488 Rebates Issues from Nov 2019 to Apr 2020
- 12% to 14% income qualified participation in Consumer Rebate Program (CRP)
- Goal: Increase to 16%
- Specific targeted outreach efforts with non-profit and community-based organizations



EMDI Success Stories

- 134,443 Refrigerators exchanged since program inception (13 years)
- Over 200,000 Low Income customers can qualify
- Identify and Contact

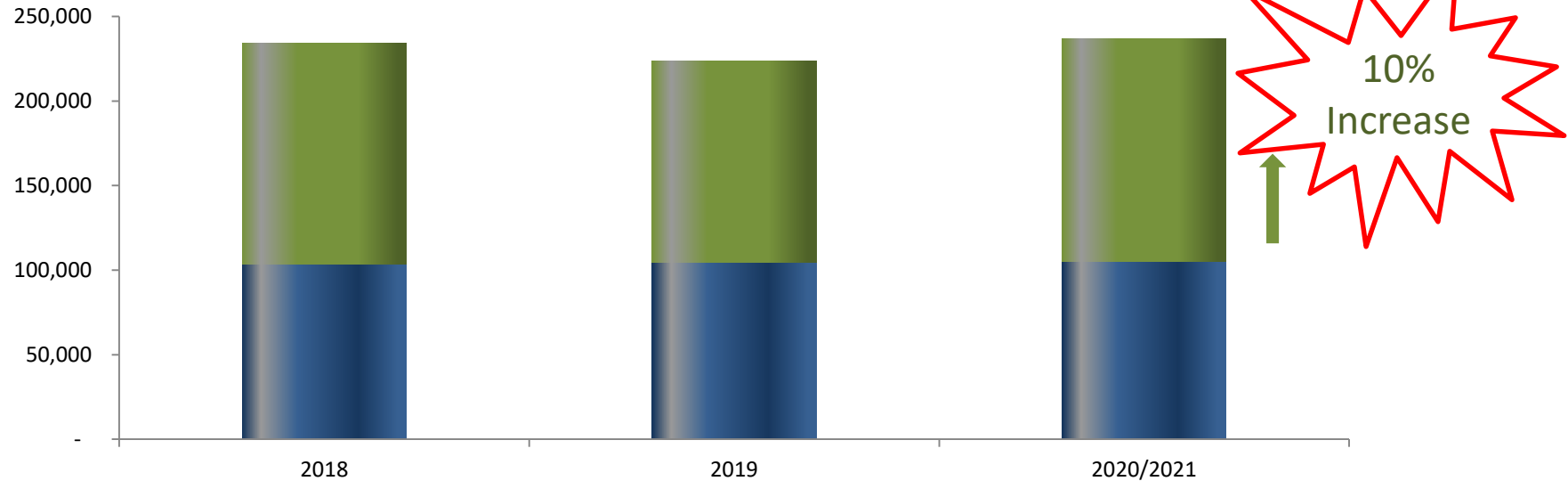


EMDI Infrastructure Accomplishments

- 95% of all Water Quality Complaints are handled by the end of next business day – Transactional survey data rates service as “excellent”
- 0.75 System Average Interruption Frequency (SAIFI) ranked 1st quartile from 2014 to 2018 compared to other IOUs

Low Income & Lifeline Programs

Low Income and Lifeline Programs



Low Income and Lifeline Program

Low Income Program Qualification		Lifeline Program Qualification
132,097 Customers Enrolled	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	\$78,020
	8	\$86,860
	Each additional member:	Add \$8,840 to income
		Lifeline - Utility Users Tax Exemption for Seniors and Individuals with Disabilities
		1. Senior Citizen - 62 years of age or older, or
		2. Individuals with disabilities - unable to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment
		3. The combined adjusted gross income of all members of the household is less than \$45,050 for the prior calendar year
		4. The amount of tax imposed on the above utilities is not paid by a public agency or from funds received from a public agency specifically for the payment of such tax
		105,000 Customers Enrolled



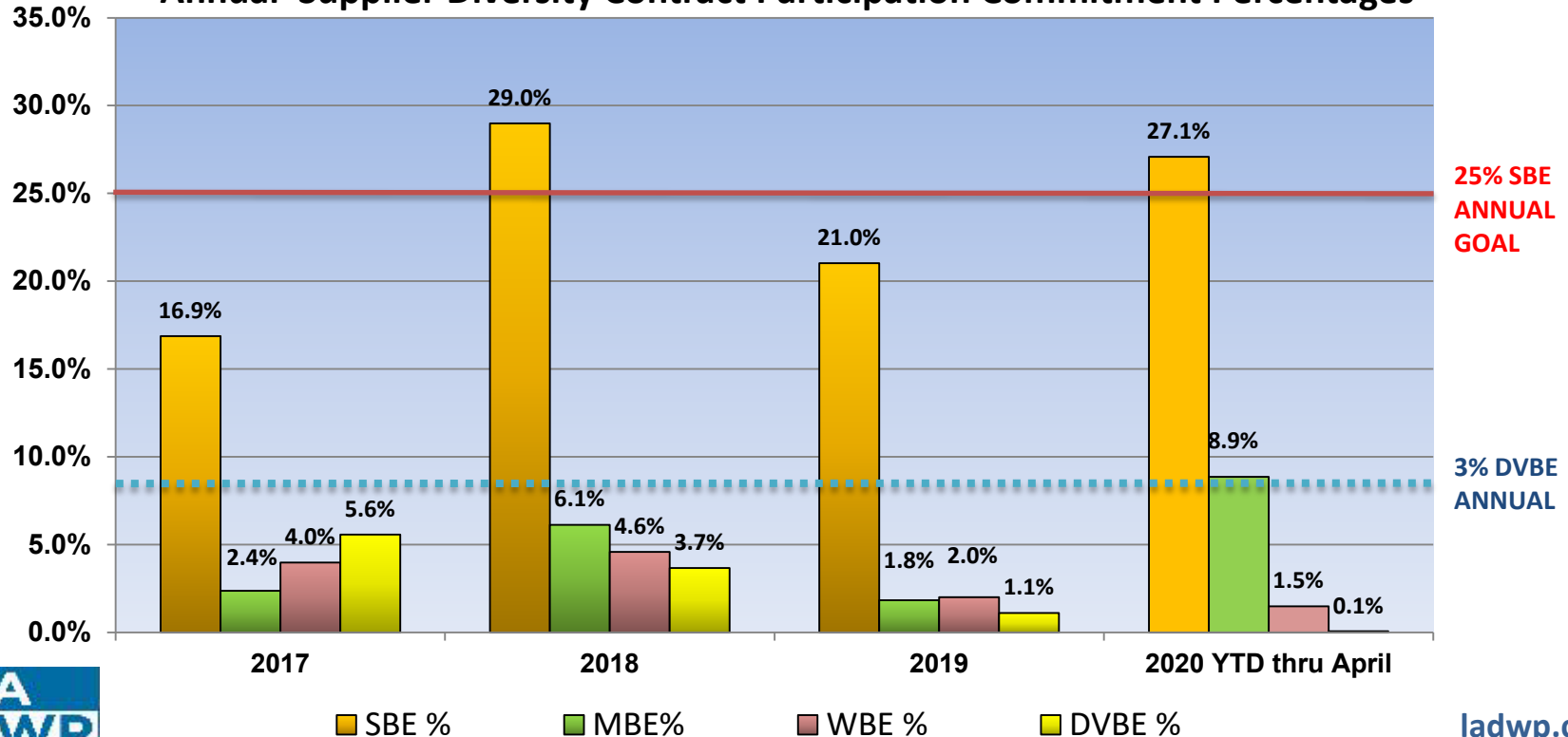
*Effective July 1, 2019

Customer Discount Program Improvement Timeline

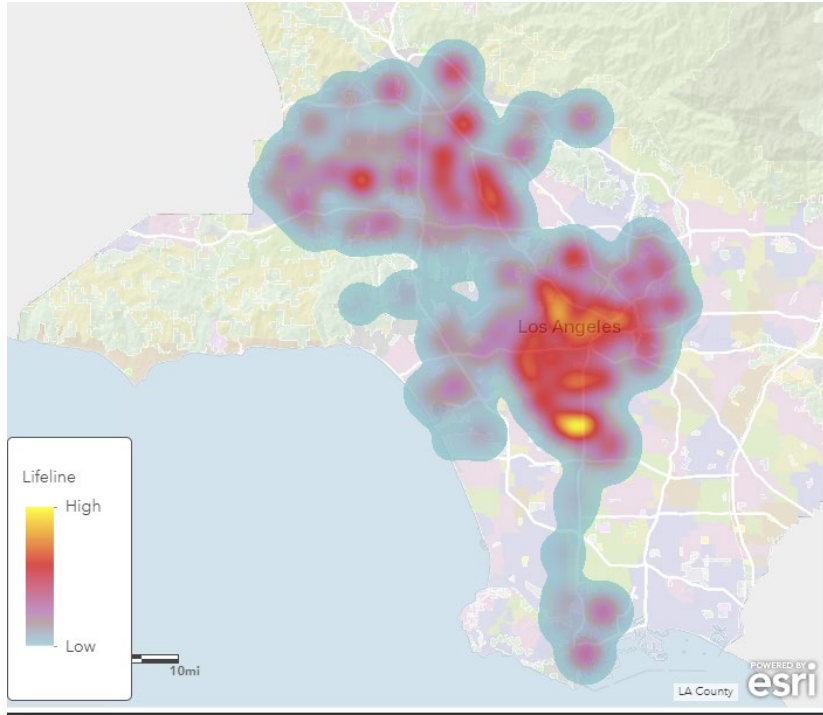
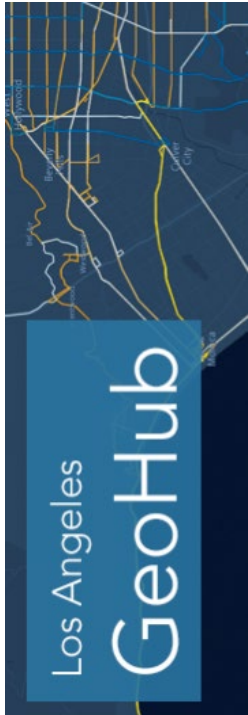
- January 2020 – Controller’s Office Low Income and Lifeline Discount program audit published
- February 2020 – Board motion approved to explore ways to respond to the audit recommendations
- April 2020 – Confirmed billing processes will maintain 2 business day – zero backlog application processing time
- April 2020 – Board approved L.A. Utility Bill Assistance Fund
- May 2020 – Initiated effort with third party to identify potentially qualifying customers for targeted outreach
- June 2020 – Evaluating new auto-recertification process based on third party financial data
- June 2020 – Started investigation to use HACLA Certified Low Income Building applications and criteria for auto enrollment
- July 2020 – Working with United Way to re-establish distribution and fundraising mechanism
- September 2020 – Initiated benchmarking study with regional and national utilities on low income customer support programs and services
- October 2020 – Conduct LI Discount Program eligibility criteria and outreach stakeholder workshops

Procurement – SBE/DVBE Program

Annual Supplier Diversity Contract Participation Commitment Percentages *



EMDI Data on GeoHub



- Mayors Open Data Portal
- Published Low Income and Lifeline data aggregated by zip codes

EMDI Outreach Participants

AAGLA	LAANE
Casavan consulting	Loyola Marymount University
Central Alameda NC	Mayor's Office
California Housing Partnership	NC-DWP MOU Oversight Committee
OPA/RPA	NoHo West NC/LMU/USC
Climate Resource	Pacoima Beautiful
Center for Sustainable energy	SCOPE LA
DWP committee	Sierra Club
Environmental Defense Fund	Tree People
GRID Alternatives	UCLA CCSC
GWNC/CW	Los Angeles Urban League
IBEW Local 18	West Hills NC

Questions

