

Customer Service Receives Awards

In recognition of its high level of customer service performance and efficiency, LADWP's Customer Service Division received two 2008 Quality and Productivity Awards from the City's Quality and Productivity Commission. LADWP's Customer Contact Center earned the "Record Breaking Customer Contact Service Levels" award—showcasing the stellar improvements in the high percentage of customer calls answered within 60 seconds. The Remittance Processing Center was honored with an award for the "Check 21 Processing Method," which highlights the efficiency gains and cost-savings realized by automated imaging and processing of customer payment checks.

The impact of the Customer Contact Center's achievement has resulted in 92% of customers having their calls answered within 60 seconds and reducing the amount of abandoned calls by over 90%.

LADWP's Remittance Processing Center is saving millions of dollars, with the implementation of the Check 21 system, by depositing electronic checks to the City Treasurer for same-day investment.

Did you know?

Each year, LADWP's Customer Service Division receives 4.9 million customer service inquiries, answers 2.5 million phone calls, processes 6.2 million payments, reads 16.7 million meters, handles 602,000 on/off service requests, hosts 1.9 million web user sessions, and handles 154,000 Low Income, Life Support and Lifeline requests.

2009 POWER CONTENT LABEL First Quarter

ENERGY RESOURCES	LADWP Power* (projected)	LADWP Green Power** (projected)	2007 CA POWER Mix*** (for comparison)
Eligible Renewable****	14%	100%	10%
-Biomass & waste	1%	-	<1%
-Geothermal	2%	-	2%
-Small hydroelectric	5%	25%	6%
-Solar	<1%	-	<1%
-Wind	6%	75%	2%
Coal	44%	-	32%
Large Hydroelectric	7%	-	24%
Natural Gas	26%	-	31%
Nuclear	9%	-	3%
Other	<1%	-	0%
TOTAL	100%	100%	100%

* 100% of **LADWP Power** is specifically purchased from individual suppliers.

** 100% of **LADWP Green Power** is specifically purchased from individual suppliers.

*** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year.

**** In accordance with Los Angeles City Council's action on 10-5-04 for File No. 03-2688 (RPS).

For specific information about this electricity product, contact LADWP at 1-800-DIAL-DWP. For general information about the Power Content Label, contact the California Energy Commission at 1-800-555-7794 or www.energy.ca.gov/consumer.



1-800-DIAL DWP
www.ladwp.com

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Los Angeles  Department of Water & Power

CONNECTIONS

March - April 2009



WINDS OF CHANGE

City Wind Farm Sends Renewable Power to LA

At Pine Tree Wind Farm in the Tehachapi Mountains, LADWP constructed the largest municipally owned and operated wind farm in the nation, which will deliver 120 megawatts of wind power to Los Angeles residents once fully operational. In December, the first of 80 wind turbine generators began generating wind power for the City of Los Angeles. The clean energy produced by Pine Tree will displace at least 200,000 tons of greenhouse gas emissions and it will cut eight tons of nitrous oxide and 11 tons of carbon monoxide.

Each 1.5 megawatt turbine generator tower stands 257 feet high, weighs approximately 95 tons and

features three 126 foot-long blades attached to a hub. Using heavy duty cranes and rigging, it takes 15 workers approximately two days to assemble the control panels, the tower, the nacelle—which contains gearing and the electric generator—the hub and blades for each generator. Erecting the massive turbine generators requires the focused work of experienced professional crane operators with precise lifting skills for this highly specialized project.

Pine Tree Wind Farm is projected for completion in Spring 2009.

Critical Care Customer Notice

For All Customers Dependent Upon Electrical Life Support Equipment

All customers whose health depends upon life-supporting medical equipment at home are urged to contact LADWP immediately to be placed on our Critical Care list or to confirm you are already on our list. In the event of a power outage, all customers on the Critical Care list are given priority attention in order to protect life and personal life-support equipment.

Critical Care customers may also qualify for the Life-Support Device Discount. To receive this discount, customers must provide proof that they are a full-time resident on the premises being served and regularly use essential life-support equipment.

Customers who qualify for the Critical Care list or for the Life Support Device Discount are urged to contact the LADWP at 1-800-DIAL DWP.

Discounts are subject to initial review by LADWP medical, as well as periodic reviews and re-certification.

Un resumen en el idioma
español está adentro.

Securing L.A.'s Water Supply Maximizing Recycled Water and Replenishing Groundwater



Los Angeles historically has imported most of its water from hundreds of miles away—from the Eastern Sierras, Sacramento/San Joaquin Delta and the Colorado River. Yet we are now facing numerous challenges to these traditional resources, including long-term drought, environmental commitments and legal restrictions.

In light of these challenges, LADWP

is pursuing an action plan, "Securing L.A.'s Water Supply," with the goal of meeting all new demand for water through a combination of water conservation and water recycling. Currently, most of the city's highly treated wastewater simply flows out to sea. By maximizing water recycling and replenishing our groundwater supply with purified water, LA can reuse this precious resource and create a new, locally sustainable, drought-proof water supply.

By 2019, half of all new demand for water—about 50,000 acre-feet per year—will be met by LADWP through two programs: expanding the recycled water "purple pipe" network and groundwater replenishment. Purple pipes distribute highly treated wastewater for irrigation, industrial and environmental uses. They are painted purple to avoid confusion with drinking water pipes.

Groundwater replenishment takes this highly treated wastewater and purifies it, using advanced treatment technologies such as reverse osmosis and micro-filtration. The newly purified water is piped to spreading grounds where it naturally filters deep into the aquifer over many years. It is later extracted and combined with water from the City's other supply sources.

LADWP has begun a long-term outreach effort to educate customers and provide information about recycled water and groundwater replenishment. For further information or to request a presentation about water recycling and groundwater replenishment for your community group, please send an email to recycledwaterinfo@ladwp.com or dial 1-800-DIAL DWP.

Now's the Time to Plant Your FREE Shade Trees

LADWP's Trees for a Green LA Program is partnering with the Million Tree Initiative to expand the City's urban forest. To date, the program has delivered over 148,000 trees to qualifying customers. Both residential and commercial customers can participate.

To get your FREE home shade trees, complete either an online or DVD based workshop log on to www.ladwp.com/trees or call 1-800-GREENLA (1-800-473-3652)

*You must be an electric customer of the Los Angeles Department of Water and Power to receive the trees.



Para nuestros lectores del idioma español

Parque Eólico Municipal Envía Energía Renovable a Los Angeles



En el Parque Eólico Pine Tree en las montañas Tehachapi, el Departamento de Agua y Energía de Los Angeles (LADWP) ha construido el parque eólico municipal más grande del país, que entregará 120 megavatios de energía eólica a Los Angeles al estar completamente operacional.

En diciembre 2008, las primeras de 80 turbinas eólicas empezaron a generar energía eólica para la Ciudad de Los Angeles. La energía limpia producida en Pine Tree reemplazará por lo menos 200,000 toneladas de emisiones de gases de efecto invernadero y eliminará ocho toneladas de óxido nítrico y once toneladas de monóxido de carbono.

Se proyecta que el Parque Eólico Pine Tree estará completo en la primavera de 2009.

Protegiendo el Suministro de Agua de Los Angeles Maximizar el Uso de Agua Reciclada y Reponer el Agua Subterránea

LADWP está llevando a cabo un plan para proteger el suministro de agua, conocido como el Water Supply Action Plan, con la meta de cubrir toda la nueva demanda de agua por medio de una combinación de conservación y reciclaje de agua. Para 2019, la mitad de toda la demanda nueva para agua—aproximadamente 50,000 acre pies al año—se cumplirá por la expansión de la red de tubería morada, o "purple pipe", de agua reciclada y el reabastecimiento de agua subterránea. La tubería

morada distribuye agua residual con alto grado de tratamiento para irrigación, y usos industriales y medioambientales. Son pintadas moradas para evitar confusión con la tubería de agua potable.

Reabastecimiento de agua subterránea toma el agua residual con alto grado de tratamiento y lo purifica usando tecnologías de tratamiento avanzadas como osmosis inversa y microfiltración. El agua nuevamente purificada es llevada a terrenos donde se filtra profundamente naturalmente hacia el acuífero a través de muchos años. Más después el agua es extraída y combinada con otros suministros de agua de la Ciudad.

Aviso para Clientes de Cuidado Crítico Para Todos Clientes Que Dependen de Aparatos para Mantener la Vida

Se les urge a todos los clientes cuya salud depende de aparatos eléctricos médicos para mantener su vida en casa a que se comuniquen con LADWP inmediatamente para ser puesto en nuestra lista de Cuidado Crítico. En el evento de un apagón, LADWP usará la lista de Cuidado Crítico para identificar a los clientes con necesidades especiales.

Clientes de Cuidado Crítico también pueden calificar para un descuento para usuarios de estos aparatos. Para recibir este descuento, clientes deben mostrar prueba de que son un residente de tiempo entero en el local de servicio y regularmente usan un aparato esencial para mantener su vida.

Se les urge a clientes quienes califican para la lista de Cuidado Crítico o para el descuento mencionado anteriormente, a que se comuniquen con el LADWP al 1-800-342-5397.

Descuentos son sujetos a un reviso inicial por las oficinas médicas de LADWP, así como reviso periódico y renovación de certificación.