

Connections

a message from
H. David Nahai

Chief Executive Officer and
General Manager, LADWP



As the new chief executive officer and general manager of the LADWP, my most important role is to provide leadership and accountability on behalf of our customers.

For over 100 years, LADWP has successfully provided the City of Los Angeles with reliable, affordable, high quality water and electricity. Generations of employees have worked tirelessly to keep the water and electricity flowing in all types of difficult conditions, including extreme heat and cold, after earthquakes and other natural disasters. Today, our core business is entirely the same as 100 years ago, yet the focus is shifting.

The LADWP is undergoing a transformation. Our efforts over the past two years have laid the foundation for a new type of utility—a utility that is committed to clean, renewable energy sources that will decrease the carbon footprint of the

City of Los Angeles and the entire Southern California region. It is also our goal to apply renewed vigor to diversifying our water resources in order to decrease the City's dependence on imported water.

In support of Mayor Antonio Villaraigosa's goal of making this the greenest utility in the nation, LADWP is on the path of increasing the sustainability of our water and power supplies, modernizing the utility's aging infrastructure to ensure high-quality, reliable water and power services, and fiscal accountability to protect ratepayers.

Greening the LADWP means our residents will breathe cleaner air as we reduce our reliance on dirty coal, our buildings and customer programs will be designed to conserve both water and power and our policies will ensure that every drop of precious water is put to a beneficial use.

I look forward to communicating with you about the progress we are making toward our goals. The importance of communicating with our customers and providing exceptional customer service is of paramount concern and I intend to put significant effort toward creating a higher level of customer service. I welcome your comments and feedback and look forward to building a stronger relationship with our customers.

I am proud to count myself as one of the 8,400 employees who are working for you, the residents of the City of Los Angeles. I intend to serve you well by putting the best interests of the City and its people first.

David Nahai, CEO and General Manager of the Los Angeles Department of Water and Power, was nominated by Mayor Villaraigosa and confirmed by the City Council on December 5, 2007. For a complete bio of Mr. Nahai and other information, visit our news web site at www.ladwpnews.com

www.ladwp.com

STORM TIPS

What to Do If the Power Goes Out



LADWP has one of the best reliability records in the nation. Even so, during storm conditions, heavy rains can flood underground electrical vaults and strong winds can blow debris or tree limbs into power lines resulting in power outages. It is important to always be prepared.

The LADWP offers the following tips to help you weather a power outage.

- ☑ **Stay calm and call LADWP 24-Hour Customer Service** hotline at 1-800-DIAL-DWP to report the outage.
- ☑ **Use a flashlight to see.** Never use candles during a power outage or other emergency.
- ☑ **Turn off or disconnect any appliances or electronic equipment** that was in use at the time the power went out.
- ☑ **Leave one light switched on** so you will know when power is restored.
- ☑ **If you are cold, don't light a fire indoors.** Put on layers of warm clothing instead.
- ☑ **Leave the doors of your refrigerator and freezer closed** to keep the food as cool as possible.

Should you experience a power outage, be assured that LADWP crews will work around the clock to restore power as quickly and safely as possible.

PROHIBITED WATER USE

In Los Angeles, water is precious and there are certain uses of water that are prohibited.

You Cannot:

- Use water on hard surfaces such as sidewalks, walkways, driveways or parking areas (with the exception of water brooms).
- Water lawns between 10 a.m. - 5 p.m., April 1 to September 30 and between 11 a.m. - 3 p.m., October 1 to March 31.
- Allow excess water from sprinklers to flood gutters.
- Use water to clean, fill or maintain decorative fountains unless the water is part of a recirculation system.
- Serve water to customers in eating establishments, unless requested.
- Allow leaks to go unattended.

**Call 1-800-DIAL DWP
to report water waste**

Log on to www.ladwp.com for water-saving tips and to learn more about prohibited uses of water in our City.



Progress Report

Renewable Portfolio Standard

The Los Angeles Department of Water and Power is on its way toward increasing the amount of renewable energy that the utility provides its customers to 20% of retail electric sales by 2010. The long-term goal is to achieve 35% renewables by 2020.



Two new wind energy purchase agreements, recently approved by the Los Angeles City Council, will provide about 250 megawatts of clean wind power, enough to serve more than 70,000 homes in Los Angeles. These purchase agreements will raise the percentage of renewable energy that LADWP provides customers to 11%. LADWP is working to develop or purchase numerous other projects that generate electricity from wind, solar, geothermal and other renewable resources.

Benefits of increasing renewable power supply include: reducing greenhouse gas emissions, improving air quality, providing a sustainable energy resource, providing a hedge against market fluctuations of fuel costs, and reducing dependence on foreign sources of fuel. Assembly Bill 32 requires LADWP and other utilities to reduce greenhouse gas emissions caused by electrical generation to 1990 levels by 2020, with a longer term goal of a 35% reduction below 1990 levels by 2030.

Concurrent with developing and purchasing renewable generation, LADWP is planning new and enhanced transmission systems to bring those renewable energy resources to Los Angeles. Two other key components of achieving the RPS goal include expansion of the Department's Solar Rooftop Incentive Program and energy efficiency programs.

For more information about LADWP's renewable energy plan and projects, visit www.ladwp.com/renewables.

HELP MOW DOWN POLLUTION

Turn in a working gas lawn mower to the South Coast Air Quality Management District (AQMD), and get a new \$400 cordless electric mower for only \$100.

(while supplies last).

Pre-registration with the AQMD is required.
Registration begins **March 18, 2008**.

For information, or to register, contact the AQMD at www.aqmd.gov, or call (888) 425-6247.



LADWP and the Nighttime Skyline

The LADWP headquarters, built in 1965, is a fixture of the Los Angeles skyline. The building stands 15 stories high and is in close proximity to the Harbor and Hollywood Freeways.

With such a high level of visibility, energy conscious customers often call our 24-hour Customer Call Center and ask why lights remain on in the building after normal working hours. Allow us to shed some light on the subject.

There are several reasons lights may be on in the building at night.

- The building lights are programmed to turn on at 6 a.m. and turn off at 6 p.m. Monday-Friday, and stay off throughout the weekend. Once the lights have been automatically turned off, building occupants can manually turn lights on in order to continue working after-hours. During the "off" period, the control system automatically sweeps the entire building turning most lights off on an hourly basis.
- Unlike other downtown buildings, the windows at LADWP headquarters are not heavily tinted, which gives the appearance that lights have not been turned off.

- The Los Angeles Fire Department requires emergency lighting throughout the building at all times.
- There are many business operations in the building that function 24 hours a day, 7 days per week.
- Most building maintenance and construction work is done after normal business hours to minimize disruptions and ensure safety.

As part of our commitment to conservation, we recently improved lighting efficiency at our downtown headquarters by 62%. We also completed a voluntary upgrade and retrofit of all restrooms in the headquarters building to meet current code requirements for new construction projects. Restrooms were retrofitted with low-flush toilets and urinals and all sinks are now fitted with low-flow faucet aerators. The urinals were further adjusted to reduce water use to only one-half gallon per flush. A water-saving pH controller was also installed on the building's cooling towers. By implementing these conservation measures, we at LADWP continue to make conservation our way of life.

For information on how you can make your home or business more energy and water efficient, visit our web site at www.ladwp.com