

# EQUITY METRICS DATA INITIATIVE

December 6, 2016

Putting Customers First   

# What are Equity Metrics?

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- Are performance indicators that provide policymakers and program managers with data to assess how well programs, services and resources are distributed and utilized geographically and demographically
- On August 16, 2016, the Board of Water and Power Commissioners' (Board) approved Resolution No. 017036 establishing the LADWP's Equity Metrics Data Initiative (EMDI)
- The EMDI will establish the framework to compare demographics with ratepayer and service locations to determine whether geographic or other categorical disparities exist. LADWP staff recommended and the Board, City Council and Mayor approved creation of Equity Metrics as part of the Rate Action

# Key Stakeholder Outreach & Feedback

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Prior to submitting the resolution for Board approval a stakeholder outreach meeting was held on July 21, 2016 presenting an initial set of metrics and soliciting the attendees feedback and suggestions on these and any other metrics they wished the LADWP to consider.

Stakeholders was provided feedback in the following areas via [equitymetrics@ladwp.com](mailto:equitymetrics@ladwp.com):

- I. Incentive Programs
- II. Low Income and Life Line Programs
- III. Procurement Metrics and Policy Recommendations
- IV. Employment
- V. Partnerships with Local Organizations/Academic Institutions

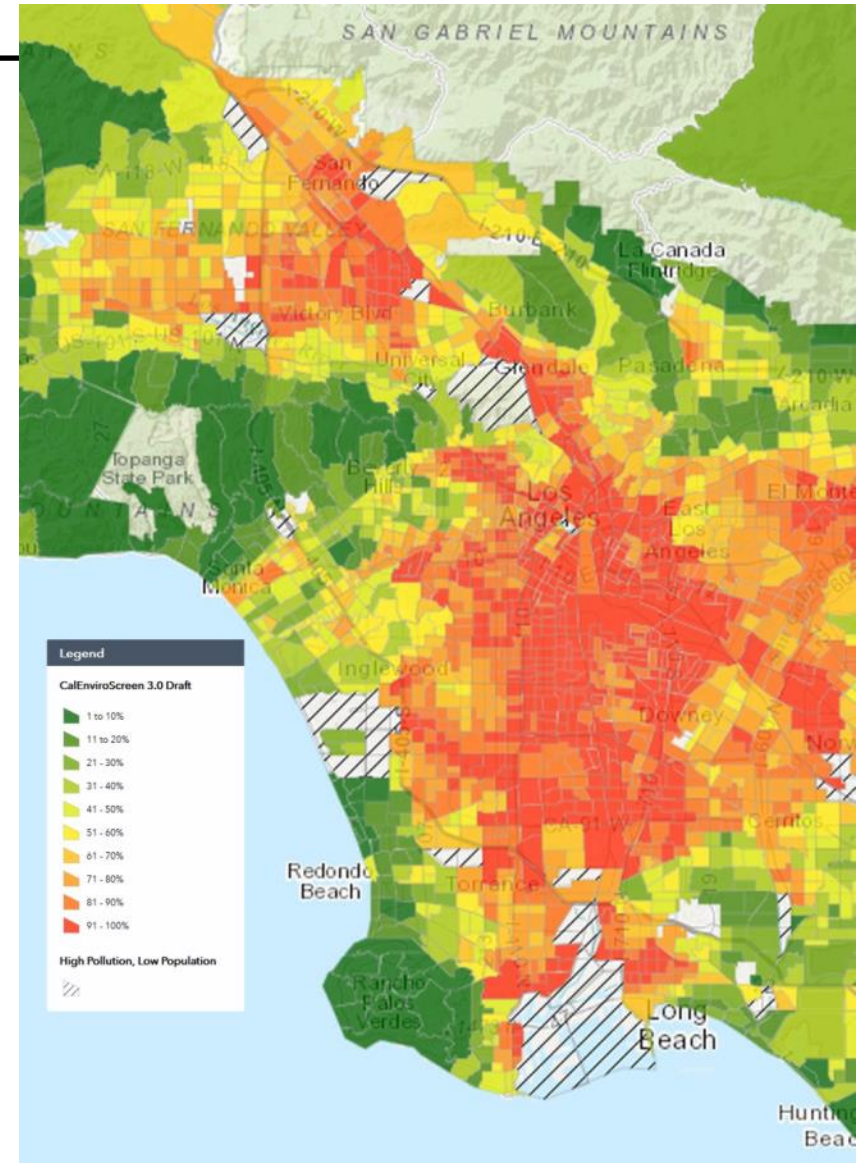
A follow up stakeholder meeting was held on October 11, 2016 to discuss this feedback and solicit further input.

# LADWP Equity Core Areas & Programs

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

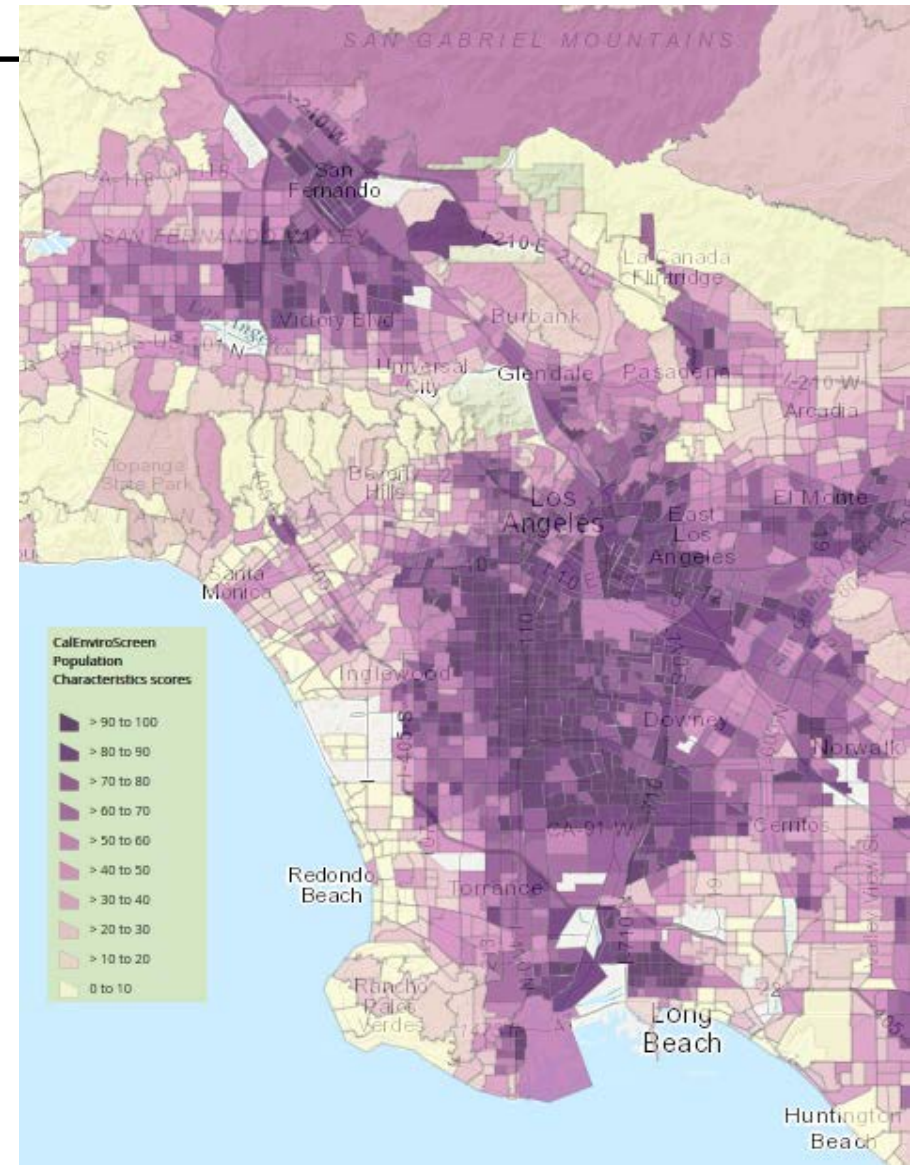
# CalEnviro Screen Map

- This CalEnviroScreen map represents the CalEnviroScreen 2.0 score calculated from the Pollution Burden and Population Characteristic groups of indicators (12 Pollution Indicators and 7 Population Characteristics Indicators)
- Source: Office of Environmental Health Hazard Assessment (OEHHA)  
<http://oehha.ca.gov/calenviroscreen>



# CalEnviroScreen Poverty Characteristic Map

- This CalEnviroScreen map represents the Poverty Indicator from the set of Population Characteristic Indicators. We will use this as one of the base maps for Equity Metrics
- Source: Office of Environmental Health Hazard Assessment (OEHHA)  
<http://oehha.ca.gov/calenviroscreen>

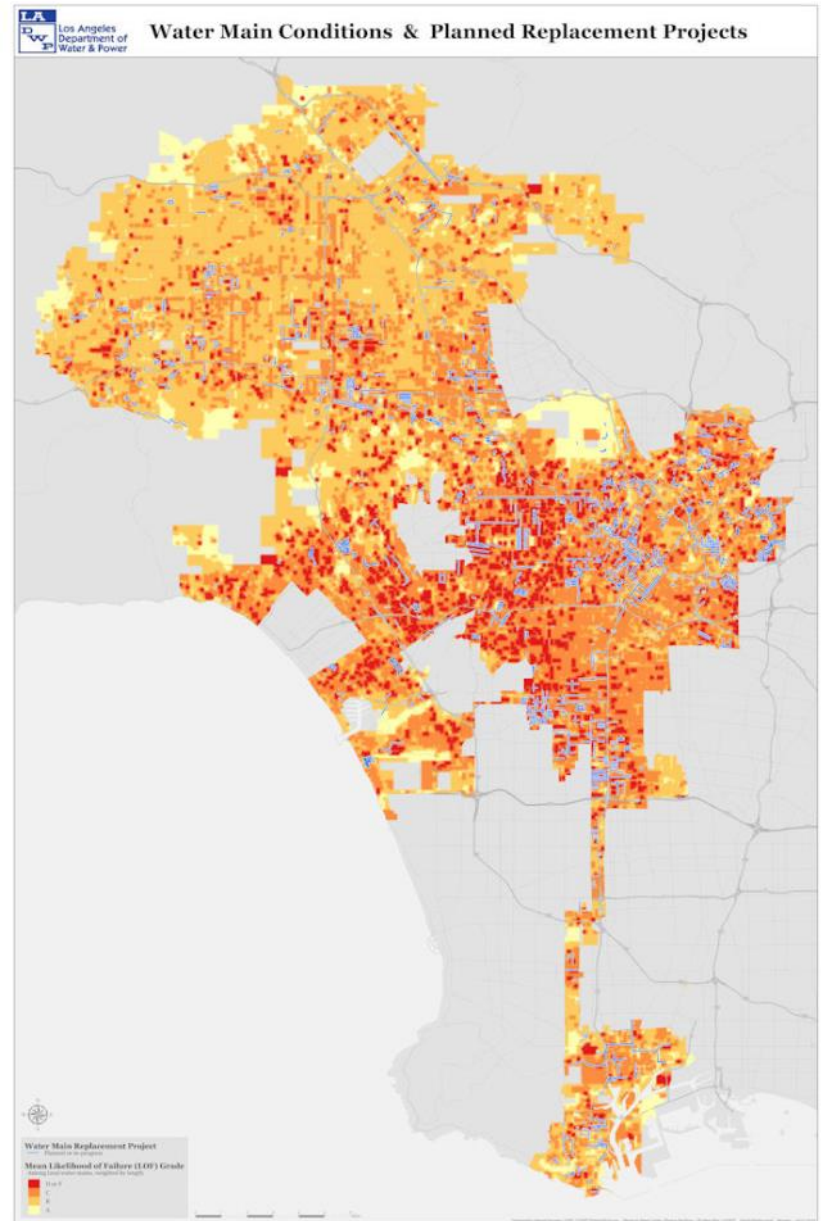


# Water Mainline Conditions & Planned Replacement Map

Decisions to replace Water Mainlines take into consideration the Mainlines' Likelihood of Failure (LOF) Grade

The factors that contribute to the LOF Grade are:

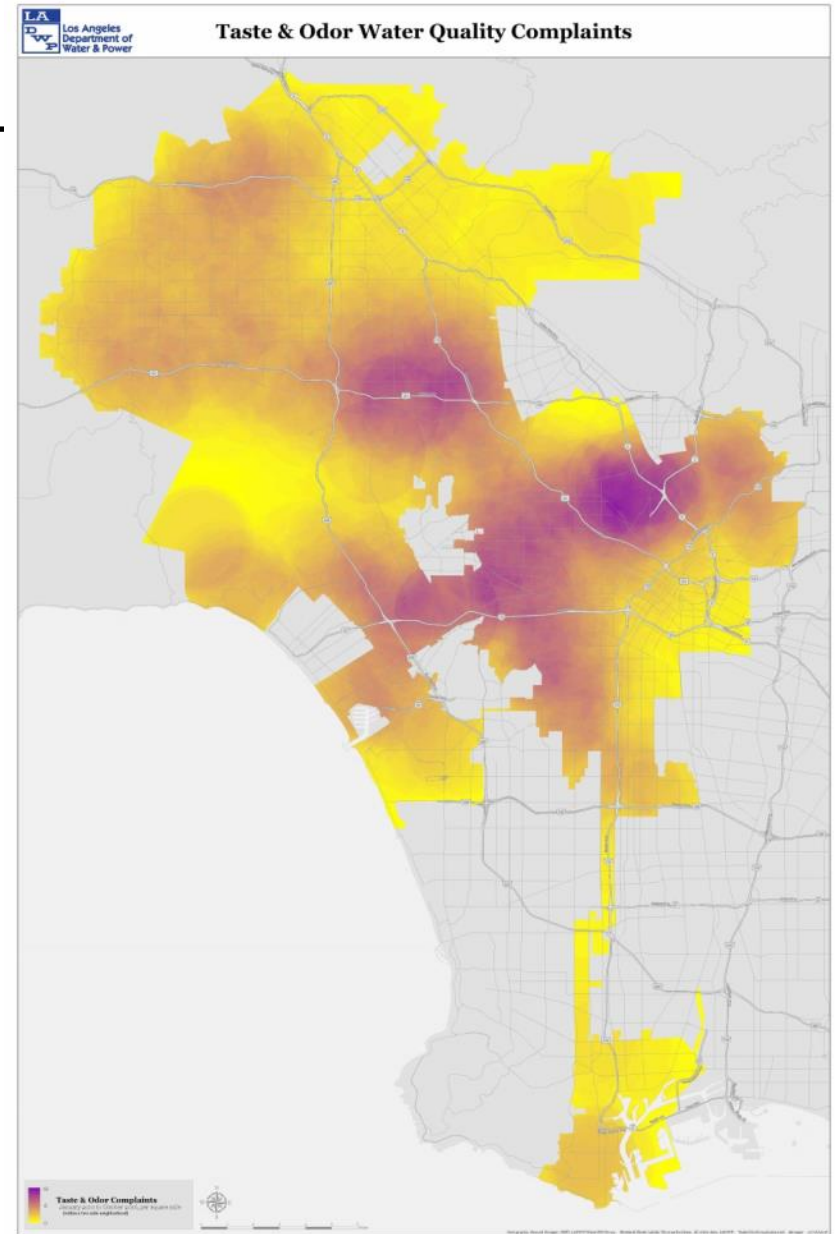
|                    |                          |
|--------------------|--------------------------|
| Leaks              | Age                      |
| Material           | Diameter                 |
| Pressure           | Elevation                |
| Soil Corrosiveness | Hillside/Ground Movement |



# Water Taste & Odor Complaints Heat Map

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Reported Water Taste and  
Odor Complaints  
Heat Map  
(2010 to Present)





# Residential Water & Power Reliability

## Core Area Example – Power Reliability

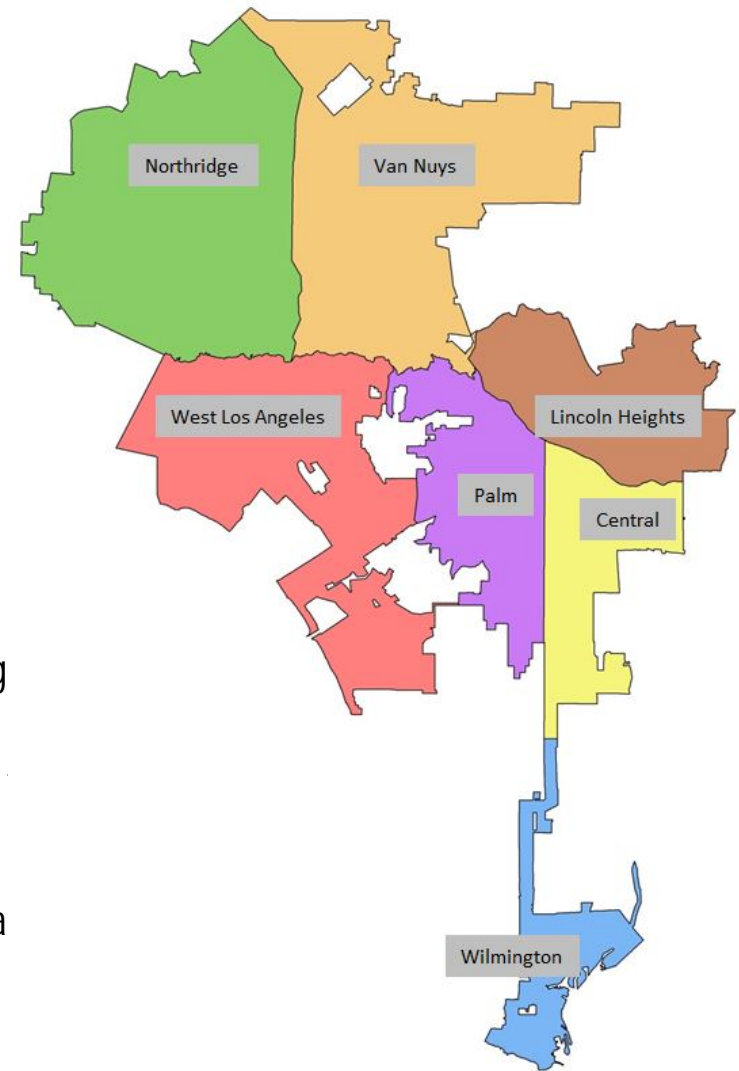
Reliability indices are used to measure the reliability performance of LADWP's distribution system in a 12-month rolling average.

| District         | SAIFI | SAIDI  | CAIDI  |
|------------------|-------|--------|--------|
| Northridge       | 0.64  | 62.56  | 97.05  |
| Van Nuys         | 0.65  | 83.75  | 128.09 |
| West Los Angeles | 1.22  | 172.88 | 141.81 |
| Palm             | 0.97  | 149.95 | 154.82 |
| Lincoln Heights  | 0.78  | 101.15 | 129.06 |
| Central          | 1.08  | 148.56 | 138.15 |
| Wilmington       | 1.05  | 116.11 | 110.22 |

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

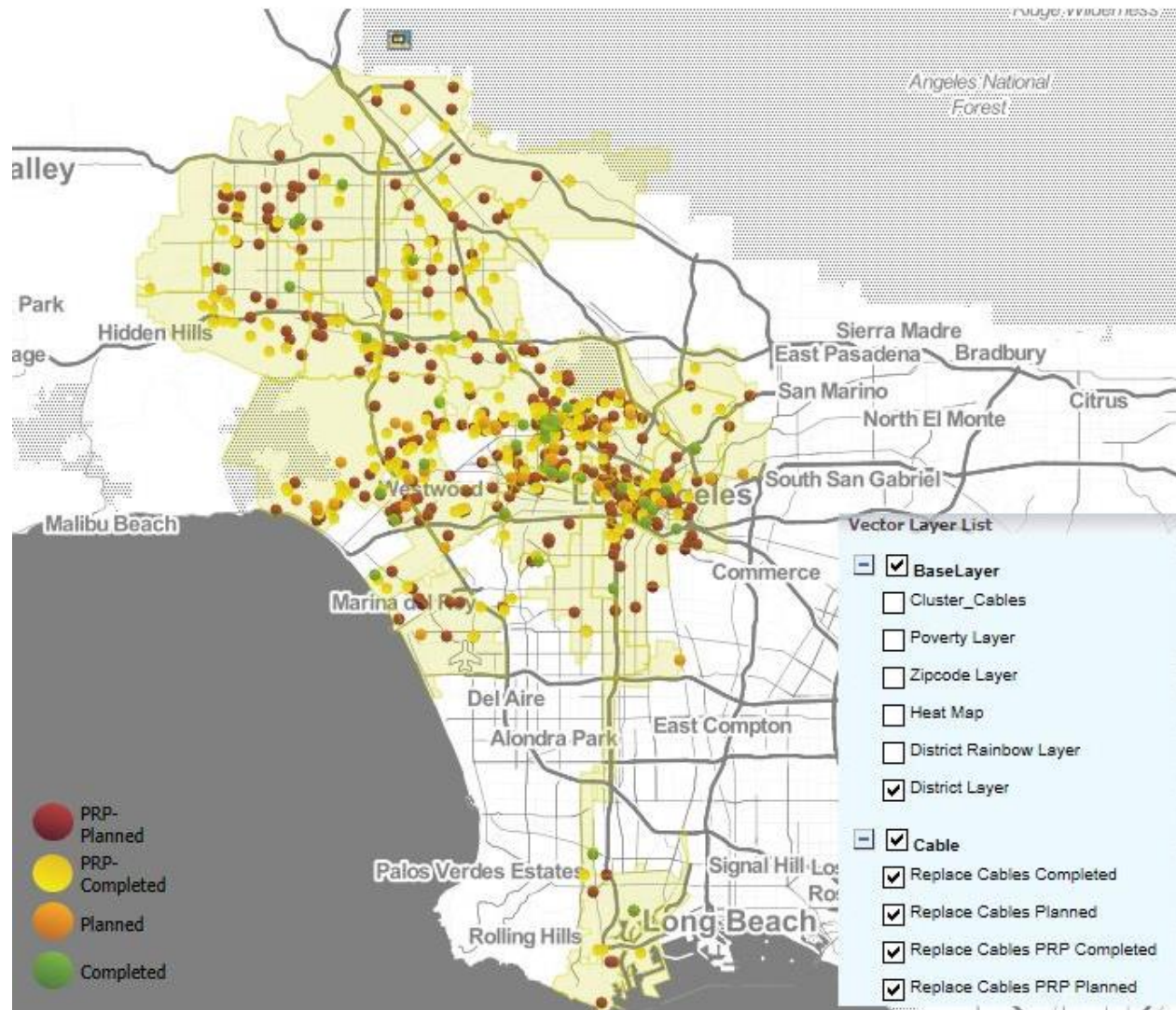
**System Average Interruption Duration Index (SAIDI):** Average of minutes a customer power is out in a year for the system

**Customer Average Interruption Duration Index (CAIDI):** For customers that have a power outage, the average # of minutes that it takes to restore service



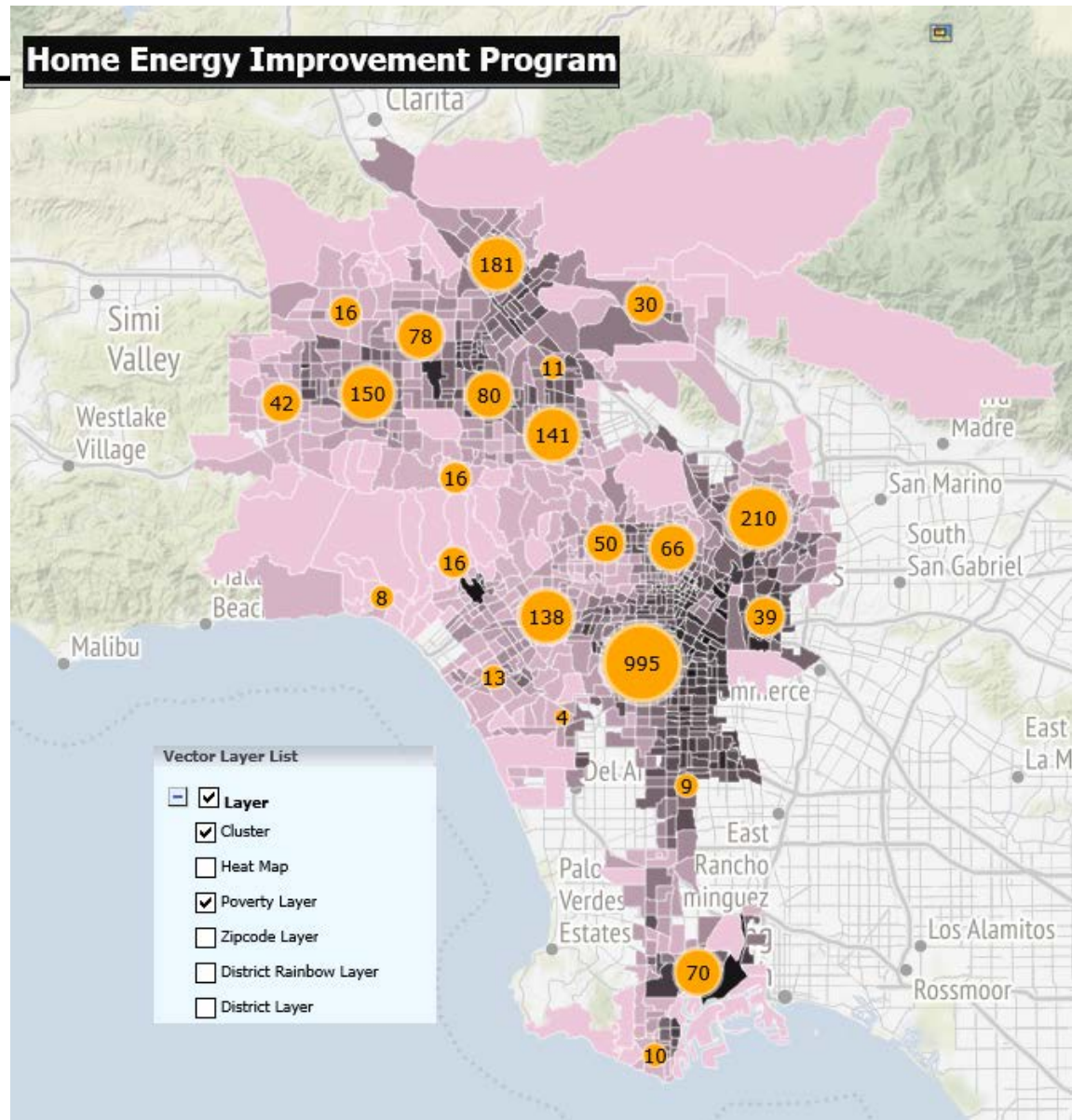
# Cable Replacement Program Scatter Map

Replacement of critical aging infrastructure to ensure continued reliability for customers - CABLE



# Home Energy Improvement Program Cluster Map

- Home Energy Improvement Program (HEIP) by Census Tract
- This Program 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



# EMDI Draft Reporting Timeline

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- ✓ **June 21, 2016** – Presented current and future programs for Equity Metrics Data Initiative and get feedback and direction from the Board
- ✓ **July/August 2016** – Worked with communication and operating organizations to get input from key stakeholders on the development of Equity Metrics
- ✓ Established [equitymetrics@ladwp.com](mailto:equitymetrics@ladwp.com) to receive stakeholder input
- ✓ **September 2016** – Hired two additional staffs
- ✓ **October 2016** - Set up a follow-up meeting on October 11, 2016 with key stakeholders to review and finalize the equity metrics
  - **November/December 2016** – Collect data and develop the Equity Metrics
  - **February 2017** – Initial Report on Equity Metrics to the Board; semi-annually going forward coinciding with the Rates Metrics reporting.