

Equity Metrics Data Initiative



The Los Angeles Department Water and Power (LADWP) is committed to providing clean and reliable water and power to all our customers, and your utility rates allow us to do so. As part of the LADWP Rate Action approved in March 2016, LADWP established the Equity Metrics Data Initiative (EMDI) to track, measure and report on how its programs are provided to all customers and residents of Los Angeles. The EMDI establishes a data-driven framework that assesses how well programs, services and resources are distributed and used throughout the city, both geographically and demographically, to see whether any disparities exist. Data collection and analysis through the EMDI will provide important information about LADWP’s services and operations, and help ensure that all customers are reached with fairness and equity.

With input from key stakeholders, staff has identified Equity Metrics that are the most relevant to multiple aspects of LADWP’s operations. The metrics are also aligned with the Department’s priorities that are tracked and reported to Los Angeles city officials. There are 15 Equity Metrics in four core categories:

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

To learn, engage and provide input about Equity Metrics, visit www.ladwp.com/equitymetrics, or email equitymetrics@ladwp.com.