



Los Angeles
Department of
Water & Power

RESOLUTION NO. _____

BOARD LETTER APPROVAL

A blue ink signature of Jeffery L. Peltola, written in a cursive style.

JEFFERY L. PELTOLA
Chief Financial Officer

A blue ink signature of David H. Wright, written in a cursive style.

DAVID H. WRIGHT
General Manager

DATE: November 9, 2016
SUBJECT: Equity Metrics Data Initiative

SUMMARY

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.

An 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 provided feedback via equitymetrics@ladwp.com in the following areas:

- Incentive Programs
- Low Income and Life Line Programs
- Procurement Metrics and Policy Recommendations
- Employment
- Partnerships with Local Organizations/Academic Institutions

The feedback was reviewed and a follow-up stakeholder outreach meeting was held on October 11, 2016, hosted by Commissioners Funderburk and Noonan. Based on further discussion with stakeholders, the list of equity metrics to be launched in February 2017 was finalized.

Submitted for Board review are the proposed fifteen (15) metrics within four core categories of metrics pertaining to LADWP operations:

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 – 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

The first iteration of these metrics will be available on the DWPSTAT dashboard by February 2017 and will be updated semiannually going forward coinciding with the Rates Metrics reporting.

City Council approval is not required.

RECOMMENDATION

It is recommended that the Board adopt the attached Resolution adopting the fifteen (15) metrics within four core categories of metrics pertaining to LADWP operations.

CITY ATTORNEY

The Office of the City Attorney reviewed and approved the Resolution as to form and legality.

ATTACHMENTS

- Resolution

RESOLUTION_____

WHEREAS, in order to meet the goal of providing clean and reliable water and power for all ratepayers, a public water and power agency must provide fair and reasonable services to all ratepayers; and

WHEREAS, the 2015 – 2020 rate action approved by the Board of Water and Power Commissioners (Board), the City Council and Mayor included an initiative to track, measure and report on how LADWP programs service all Angelinos.

WHEREAS, on August 16, 2016, the Board adopted the Equity Metrics Data Initiative (EMDI) Resolution to advance the LADWP's efforts to fairly and optimally serve customers with fairness and equity in service development, outreach and delivery.

WHEREAS, on July 21, 2016, a stakeholder outreach meeting was held presenting the initial set of metrics and soliciting attendees feedback and suggestions. Stakeholders provided feedback via equitymetrics@ladwp.com in the following areas:

- Incentive Programs
- Low Income and Life Line Programs
- Procurement Metrics and Policy Recommendations
- Employment
- Partnerships with Local Organizations/Academic Institutions

WHEREAS, on October 11, 2016, a follow up stakeholder outreach meeting was held to further discuss with stakeholders and incorporating the list of metrics to be launched in February 2017;

WHEREAS, in compliance with the EMDI Resolution, LADWP has identified the initial set of fifteen (15) equity metrics within four core categories pertaining to LADWP operations.

NOW, THEREFORE, BE IT RESOLVED that subject to, and in compliance with, the EMDI Resolution, the Board hereby establishes the fifteen (15) Equity Metrics as listed below:

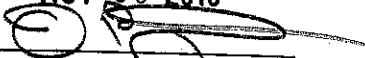
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BE IT FURTHER RESOLVED that the General Manager, or his or her designee, is authorized and directed to require the Office of Corporate Performance and System Assistant General Managers to develop, implement, and maintain implementation of Dashboards as described herein for each Equity Metric.

I HEREBY CERTIFY that the foregoing is a full, true, and correct copy of the resolution adopted by the Board of Water and Power Commissioners of the City of Los Angeles at its meeting held

Secretary

APPROVED AS TO FORM AND LEGALITY
MICHAEL N. FEUER, CITY ATTORNEY

NOV 09 2016
BY 
JOSEPH A. BRAJEVICH
GENERAL COUNSEL