

MOTION

On July 8, 2017, an explosion and fire at the Northridge Receiving Station knocked out power for 140,000 residential and commercial customers. Impacted areas of the City included Northridge, Winnetka, Reseda, Lake Balboa, North Hills and other nearby communities.

Many customers raised concerns about the lack of regular updates regarding the status of the power outage. They stressed that if they had ongoing updates about the power outage, they could plan more effectively and mitigate its impact.

The MyLA311 mobile app is the best notification vehicle for the LA City customer. The Information Technology Agency (ITA) can prepare the MyLA311 mobile app to send notices to Department of Water and Power (DWP) customers. DWP would only need to provide an interface to ITA and then the MyLA311 mobile app will be notified of power outages that affect customers. DWP Pay My Bill is currently in the app. This would expand the platform.

Smart city technology from Xcel Energy contacts its customers by text when an outage will occur and updates them when power will be restored. Minnesota Power has an *Outage Mobile App* which provides real-time information about the status of power outages. The *Outage Mobile App* provides a summary of power outages by neighborhood or City, number of customers affected and estimated restoration times.

Southern California Edison offers a very similar notice option through its *Outage Alerts Program*. The *Outage Alerts Program* informs customers about the status of power outages and estimated restoration times via e-mail or text message.

These programs have been proven to be effective in giving customers real-time information about power outages. The City of Los Angeles should consider developing and offering a similar program in order to provide effective notice to customers.

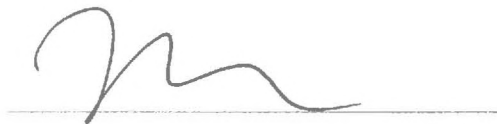
I THEREFORE MOVE that the Information Technology Agency work with the Department of Water and Power and report to Council in 45 days on the feasibility of developing and implementing a power outage notice program modeled after Xcel Energy, Minnesota Power's *Outage Mobile App* and Southern California Edison's *Outage Alerts Program* in order to provide effective real-time communication to its customers regarding power outages.

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AUG 16 2017



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