

November 9, 2017

The Honorable City Council
City of Los Angeles
Room 395, City Hall
Los Angeles, California 90043
Honorable Members:

Attention: Councilmember Nury Martinez
Chairperson, Energy, Climate Change and Environmental
Justice Committee

Honorable Members:

Subject: Council File No. 16-0738-S3 – Open for Business Initiative/Expediting
Water/Power Service

This is in response to the motion (O'Farrell-Fuentes) requesting the Los Angeles Department of Water and Power (LADWP) report to the Council in 30 days on the feasibility of dedicating staff to work with the Department of Building and Safety and the Planning Department to expedite water and power service for small businesses upon receiving appropriate clearances to commence operations.

Each water service application is assigned a specific Water Service Representative (WSR) that serves as the point of contact for the customer. The **customer has direct access** to their WSR from the beginning to the end of the water service transaction. The water system **notifies customers via automated email** for any noteworthy events associated with filling their water service request and the customer is encouraged to contact their WSR to follow-up for additional explanations and questions.

Each electric service application is assigned a specific Electric Service Representative (ESR) serving as the point of contact for small commercial projects. The ESR can be reached by calling the LADWP Connection Center at (213) EMPOWER or using the "Find the Right Person" tool at www.ladwp.com. ESR's have daily phone hours to engage customers and help customers get connected.

LADWP has **set customer service goals** for service installation in an effort to provide water service in a timely manner. These goals include:

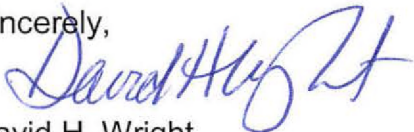
- Small water service installations goal: 90 days or less
- Small electric service installation, 0 to 400 amperes single phase with adjacent adequate LADWP infrastructure, goal: 90 days or less

Timelines for water and electric service installations are shown in LADWP's website at www.ladwp.com.

LADWP, Department of Building and Safety, Department of Transportation, and Department of Public Works Bureau of Contract Administration and Bureau of Engineering have entered into a partnership agreement to simplify permitting and construction for small businesses and other LADWP customers. Also, LADWP is focused on customer journey management to reduce confusion, clarify communication, and improve transparency. The LADWP has been responsive to our customers' needs, and values excellent customer service to all our customers as a core value and a top priority.

If you have any questions or require additional information, please contact me at (213) 367-1338, or Ms. Winifred Yancy, Director of Legislative and Intergovernmental Affairs at (213) 367-0025.

Sincerely,



David H. Wright
General Manager

WJY:nsh

- c: The Honorable Paul Koretz Vice-Chair, Energy, Climate Change and Environmental Justice Committee
The Honorable Gil Cedillo, Member, Energy, Climate Change and Environmental Justice Committee
The Honorable Paul Krekorian, Member, Energy, Climate Change and Environmental Justice Committee
The Honorable Mitch O'Farrell, Member, Energy, Climate Change and Environmental Justice Committee
Board of Water and Power Commissioners
Ms. Winifred J. Yancy

MOTION

Open for Business Initiative

The permitting and construction of restaurants and other small businesses is a function conducted by the City's Department of Building and Safety. In addition, the Planning Department provides guidance as to the appropriate land use and zoning for businesses.

Both departments play critical roles in assisting small businesses commence operations; which in turn generate valuable economic opportunities and taxes for the City.

Small businesses occasionally face challenges initiating water and power service after they have obtained appropriate clearances from the Department of Building and Safety and the Planning Department. As time is of the essence for being "Open for Business", it is important that all departments can coordinate on sign offs and delivery of service so as not to delay the opening of new businesses.

Better coordination between these departments and the Department of Water and Power would benefit small businesses and thereby facilitate economic opportunities.

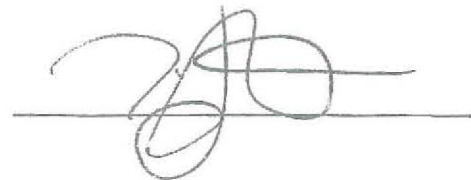
I THEREFORE MOVE that the Department of Water and Power report to the Council in 30 days on the feasibility of dedicating staff to work with the Department of Building and Safety and the Planning Department to expedite water and power service for small businesses upon receiving appropriate clearances to commence operations.

PRESENTED BY:



MITCH O'FARRELL
Councilmember, 13th District

SECONDED BY:



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