

MOTION

ENERGY & ENVIRONMENT

As a result of this past weekend's rain, Angelenos in neighborhoods across the City experienced weather related power outages. Various news reports and Department of Water and Power (DWP) media releases and social media updates indicated power outages affecting a peak of more than 80,000 customers on Friday, 45,000 customers on Saturday, nearly 17,000 on Sunday, and 1,500 on Monday. Residents in the Sherman Oaks area experiencing significant impacts resulting from a sinkhole at Laurel Canyon Boulevard near Woodbridge Street, which swallowed two vehicles and has resulted in limited traffic access until repairs are completed.

Bureau of Sanitation and Public Works crews immediately responded to the sinkhole, and have been working to assess, clean up, and begin repairs to the broken sewer pipe. The DWP reported to have had crews working tirelessly across the City since the storms hit, and while power was restored to some customers within hours, other neighborhoods were without power for 12 to 24 hours, possibly longer. A lengthy power outage becomes much more than an inconvenience – these disruptions result in emotional, physical, and financial stress for parents trying to prepare meals and take care of their kids, seniors and elderly relying on medical equipment, and businesses trying to operate and serve their customers. Similarly, traffic disruptions as a result of failed infrastructure and emergency repairs add to a myriad of challenges for Angelenos, including the daily stress of parents taking their kids to schools, seniors trying to get to medical appointments, and businesses impacted by lost customers.

To better assess what happened over this past weekend, relevant departments should report to the Council with information on the impacts of the storm, the City's responses, and opportunities to ensure appropriate service and communication with customers.

I THEREFORE MOVE that the Department of Water and Power be requested to report on the impacts of the inclement weather that began on February 17, 2017, the amount, cause, and duration of power outages experienced by DWP customers, as well as an analysis of the performance of the utility's wet weather operations with particular focus on any potential lessons learned, and any best practices confirmed to be effective.

I FURTHER MOVE that the Board of Public Works and the Bureau of Sanitation report to the Council with information on the Laurel Canyon sinkhole, the bureau's response, and how affected residents were and continue to be informed and updated.

I FURTHER MOVE that both the Department of Water and Power and the Bureau of Sanitation be requested to report on current or potential efforts to ensure a customer focused service and communication strategy during and after times of inclement weather, power outages, and infrastructure failures. This report should include what can be done to communicate - in real time and in localized terms - of any incidents, the status, and process for repairs. In particular, this report should also focus on how these agencies maintain their relationships with customers at a personal/individualized level during and after these types of incidents are experienced, and how they perform any customer service "triage" and follow up for affected customers.

PRESENTED BY:

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