LIFE SUPPORT EQUIPMENT DISCOUNT PROGRAM

Department Overview

- 1.4 million residential and business customers
- Area served is 465 square miles
- Power Resources
  - Coal
  - Natural Gas
  - Eligible Renewals
  - Nuclear
  - Large Hydroelectric
- 3,631 total miles of Transmission Lines
- 15,452 Transmission Towers
- 10,397 total miles of Distribution Lines
Life Support Equipment Discount Program (LSEDP) Overview

- Not an income based program
- Provides discount to qualified customers
  - Flat discount rate
  - Exempt from paying Electric Subsidy Adjustment (ESA)
  - Exempt from paying Reliability Cost Adjustment (RCA)
- Essential Life Support Equipment is defined as any medically oriented object or device used to monitor or treat an individual without which life could not be maintained beyond a reasonable time.

Life Support Equipment Discount Program (LSEDP) Overview Continued

- Medical certification every two years
- Statement of certification must include:
  - Patient diagnosis
  - Equipment to be used
  - Tolerance time
  - Instructions from Doctor in case of power outage
  - Back-up power information
  - Doctor’s information including license number
Life Support Equipment Discount Program (LSEDP) Overview

- Allow access to residence for verification
- No guarantee of uninterrupted service or restoration within tolerance time
- Strongly recommend independent back-up power system

Outage Notifications

- Approved customers added to Life Support Equipment Discount (LSEDP) notification list
- Customer meter tagged with Murray Seal (Medical Symbol)
- Circuit and Transformer flagged
- Letter sent to customer confirming approval
Planned Outages

- Customers will receive notice of planned outage, which includes date, time, and duration of outage.
- LSEDP customer will also receive
  - Face-to-face notification
  - Additional methods of communication
  - Information in alternate formats
  - Arrange assistance from the Department on Disability
- When work is complete, LADWP crew will return to LSEDP customer and ensure that service has been restored.

Un-Planned Outages

- Area of outage is entered into the Outage Management System
- LSEDP customers in the outage area will receive an automatic call informing them of the outage
- An estimate time of restoration (ETR) will be given and subsequent call will be made if the ETR changes.
- When restoration of services have been completed, an automatic call will be made to LSEDP customers, to confirm.
Un-Planned Outages Continued

- New systems which will add alternate forms of communication, such as text and emails.
- LSEDP information sharing during emergency incidents
  - LSEDP customer list is shared with LAFD
  - Only require information for welfare checks and evacuations
  - Shared every week through secured server

QUESTIONS?

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