

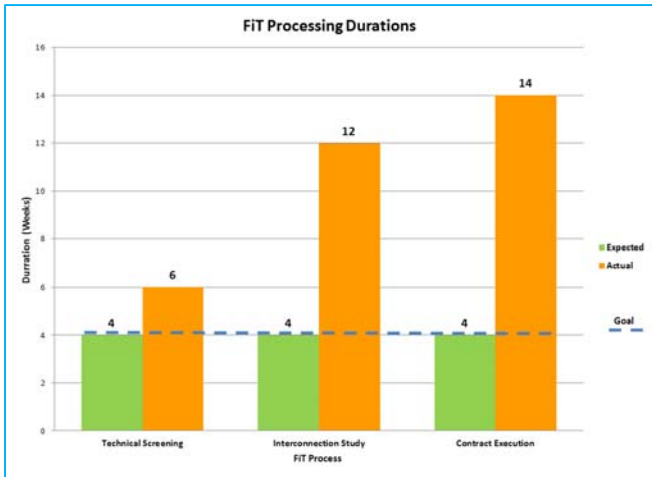
# MAYOR'S DASHBOARD

## Focus Area: LADWP Feed-in Tariff (FiT) Program

Description: Allows LADWP customers to generate renewable energy to sell to LADWP

Updated: April 7, 2014

LADWP is implementing the largest FiT program of any municipal utility in the nation. As it goes through growing pains, we continually work to improve the experience of customers and businesses who participate in it. The goal is to achieve the target level of solar energy, catalyze the solar industry and create jobs, and streamline the process to increase efficiency. This Dashboard outlines the issues, actions taken, and plans for improvement. The graphs show the current and targeted FiT processing timelines, schedule, and status of projects from each allocation. For general program information, please visit [www.ladwp.com/FiT](http://www.ladwp.com/FiT).



**STATUS** – Actively improving wait-times to complete the interconnection study and execute contract.

### MILESTONES/ACHIEVEMENTS

- ~ 60 MW of projects active; 154 MW on the waitlist
- FiT Hotline (213) 367-2100 answers most live calls, and responds to messages within 24 hours
- Recent LABC/UCLA Luskin Center Study praised program customer service support
- Three FiT projects commissioned; total capacity of 700kW; invoices for energy paid within 30 day
- Successful third 20 MW allocation solicitation at \$0.15/kWh where LADWP received 45 project applications totaling 43 MW

### ISSUES

- Inadequate staff to achieve turn-around time goals for interconnection studies and contracts execution
- Completeness of applications submitted needs improvement; 90% are incomplete, causing delays
- A high percentage of interconnection studies are delayed waiting for applicants to respond to requests for technical information
- To achieve target turn-around schedule, staff must complete 10 interconnection studies per week over the next 7 weeks and 10 contracts per week over the next 10 weeks

### ACTIONS TAKEN

- Deployed 7 additional engineers to reach target turn-around schedule
- To help participants fill out applications, we posted examples of properly completed forms and contracts on the FiT website, [www.ladwp.com/FiT](http://www.ladwp.com/FiT).
- Made changes to standard contracts to streamline financing and transfer of ownership
- Began requiring applicants to provide requested information within 10 business days or their queue position will be cancelled

### FUTURE ACTIVITIES

- Prepare Board report on feasibility of program expansion
- Propose plan to automate application and project tracking utilizing a web based platform
- Propose plan to automate vouchering system for FiT invoices, payments, and energy reporting
- Improve customer communication through automated messaging through LADWP's workflow management information system (WMIS)

