

# D D N E W W S P

## From the General Manager, David H. Wiggs

### ■ DWP: 100 Years of Providing Reliable Services to Los Angeles

The Los Angeles Department of Water and Power is a proud member of the City family, and we wish to salute the Los Angeles City Employees Association on the premiere issue of *Alive!* We're confident that this publication will serve as a powerful tool for the thousands of dedicated employees within the many City departments and agencies to learn more about the vital work of civil servants.

This year the LADWP celebrates an important milestone – our 100th anniversary of providing reliable water and power to our customers, the residents and businesses in the city of Los Angeles. During this centennial year, we are looking back, reflecting and paying tribute to the department's visionaries who made the LADWP what it is today. We hope you had an opportunity to see our extraordinary centennial exhibit, "Water and Power in the History of L.A.," while it was at the Autry Museum of Western Heritage, the Pico House, or Ports O'Call Village. Contact our public affairs department for upcoming dates and locations.

We are happy to report that the department's water is of the highest quality it has been in our history, thanks to the treatment facilities and planning we have done over the years. On the power side, we're making good progress with our Integrated Resource Plan – our landmark road map to repowering in-basin power generation, including new renewable sources of energy and demand side management. We've installed six clean-burning combustion turbines at our Valley and Harbor generating stations, which can provide power in 12 minutes, ensuring system reliability

and insulating customers from volatile price changes during high peak periods. Additionally, we're installing emissions controls to dramatically reduce the amount of pollutants emitted from our power plants.

Los Angeles has always been a great place to do business because of its ample and affordable power supplies – and the LADWP has always worked to promote economic growth in the region. However, to bring even greater focus and coordination to business development and quality job creation in the City of Los Angeles, the LADWP recently created the Economic Development Organization under the direction of Bernadette Kirkwood. It is dedicated exclusively to business retention, expansion and attracting new enterprises to the City.

We are also very excited that Wall Street has recognized the Department's strong fiscal policies. Two ratings agencies – Fitch and Standard & Poor's – upgraded our credit rating to AA- and Moody's maintained its at Aa3.

Again, congratulations on this new *Alive!* On behalf of the LADWP, we look forward to participating in future editions. ■

**Wanna be heard?** Tell *Alive!* what you think about this article: [talkback@cityemployeesclub.com](mailto:talkback@cityemployeesclub.com)



David H. Wiggs  
General Manager, Los Angeles DWP

## LADWP Receives J.D. Power and Associates Award

The Los Angeles Department of Water and Power was rewarded for its customer service earlier this year by ranking highest in the Western United States for midsize business customer satisfaction, according to a national study of electric utilities conducted by J.D. Power and Associates.

"I'm very pleased that the LADWP is being honored with this important award." Los Angeles Mayor James K. Hahn said. "We believe it demonstrates the Department's dedication to the energy needs of businesses in Los Angeles.

"This should send a clear signal to business owners across the nation that if they are planning to expand or to relocate to a more business-friendly environment, there isn't a better place to operate a business than in the city of Los Angeles," the mayor said.

The J.D. Power and Associates 2002 Electric Utility Midsize Business Customer Satisfaction Study reflects the opinions of more than 7,700 midsize businesses of, and about, the largest 44 electric utilities in the United States. The survey's Western region is composed of 10 electric utilities from Arizona, California, Colorado, Nevada, New Mexico, Oregon, Utah and Washington.

Midsize business customers ranked LADWP highest in the West based on the LADWP's ratings in study factors, including: power quality and reliability; customer service; price and value; and company image, according to the study. The J.D. Power and Associates study defines midsize business customers as "businesses that spend an average of \$1,500 to \$25,000 per month for electric service."

"I feel this survey shows what we at LADWP know to be true: public servants can provide excellent customer service and successfully compete with private sector entities," said LADWP general manager David Wiggs. "This is a testament to our employees' hard work and dedication. I congratulate them all for a job well done." ■

### Wanna be heard?

Tell us what you think about the LADWP winning this award: [talkback@cityemployeesclub.com](mailto:talkback@cityemployeesclub.com)



Kenneth T. Lombard, Board President

## Kenneth T. Lombard Re-elected President of Water and Power Board

As president of Johnson Development Corporation, Lombard oversees the management and daily operations of the company's ventures, including the Magic Johnson Theatres, Starbucks and TGI Friday's restaurants. In addition, Lombard's expertise is well known nationally as co-managing partner of the Canyon Johnson Urban Fund (CJUF), a \$250 million national urban real estate fund. He manages its investment in traditionally underserved markets. CJUF recently broke ground on its \$125 million mixed-use development on the historic corner of Sunset Boulevard and Vine Street.

A resident of the San Fernando Valley, Lombard has received numerous awards in recognition of his outstanding commitment and service to the Los Angeles community, including those from the Southern California Regional Purchasing Council, the Minority Business Opportunity Committee, and the National Conference for Community and Justice. He has served as a Los Angeles Fire Department commissioner, board member for the Metropolitan Water District, and as a member of the Los Angeles Charter Reform Commission.

"I am honored to continue my service to the City as president of the LADWP Board of

Commissioners," Lombard said. "LADWP has had many challenges lately, and I am lucky to have such a stellar group of fellow commissioners and dedicated employees to lead the Department towards a bright future."

Dominick W. Rubalcava was re-elected as vice president of the Board of Water and Power Commissioners. Rubalcava, an attorney in private practice since 1977, has served on the LADWP Board since 1997. Rubalcava previously served on the Los Angeles Transportation Commission, the Los Angeles Memorial Coliseum Commission, the Los Angeles Harbor Commission and the Los Angeles Fire Commission.

The other LADWP Board Commissioners include: Annie Cho, founder and president of Jin Woo Communications Group, a public relations agency; Mary Leslie, president of Leslie and Associates, a consulting firm specializing in nonprofit management, economic development, and legislative affairs; and Sid Stolper, business manager and financial secretary-treasurer for the Southern California Pipe Trades. ■

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Kenneth T. Lombard was re-elected to a third term as president of the City of Los Angeles Board of Water and Power Commissioners earlier this year. Lombard, who has served on the commission since 1997, was re-appointed to a four-year term by Mayor James K. Hahn. During Lombard's tenure on the board, he also served as vice president.

Lombard continues to bring his extensive strategic business management experience to his leadership post at LADWP. Under his tutelage the commission has guided LADWP through the state's energy crisis, helped close the City's general fund budgetary gap and has increased the number of small and minority vendors contracting with the department.