

CUSTOMER SERVICE

1-800-DIAL-DWP (342-5397)
Monday-Friday: 7 a.m. - 7 p.m.
Saturday: 7 a.m. - 2 p.m.
Sunday and holidays: Closed
Available 24/7 for emergency & outage calls

Paying Your Bill



AUTOMATIC PAYMENT

Automatically pay from your checking, savings or credit card by logging in at www.ladwp.com/billpay



ONLINE

Pay from your checking, savings or credit card any time by logging in at www.ladwp.com/myaccount



BY PHONE

Pay from your checking, savings or credit card any time by calling 1-877-MYPAYDWP (1-877-697-2939)



BY MAIL

Place your payment stub and your check or money order in the envelope provided with the bill.



IN PERSON

Pay at any Customer Service Center. Locations are listed on the back of your payment stub and at www.ladwp.com/servicecenters

NITISHA PANDEY, 2341 PORTLAND ST APT 203, LOS ANGELES, CA 90007

Account Summary

Previous Account Balance		\$ 87.77
Payment Received 11/8/18	Thank you	-87.77
New Charges		+ 40.53

Total Amount Due \$ 40.53

Summary of New Charges

Details on following pages.

Los Angeles Department of Water and Power Charges				
	Electric Charges	10/26/18 - 12/31/18	167 kWh	\$39.16
	Total LADWP Charges			\$ 39.16
	800-342-5397			

LADWP provides billing services for the Bureau of Sanitation. All money collected for the services listed in the City of Los Angeles Bureau of Sanitation Charges section is forwarded to them.

City of Los Angeles Bureau of Sanitation Charges				
	Solid Waste Charges	10/29/18 - 1/2/19		\$1.37
	Total Sanitation Charges			\$ 1.37
	800-773-2489			

Total New Charges \$ 40.53

LADWP Online Marketplace



- Energy Efficient Brands
- Fast Rebates!

Shop NOW ► ladwp.enervee.com

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. IF PAYING IN PERSON, BRING ENTIRE BILL TO CUSTOMER SERVICE CENTER.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Other Important Phone Numbers

HEARING OR SPEECH-IMPAIRED - TTY

1-800-HEAR-DWP(432-7397)

STATE OF CALIFORNIA HOME ENERGY ASSISTANCE PROGRAM

1-866-675-6623, toll-free

CITY OF LOS ANGELES UTILITY TAX

1-800-215-6277

Correspondence Addresses

Please do not send correspondence with your payment. It may be delayed or lost.

LOS ANGELES DEPT OF WATER & POWER

PO Box 515407
Los Angeles, CA 90051-6707

Customer Service and Payment Information

WHEN TO PAY YOUR BILL

Your bill is due and payable on presentation and shall become delinquent nineteen days after the date of presentation. The payment due on your bill applies to the current charges only and does not extend the due date on any unpaid previous balance. Current City of Los Angeles policy provides for notification ten (10) days prior to discontinuance of service for nonpayment.

LATE PAYMENT CHARGE

A Late Payment Charge amounting to an 18% annual rate, computed on a daily basis, may be assessed on electric and water balances that are not paid by the due date. The charge is made for each day of the billing period shown on the current bill. Service may be discontinued for nonpayment.

IF YOU QUESTION YOUR LADWP CHARGES

Please contact a representative by calling the Customer Service Telephone Number or by going into any of the Department of Water and Power Customer Service Centers listed on the back of your payment stub or email us using our Customer Service form at www.ladwp.com/contactus. After receiving an explanation, you may ask for more information from a supervisor. If you still disagree with the charges, you have a right to a management-level review. To ask for a management-level review, send a written request to: LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100. You must pay the undisputed portion of the bill within 7 days of the request for a management-level review. Your account will be reviewed and you will be informed of the result.

ELECTRONIC CHECK CONVERSION

Your payment may be processed as a check transaction or a one-time electronic fund transfer, which means funds may be withdrawn the same day as payment, and you will not receive your check back from your bank. For more information on electronic fund transfers and fees for insufficient funds, please see www.ladwp.com/checkconversion.

Mail payments to LADWP, PO BOX 30808, LOS ANGELES, CA 90030-0808

WHERE TO PAY YOUR BILL

All LADWP Customer Service Centers below are open Mon-Fri, except holidays, from 9:00 am to 5:00 pm. After hours payment depositories are located at all offices.

BISHOP

Main Office.....300 Mandich Street

METROPOLITAN LOS ANGELES

Main Office.....111 N. Hope St.
Boyle Heights.....919 S. Soto St., #10
Central.....4619 S. Central Ave.
Crenshaw-Baldwin Hills.....4030 Crenshaw Blvd.
Hollywood.....6547-B Sunset Blvd.
(entrance on Schrader Blvd.)
Lincoln Heights.....2417 Daly St.
Slauson-Vermont.....5928 S. Vermont Ave.
Watts.....1686 E. 103rd St

HARBOR AREA

San Pedro.....535 W. 9th St.
Wilmington.....931 N. Avalon Blvd

SAN FERNANDO VALLEY

Canoga Park.....7229 Winnetka Ave.
Mission Hills.....11100 Sepulveda Blvd., #3
Van Nuys.....6550 Van Nuys Blvd.

WEST LOS ANGELES

West Los Angeles.....1394 S. Sepulveda Blvd.

Place your payment stub in the provided envelope so that the address below shows through the window.

**PO BOX 30808
LOS ANGELES, CA 90030-0808**



www.ladwp.com 1-800-342-5397

Hours of operation - 7 am to 7 pm

DEFINITIONS (For residential customers, the tier rates on your bill may include the following adjustments.)

CRPSEA – (Capped Renewable Portfolio Standard Energy Adjustment) a charge reflecting the costs associated with RPS Operations and Maintenance, RPS debt service, and Energy Efficiency Programs.

ECA – (Energy Cost Adjustment) an adjustment that reflects the variations of fuel, energy and other associated costs.

ESA – (Electric Subsidy Adjustment) a charge reflecting the costs of subsidies including senior, disabled, low income, traffic control lighting, and enterprise zone.

IRCA – (Incremental Reliability Cost Adjustment) a charge reflecting Operations and Maintenance and debt service related to Power Reliability Program cost and legacy RCA under-collection.

kWh – (kilo-watt-hour) the units in which electric usage is measured. One kWh equals 1000 watts of electricity used for one hour.

RCA – (Reliability Cost Adjustment) a charge reflecting the costs to support additional capital investments needed to improve reliability in areas of power distribution, transmission and generation infrastructure.

VEA – (Variable Energy Adjustment) a charge reflecting the costs of fuel, non-RPS power purchase agreements, non-RPS economy purchases, legacy ECAF under-collection, and base rate decoupling from energy efficiency impact.

VRPSEA – (Variable Renewable Portfolio Standard Energy Adjustment) a charge reflecting the costs of RPS market purchases and RPS costs above and beyond any Operations and Maintenance and debt service payments.

POWER ACCESS CHARGE - (Residential) a monthly tiered consumption-based fixed charge applied to R1A Residential customers to recover distribution and customer service related costs.



Electric Charges

SA # : 2099083452

BILLING PERIOD 10/26/18 - 12/31/18
DAYS 66
ZONE 2

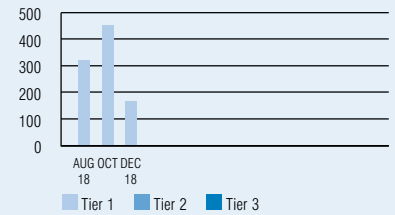
RATE SCHEDULE

R-1 and R-1[i] Residential Electric - Rate A
Standard Service

NEXT SCHEDULED READ DATE

2/28/19

USAGE HISTORY (Total kWh)



	Prev Yr	Dec 18
Total kWh used	0	167
Average daily kWh	0	3
Days in billing period	0	66
Your average daily cost of electricity		\$0.59

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
00006-00641958	98862	98695	167 kWh

Minimum Charge Plus Energy Adjustments 35.55

Subtotal Energy Charges \$35.55

City of Los Angeles Utility Tax \$35.55 x 10% 3.56

State Energy Surcharge 167 kWh x \$0.00029/kWh 0.05

Total Electric Charges \$ 39.16

Your Electric Usage by Tier

Tier 1 \$0/kWh	Tier 2	Tier 3
First 1,000 kWh	Next 2,000 kWh	

Usage is billed at different rates, depending on how much you use. This graph shows how your energy usage relates to these tiers. To see your rates for each tier, when your bill includes both High Season and Low Season rates in the same billing period, see the charges in the section above.

For more, visit www.ladwp.com/res_electric

Green Power for a Green LA --LADWP's Green Power program replaces electricity from polluting power plants with energy generated from renewable resources. To learn more and sign up, visit www.ladwp.com/greenpower



www.lacitysan.org 1-800-773-2489

Hours of operation - 24/7

DEFINITIONS

Solid Resources Fee (Trash Fee) – a charge to cover the costs (including, but not limited to, staff, equipment, and facilities) of collections and/or availability of collections for the handling (including but not limited to, transfer, recycling or recovery) and disposal of trash and other solid wastes.

Standard Single Family Allotment of Containers:

60 gallons for refuse (Black)

90 gallons for yard trimmings (Green)

90 gallons for recyclables (Blue)

Extra capacity is billed in increments of 30 gallons.

Solid Waste Charges

SA # : 2099083846

BILLING PERIOD
10/29/18 - 1/2/19

DAYS
65

SOLID WASTE RATE SCHEDULE
Refuse Service - Bulky Item Fee

BIF Tenant

1 Unit(s)

1.37

Total Solid Waste Charges \$ 1.37

Electric Definitions

Minimum Charge – an amount charged if your usage falls below a certain minimum level to cover costs for services provided such as meter reading, billing, postage, etc. when a service charge is not applicable.

Rate Schedule – rates, based on type of use, approved by the Board of Water and Power Commissioners and adopted by the City Council. For a list, visit www.ladwp.com

RPS – Renewable Portfolio Standard program to increase the use of energy from photovoltaics, wind, biomass, and other renewable sources.

Service Charge – a charge for services provided such as meter reading, billing, postage, etc.

Temperatures Zone – Two groupings of zip codes, based on generally common average temperatures, used to determine a customer's electrical allotment for each pricing tier.

Tier (Residential) – one of three usage ranges, based on zone, with associated rates to provide an incentive to conserve electricity. The lowest rate for usage is in Tier 1.

Time-of-Use – Time-of-Use rates are based on the time of day that you use electricity. During the Base hours, when customer use is low, your price will be lower than the standard residential rate. Prices during Low Peak hours are slightly higher than standard rate. In High Peak hours, the cost to supply energy is the highest, and it will cost more than the standard rate. See your Usage History for days and times of day for High, Low and Base periods.

POWER ACCESS CHARGE - (Residential) a monthly tiered consumption-based fixed charge applied to R1A Residential customers to recover distribution and customer service related costs.

To view the Connections newsletter, go to

www.ladwp.com/connections