

CUSTOMER SERVICE – 7:00 am - 6:00 pm
1-800-499-8840

SERVICE ADDRESS 10351 SANTA MONICA BLVD, LOS ANGELES, CA 90025

Paying Your Bill



AUTOMATIC PAYMENT

Automatically pay from your checking or savings by logging in at www.ladwp.com/combillpay



ONLINE

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



BY PHONE

Pay from your checking or savings 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

Via payment drop box

Payment Reminder

Please pay your bill online at <http://www.ladwp.com> or by US Mail.

If you are experiencing a financial hardship, we have flexible payment plans to help. We also want to reassure you that we have deferred disconnections of water and power service due to non-payment during the COVID-19 Local Emergency. If you are experiencing a financial hardship, you can request a payment plan online at www.ladwp.com through the MyAccount customer service portal.

If you are able to pay your utility bill, you should continue to do so. Our first concern is to make sure that you have the essentials you need to get through this crisis.

If you have already made this payment, thank you for doing so.

Sincerely,

Your LADWP Customer Experience Team

Recordatorio de Pago

Por favor, pague su factura en línea en <http://www.ladwp.com> o por correo.

Si está teniendo una dificultad financiera, tenemos planes de pago flexibles para ayudarlo. También queremos asegurarle que hemos descontinuado las desconexiones del servicio de agua y energía por falta de pago durante la Emergencia Local COVID-19. Si usted tiene dificultades financieras, puede solicitar un plan de pago en línea en www.ladwp.com a través del portal de servicio al cliente bajo Mi Cuenta (MyAccount).

Si puede pagar su factura de servicios públicos, continúe haciéndolo. Nuestra primera preocupación es asegurarnos de que usted tenga lo esencial que necesita para superar esta crisis.

Si ya hizo este pago, gracias por hacerlo.

Sinceramente,

Su equipo de experiencia del cliente

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.



P.O. Box 30808 • Los Angeles, CA 90030-0808

ELECTRONIC SERVICE REQUESTED

SUN LIFE ASSURANCE CO OF CANADA
c/o JLL
515 S FLOWER ST STE 1300
LOS ANGELES CA 90071-2252

IMPORTANT BILLING NOTICE

Payment Reminder

ACCOUNT NUMBER
377 015 1000

DATE DUE	Due NOW
AMOUNT DUE	\$ 296.17

Please enter amount enclosed

\$

Write account number on check or money order and make payable to LADWP.

Other Important Phone Numbers

HEARING OR SPEECH-IMPAIRED - TTY
1-800-HEAR-DWP (432-7397)

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

Supporting You During COVID-19

LATE PAYMENT CHARGES

At this time, all late fees and penalties are being waived and late payments will not be reported to credit reporting agencies.

IF YOU QUESTION YOUR LADWP CHARGES OR NEED ADDITIONAL TIME TO PAY THIS BILL

We are temporarily suspending service disconnections for non-payment during the COVID-19 pandemic. If you receive a disconnect notice in the mail, please disregard it. Your water and electric service will not be shut off.

If you need help paying your bill, payment plans are available at www.ladwp.com/financialassistance or by calling us at 1-800-DIAL-DWP.

Other financial assistance programs are also available, including the Low-Income Discount Program for qualifying customers. If you question your bill amount, please call Customer Service or email ccenter@ladwp.com. 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 management-level review, send a written request to: LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100.

Apoyándole Durante el COVID-19

CARGO POR PAGO ATRASADO

En este momento, se han suspendido los cargos y multas por pagos atrasados y no se reportará el atraso de pago a las agencias de crédito.

SI TIENE PREGUNTAS ACERCA DE SUS CARGOS DE LADWP O NECESITA MÁS TIEMPO PARA PAGAR ESTA FACTURA

Estamos suspendiendo temporalmente las desconexiones de servicio por falta de pago durante la pandemia COVID-19. Si recibe una notificación de desconexión por correo, por favor no le haga caso. No se desconectará su servicio de agua y electricidad.

Si necesita ayuda para pagar su factura, los planes de pago están disponibles en www.ladwp.com/financialassistance o llamándonos al 1-800-DIAL-DWP.

Otros programas de ayuda financiera también están disponibles, incluyendo el Programa de Descuento de Bajos Ingresos para clientes que califiquen. Si cuestiona el total de su factura, póngase en contacto con un representante llamando al número de teléfono del Servicio al Cliente o por correo electrónico a ccenter@ladwp.com. Después de recibir una explicación, es posible que un supervisor le pida más información.

Si aún no está de acuerdo con los cargos, tiene derecho a una revisión de sus cargos a nivel de administración. Para solicitar una revisión a nivel de administración, envíe una solicitud por escrito a: LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100.

OFFICES | OFICINAS | 辦事處 | 사무실 |
MGA OPISINA | CÁC VĂN PHÒNG



Mail payments to LADWP, PO Box 30808, Los Angeles CA 90030-0808

WHERE TO PAY YOUR BILL

All LADWP Customer Service Centers are accepting payments via payment box, Monday- Friday 9am to 5pm. After hours payments will be credited the following business day.

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