

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

10100 SANTA MONICA INC, 10100 SANTA MONICA BLVD, LOS ANGELES, CA 90067

## Paying Your Bill



### AUTOMATIC PAYMENT

Automatically pay from your checking or savings by logging in at

[www.ladwp.com/combillpay](http://www.ladwp.com/combillpay)



### ONLINE

Pay from your checking or savings any time by logging in at

[www.ladwp.com/myaccount](http://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

Pay at any Customer Service Center. Locations are listed on the back of your payment stub and at

[www.ladwp.com/servicecenters](http://www.ladwp.com/servicecenters)


## Account Summary

Previous Account Balance		\$ 123,776.04
Payment Received 9/21/20	<i>Thank you</i>	-123,776.04
Remaining Balance		\$ 0.00
New Charges		+ 115,960.65

**Total Amount Due \$ 115,960.65**

## Summary of New Charges

*Details on following pages.*

Los Angeles Department of Water and Power Charges			
 800-499-8840	Electric Charges	571,680 kWh	\$115,960.65
	<b>Total LADWP Charges</b>		<b>\$ 115,960.65</b>

**Total New Charges \$ 115,960.65**

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

10100 SANTA MONICA INC  
10100 SANTA MONICA BL  
SUITE 180  
LOS ANGELES CA 90067

## THIS IS YOUR BILL

**ACCOUNT NUMBER**  
480 986 1000

**DATE DUE** Nov 2, 2020

**AMOUNT DUE** \$ 115,960.65

Please enter amount enclosed

\$

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

48098610000000000115960658

## 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

## 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](http://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](http://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 1-800-499-8840**

Hours of operation - 7 am to 6 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.



## Electric Charges

**SA # : 4809861575**

**STOP SERVICE 9/18/20**

BILLING PERIOD	DAYS
9/11/20 - 9/18/20	7

**RATE SCHEDULE**  
Energy Information System

	\$20.00	
	per	
	Month	4.67
ELM Charge - 7 days		
<b>Total Electric Charges</b>		<b>\$ 4.67</b>

**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](http://www.ladwp.com/greenpower)

**Electric Charges**

**SA # : 4809861894**

**BILLING PERIOD**      **DAYS**  
9/10/20 - 10/13/20      33

**RATE SCHEDULE**  
A-3 and A-3[i] Subtransmission Electric - Rate  
A TOU - KVAR Metered Service

**NEXT SCHEDULED READ DATE**  
11/10/20

**METER NUMBER**  
PMY2V00231-000010  
54

**SERVES**  
TOTALIZER-BASE

PERIOD	CURRENT READ	-	PREVIOUS READ	x	MULTIPLIER	=	TOTAL USED
High Peak kW	0.84				1440		1209.6 kW
Low Peak kW	0.844				1440		1215.36 kW
Base kW	0.776				1440		1117.44 kW
High Peak kWh	3234		3173		1440		87840 kWh
Low Peak kWh	4425		4342		1440		119520 kWh
Base kWh	11498		11245		1440		364320 kWh
High Peak kVarh	336		324		1440		17280 kVarh
Low Peak kVarh	516		501		1440		21600 kVarh
Base kVarh	1297		1267		1440		43200 kVarh

Service Charge							75.00
Facilities Charge			1,912.32 kW x \$4.56/kW				8,720.18
ESA			1,912.32 kW x \$0.46/kW				879.67
RCA			1,912.32 kW x \$0.96/kW				1,835.83
IRCA			1,912.32 kW x \$2.21/kW				4,226.23
IRCA based on KWH			571,680 kWh x \$0.00442/kWh				2,526.83
High Peak High Season Demand - 20 days			1,209.6 kW x \$9.70/kW				7,110.98
High Peak Low Season Demand - 13 days			1,209.6 kW x \$4.30/kW				2,048.99
High Peak High Season Energy - 20 days			53,236.36364 kWh x \$0.05991/kWh				3,189.39
High Peak Low Season Energy - 13 days			34,603.63636 kWh x \$0.05464/kWh				1,890.74
High Peak High Season Reactive - 20 days *			10,472.72727 kVarh x \$0.00096/kVarh				10.05
High Peak Low Season Reactive - 13 days *			6,807.27273 kVarh x \$0.00084/kVarh				5.72
High Peak ECA			87,840 kWh x \$0.0569/kWh				4,998.10
High Peak VEA - 20 days			53,236.36364 kWh x \$-0.01008/kWh				-536.62
High Peak VEA - 13 days			34,603.63636 kWh x \$-0.01067/kWh				-369.22
High Peak CRPSEA - 20 days			53,236.36364 kWh x \$0.01029/kWh				547.80
High Peak CRPSEA - 13 days			34,603.63636 kWh x \$0.00938/kWh				324.58
High Peak VRPSEA - 20 days			53,236.36364 kWh x \$0.02755/kWh				1,466.66
High Peak VRPSEA - 13 days			34,603.63636 kWh x \$0.03001/kWh				1,038.46

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<b>High Peak Subtotal (87,840 kWh x \$0.24733/kWh)</b>		<b>\$21,725.63</b>
Low Peak High Season Demand - 20 days	1,215.36 kW x \$3.30/kW	2,430.72
Low Peak Low Season Demand - 13 days	1,215.36 kW x \$0.00/kW	0.00
Low Peak High Season Energy - 20 days	72,436.36364 kWh x \$0.05365/kWh	3,886.21
Low Peak Low Season Energy - 13 days	47,083.63636 kWh x \$0.05464/kWh	2,572.65
Low Peak High Season Reactive - 20 days *	13,090.90909 kVarh x \$0.00066/kVarh	8.64
Low Peak Low Season Reactive - 13 days *	8,509.09091 kVarh x \$0.00084/kVarh	7.15
Low Peak ECA	119,520 kWh x \$0.0569/kWh	6,800.69
Low Peak VEA - 20 days	72,436.36364 kWh x \$-0.01008/kWh	-730.16
Low Peak VEA - 13 days	47,083.63636 kWh x \$-0.01067/kWh	-502.38
Low Peak CRPSEA - 20 days	72,436.36364 kWh x \$0.01029/kWh	745.37
Low Peak CRPSEA - 13 days	47,083.63636 kWh x \$0.00938/kWh	441.64
Low Peak VRPSEA - 20 days	72,436.36364 kWh x \$0.02755/kWh	1,995.62
Low Peak VRPSEA - 13 days	47,083.63636 kWh x \$0.03001/kWh	1,412.98
<b>Low Peak Subtotal (119,520 kWh x \$0.15955/kWh)</b>		<b>\$19,069.13</b>
Base High Season Demand - 20 days	1,117.44 kW x \$0.00/kW	0.00
Base Low Season Demand - 13 days	1,117.44 kW x \$0.00/kW	0.00
Base High Season Energy - 20 days	220,800 kWh x \$0.03356/kWh	7,410.05
Base Low Season Energy - 13 days	143,520 kWh x \$0.03798/kWh	5,450.89
Base High Season Reactive - 20 days *	26,181.81818 kVarh x \$0.0004/kVarh	10.47
Base Low Season Reactive - 13 days *	17,018.18182 kVarh x \$0.0005/kVarh	8.51
Base ECA	364,320 kWh x \$0.0569/kWh	20,729.81
Base VEA - 20 days	220,800 kWh x \$-0.01008/kWh	-2,225.66
Base VEA - 13 days	143,520 kWh x \$-0.01067/kWh	-1,531.36
Base CRPSEA - 20 days	220,800 kWh x \$0.01029/kWh	2,272.03
Base CRPSEA - 13 days	143,520 kWh x \$0.00938/kWh	1,346.22
Base VRPSEA - 20 days	220,800 kWh x \$0.02755/kWh	6,083.04
Base VRPSEA - 13 days	143,520 kWh x \$0.03001/kWh	4,307.04
<b>Base Subtotal (364,320 kWh x \$0.12039/kWh)</b>		<b>\$43,861.04</b>
Green LA Program (REO)	0 kWh x \$0.03/kWh	0.00
<b>Subtotal Electric Charges</b>		<b>\$102,919.54</b>
City of Los Angeles Utility Tax	\$102,919.54 x 12.5%	12,864.94
State Energy Surcharge	571,680 kWh x \$0.0003/kWh	171.50
<b>Total Electric Charges</b>		<b>\$ 115,955.98</b>

\*Based on High Peak Power Factor of 98.119 and Facilities Demand of 30 kW

## USAGE HISTORY

Bill Date	Days	BASE PERIOD		LOW PERIOD		HIGH PERIOD		Total kWh Consumption	Billing kW (Facilities)	Total Electric Cost
		kWh	kW	kWh	kW	kWh	kW			
10/13/20	33	364,320.00	1,117.44	119,520.00	1,215.36	87,840.00	1,209.60	571,680.00	1,912.32	115,955.98
9/10/20	30	365,760.00	1,232.64	125,280.00	1,428.48	89,280.00	1,370.88	580,320.00	1,912.32	123,756.04
8/11/20	29	312,480.00	1,077.12	105,120.00	1,180.80	76,320.00	1,100.16	493,920.00	1,912.32	107,078.41
7/13/20	28	309,600.00	1,117.44	105,120.00	1,353.60	74,880.00	1,399.68	489,600.00	1,912.32	108,609.49
6/15/20	33	374,400.00	1,071.36	115,200.00	1,198.08	82,080.00	1,065.60	571,680.00	1,912.32	109,064.30
5/13/20	29	322,560.00	1,082.88	105,120.00	1,169.28	73,440.00	1,296.00	501,120.00	1,912.32	95,800.92
4/14/20	32	380,160.00	1,324.80	110,880.00	1,422.72	80,640.00	1,388.16	571,680.00	1,912.32	107,301.38
3/13/20	29	396,000.00	1,687.68	154,080.00	1,912.32	115,200.00	1,872.00	665,280.00	1,912.32	125,111.59
2/13/20	30	385,920.00	1,474.56	155,520.00	1,624.32	119,520.00	1,555.20	660,960.00	1,912.32	123,076.79
1/14/20	33	433,440.00	1,612.80	154,080.00	1,745.28	112,320.00	1,756.80	699,840.00	1,912.32	129,496.12
12/12/19	34	439,200.00	1,612.80	167,040.00	1,745.28	128,160.00	1,756.80	734,400.00	1,912.32	135,006.76
11/8/19	30	393,120.00	1,774.08	174,240.00	1,802.88	132,480.00	1,808.64	699,840.00	1,912.32	130,602.55
10/9/19	29	383,040.00	1,774.08	169,920.00	1,802.88	129,600.00	1,808.64	682,560.00	2,067.84	140,798.32
<b>TOTALS</b>	399	4,860,000.00	1,774.08	1,761,120.00	1,912.32	1,301,760.00	1,872.00	7,922,880.00	2,067.84	1,551,658.65
<i>sum</i>		<i>sum</i>	<i>highest</i>	<i>sum</i>	<i>highest</i>	<i>sum</i>	<i>highest</i>	<i>sum</i>	<i>highest</i>	<i>sum</i>

## Electric Definitions

**Demand Charge** – a charge related to maximum power measured in kilowatts (kW). It is the highest kW as measured by the meter over a continuous 15 minute interval during the billing period.

**Facilities Charge** – a charge to recover the cost of transformer and line capacity used in meeting customer's maximum demand as recorded in the last twelve months.

**kVarh** – (kilo-var-hour) the units in which electric reactive energy usage is measured. One kVarh equals 1000 volt-ampere reactive energy use for one hour.

**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.

**Power Factor** – the ratio of real Energy (kWh) to reactive energy (kVarh) for a given time period. The Maximum value is 1.0

**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](http://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.

**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 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.