

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

DOUGLAS EMMETT MANAGEMENT, LLC DOUGLAS EMMETT REAL,  
1801 CENTURY PARK E, 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	\$ 94.96
Payments <i>(see details below)</i>	-94.96
Remaining Balance	\$ 0.00
New Charges	+ 47.48

**Total Amount Due \$ 47.48**

## Summary of New Charges

*Details on following pages.*

Los Angeles Department of Water and Power Charges			
	Electric Charges	12/12/19 - 1/14/20	\$47.48
	<b>Total LADWP Charges</b>		<b>\$ 47.48</b>
800-499-8840			

**Total New Charges \$ 47.48**

## Payments

Payment Received 12/16/19	<i>Thank you</i>	-47.48
Payment Received 12/23/19	<i>Thank you</i>	-47.48

**Total Payments \$ -94.96**

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

## THIS IS YOUR BILL

DOUGLAS EMMETT MANAGEMENT, LLC DOUGLAS EMMETT REAL  
1801 CENTURY PARK E STE 760  
LOS ANGELES CA 90067-2300

For paperless billing, go to  
[www.ladwp.com/myaccount](http://www.ladwp.com/myaccount)

**ACCOUNT NUMBER**  
098 294 5570

**DATE DUE Feb 3, 2020**

**AMOUNT DUE \$ 47.48**

Please enter amount enclosed

\$

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

09829455700000000000047489

## 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 # : 0982945321**

**BILLING PERIOD** 12/12/19 - 1/14/20  
**DAYS** 33

**RATE SCHEDULE**  
A-1 and A-1[i] Small General Electric - Rate A  
Standard Service

**NEXT SCHEDULED READ DATE**  
2/12/20

**SERVES**  
TEST BLOCKS

### USAGE HISTORY (Total kWh)

5	
4	
3	
2	
1	
0	
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC JAN 20	
19	

	Prev Yr	Jan 20
Total kWh used	0	0
Average daily kWh	0	0
Days in billing period	124	33
Highest Demand in last 12 months:		4 kW

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
00106-00095149	477	477	0 kWh
Service Charge			7.00
Facilities Charge		4 kW x \$5.36/kW	21.44
ESA		4 kW x \$0.46/kW	1.84
RCA		4 kW x \$0.96/kW	3.84
IRCA		4 kW x \$2.02/kW	8.08

<b>Subtotal Electric Charges</b>	<b>\$42.20</b>
City of Los Angeles Utility Tax	\$42.20 x 12.5% = 5.28

**Total Electric Charges \$ 47.48**

**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)

**Annual Transfer:** LADWP expects to transfer \$229,913,000 to the City of Los Angeles Reserve Fund in this fiscal year, 2019-20.

**Transferencia Anual:** LADWP espera transferir \$229,913,000 al Fondo de Reserva de la Ciudad de Los Angeles en este año fiscal, 2019-20.

## 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.