

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

LLC 1640 SEPULVEDA REALTY, 1640 S SEPULVEDA 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](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		\$ 1,594.84
Payment Received 1/15/20	<i>Thank you</i>	-1,594.84
Remaining Balance		\$ 0.00
New Charges		+ 1,523.56

**Total Amount Due \$ 1,523.56**

## Summary of New Charges

*Details on following pages.*

Los Angeles Department of Water and Power Charges			
	Water Charges	12/12/19 - 1/14/20 122 HCF	\$836.08
	Fire Service Charges	12/13/19 - 1/15/20	\$67.14
	<b>Total LADWP Charges</b>		<b>\$ 903.22</b>

800-499-8840

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			
	Sewer Charges	12/12/19 - 1/14/20	\$620.34
	<b>Total Sanitation Charges</b>		<b>\$ 620.34</b>

800-773-2489

**Total New Charges \$ 1,523.56**

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.



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

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

ELECTRONIC SERVICE REQUESTED

LLC 1640 SEPULVEDA REALTY  
1640 S SEPULVEDA BLVD STE 216  
LOS ANGELES CA 90025-7535

## THIS IS YOUR BILL

**ACCOUNT NUMBER**  
211 222 8288

**DATE DUE Feb 3, 2020**

**AMOUNT DUE \$ 1,523.56**

Please enter amount enclosed

\$

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

21122282880000000001523568

## 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

**HCF** – (Hundred Cubic Feet) the units in which water usage is measured. One HCF equals 748 gallons.

**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)

**Tier (Commercial)** – One of two usage ranges used in a pricing method that provides an incentive to conserve water. The first usage range (Winter Tier 1 allotment) is based on average consumption for the preceding Dec. - Mar. Any usage over the Tier 1 allotment is billed at a higher rate (Tier 2). During the High Season months (June 1 - Sept. 30), Tier 1 allotment shall be 105% of Winter Tier 1 allotment. Shortage year water rates no longer apply.



## Water Charges

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

### RATE SCHEDULE

Water Schedule C - Comm, Ind, Govt and Temp Service

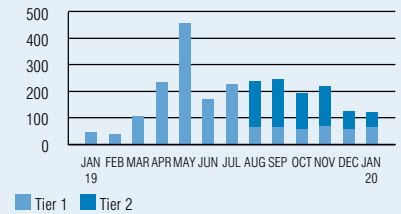
**NEXT SCHEDULED READ DATE**  
2/13/20

### SERVES

SMALL DIAL

**SA # : 2112228930**

### USAGE HISTORY (Total HCF)



	Prev Yr	Jan 20
Total HCF used	46	122
Average daily gallons	1043	2765
Days in billing period	33	33
Your average daily cost of water		\$25.34
Your average cost per gallon of water		\$0.01

1 Hundred Cubic Feet (HCF) = 748 Gallons

METER NUMBER	DESCRIPTION	CURRENT READ	–	PREVIOUS READ	=	TOTAL USED
96109288	SMALL	4355		4252		103 HCF
96109288	LARGE	4025		4006		19 HCF

Tier 1 Water	69.94581 HCF x \$5.43478/HCF	380.14
Tier 2 Water	52.05419 HCF x \$8.75895/HCF	455.94

**Subtotal Water Charges \$836.08**

**Total Water Charges \$ 836.08**

## Your Water Usage by Tier

Tier 1 Water Allotment \$5.43478/HCF	Tier 2 \$8.75895/HCF
69.94 HCF	More than 69.94 HCF

Usage is billed at different rates, depending on how much you use. The graph shows how your water usage relates to these tiers, and the rate you paid in each tier. For more, visit [www.ladwp.com/res\\_water](http://www.ladwp.com/res_water)

**For the Quarterly Notice of Change in LADWP Water Rates, go to**

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

**Fire Service Charges**

**SA # : 2112228226**

**BILLING PERIOD** 12/13/19 - 1/15/20  
**DAYS** 33  
**RATE SCHEDULE** Water Schedule E - Private Fire Service

**SERVES**  
4" FIRE SERVICE

METER NUMBER	CURRENT READ	—	PREVIOUS READ	=	TOTAL USED
00003896-4076061	0		0		0 HCF
Service Availability Charge					67.14
<b>Subtotal Water Charges</b>					<b>\$67.14</b>

**Total Fire Service Charges \$ 67.14**

*There are no Sewer Service Charges on Fire Service.*



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

Hours of operation - 24/7

#### DEFINITIONS

**Low Income Sewer Surcharge** - an amount charged to each customer to help cover the costs of providing sewer service subsidies to low income customers, required by state and federal law.

**Sewer Service Charge** - (SSC) a charge for use of the sewer system, to cover the costs of constructing and maintaining wastewater facilities such as sewers and sewage treatment plants, and for treating sewage.

#### Sewer Charges

**SA # : 2112228886**

<b>BILLING PERIOD</b>		<b>DAYS</b>	<b>SEWER RATE SCHEDULE</b>
12/12/19 - 1/14/20		33	Sewer Service Charge - Multi Dwell and Commercial
Sewer Service Charge*			113.46000 HCF x \$5.44/HCF 617.22
Sewer Service Low Income Surcharge*			3.12

**Total Sewer Charges \$ 620.34**

*\*Your Sewer Service Charge is calculated on 93% of your water consumption.*