

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 an LADWP representative by phone at (800) 342-5397, in person at any of the LADWP Customer Service Centers listed on the back of your payment stub, or online using our Customer Service form at ladwp.com/contactus. After receiving an explanation, you may ask for more information from a supervisor. If you still disagree with the charges on your bill after communicating with Customer Service, you must send a written request for a dispute determination by the bill due date to: LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100. In order to preserve your right to a dispute determination before termination of service, all undisputed amounts must be paid by the bill due date.

If you need help paying your bill, information about payment programs is available at ladwp.com/financialassistance or by calling us at (800) 342-5397.

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Your payment may be processed as a check transaction or a one-time electronic fund transfer, which means funds may be withdrawn the same day as payment, and you will not receive your check back from your bank.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.

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. You may make an appointment to visit a service center by calling 1-888-999-0477, or drop your payment in the payment box during normal business hours.

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 Hills4030 Crenshaw Blvd.
Hollywood.....6547-B Sunset Blvd.
(entrance on Schrader Blvd.)
Lincoln Heights.....2417 Daly St.
Slauson-Vermont5928 S. Vermont Ave.
Watts.....1647 E. 103rd St

HARBOR AREA

San Pedro535 W. 9th St.
Wilmington931 N. Avalon Blvd

SAN FERNANDO VALLEY

Canoga Park7229 Winnetka Ave.
North Hills9154 Sepulveda Blvd.
Van Nuys6550 Van Nuys Blvd.

WEST LOS ANGELES

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



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

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 **DAYS**
9/23/25 - 10/23/25 30

RATE SCHEDULE

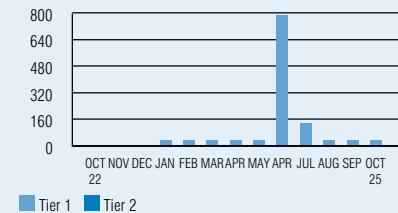
Water Schedule C - Comm, Ind, Govt and Temp Service

NEXT SCHEDULED READ DATE

11/24/25

Cust Ref : SHANDLER CO
SA # : 7729100271

USAGE HISTORY (Total HCF)



	Prev Yr	Oct 25
Total HCF used	792	34
Average daily gallons	845	848
Days in billing period	701	30
Your average daily cost of water	\$11.83	
Your average cost per gallon of water	\$0.01	

1 Hundred Cubic Feet (HCF) = 748 Gallons

METER NUMBER	CURRENT READ	-	PREVIOUS READ	=	TOTAL USED
96117765	10250		10216		34 HCF
	ESTIMATED		ESTIMATED		
Tier 1 Water				34 HCF x \$10.43676/HCF	354.85
Subtotal Water Charges					\$354.85

Total Water Charges \$ 354.85

Your Water Usage by Tier

Tier 1 Water Allotment \$10.43676/HCF	Tier 2
34 HCF	More than 34 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

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

www.ladwp.com/quarterlynotice

BILL DATE
Oct 24, 2025
ACCOUNT NUMBER
772 910 0000**AUTO PAYMENT**
Nov 7, 2025
AMOUNT DUE
\$ 852.53**www.ladwp.com 1-800-499-8840**

Hours of operation - 7 am to 6 pm

Fire Service Charges**Cust Ref : SHANDLER CO****SA # : 7729100272****BILLING PERIOD** 9/25/25 - 10/24/25 **DAYS** 29 **RATE SCHEDULE** Water Schedule E - Private Fire Service**SERVES**

8" FIRE SERVICE

METER NUMBER	CURRENT READ	-	PREVIOUS READ	=	TOTAL USED
00001284-1299353	0	-	0	=	0 HCF
Service Availability Charge					232.43
Subtotal Water Charges					\$232.43

Total Fire Service Charges \$ 232.43

There are no Sewer Service Charges on Fire Service.



www.lacitysan.org 1-800-773-2489
Hours of operation - 24/7

DEFINITIONS

EZ-SAVE Program Sewer Surcharge - an amount charged to each customer to help cover the costs of providing sewer service subsidies to EZ-SAVE 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

Cust Ref : SHANDLER CO
SA # : 7729100270

BILLING PERIOD
9/23/25 - 10/23/25

DAYS
30

SEWER RATE SCHEDULE

Sewer Service Charge - Multi Dwell and Commercial

Sewer Service Charge*

31.28 HCF x \$8.48000/HCF

265.25

Total Sewer Charges \$ 265.25

**Your Sewer Service Charge is calculated on 92% of your water consumption.*