



Customer Programs and Services

Electric Customer Information

ladwp.com | ladwpeasternsierra.com



WE ARE HERE FOR YOU

Whether you're a new or existing customer, welcome! The Los Angeles Department of Water & Power (LADWP) is one of your local neighborhood utilities, serving almost 6,000 customers in the Owens Valley. Our electric system in the Owens Valley maintains facilities and spans 156 miles from Lee Vining to Haiwee, and extends 38 miles to the east from Lone Pine to Darwin. Our mission is to provide you with safe, reliable, cost-effective power in a customer-focused and environmentally responsible manner.

Our commitment is to serve you and deliver excellent customer service. These guiding principles are embodied in our Customer Bill of Rights: ladwp.com/customerbillofrights

You can always talk to us for any other questions or concerns you may have about your service:

1-800-DIAL-DWP or 760-873-0251

ladwp.com
ladwpeasternsierra.com



Let's stay connected



@LADWP



@LADWP



@LADWP1



LADWP1



LADWP



We have many customer programs to support you, from convenient billing options to ways to help you save on your bill.

EASY BILLING AND PAYMENT

Your LADWP bill is for electric service. You will receive one every two months. Your LADWP bill will also contain the California State Energy Surcharge, **a tax imposed on consumers, based on the quantity of kilowatt-hours consumed in California.**

You can opt to receive your bill by mail or electronically, but we encourage you to go paperless. Create an online account to manage your account, pay your bill, access payment history, analyze your usage and apply for rebates and other services. You can also sign up for automatic payment. To set up an online account, go to ladwp.com/myaccount.

Payment Options:

By Phone

Pre-register your banking information and make one-time payments 24 hours a day, 7 days a week. Best of all, there is no charge for this service. Simply call 1-800-DIAL-DWP and select the “Make a Payment” option.

By Mail

If you prefer to pay by mail, be sure to write your account number on the check. Include your payment stub and send it to:

LADWP Payments
PO Box 30808
Los Angeles, CA 90030-0808

In Person

You are always welcome to come in to any of our Customer Service Centers for more personalized service. Our Bishop Customer Service Center is located at:

300 Mandich Street
Bishop, CA 93514

Wire Transfer

If you prefer this method of payment, you’ll need the customer name on the LADWP, account number and bill amount. In addition, there may be a charge associated with the processing of a Quick Collect check, wired to LADWP and other service fees.

LOOKING OUT FOR OUR CUSTOMERS

At LADWP we want to make sure you have reliable power service. We understand that sometimes unexpected events take place that are out of your control. That's why we have various financial assistance programs to help ease the burden no matter the situation.

Payment Arrangements

LADWP wants to make sure your service is never interrupted just because you are short on cash. Contact us before your bill becomes delinquent so we can work out a payment plan.

Low Income Discount Program

If you or a loved one is facing financial challenges with managing household expenses, we encourage you to apply for a discount on your energy bill.

Senior Citizen/Disability Lifeline Rate

Senior citizens, customers with disabilities, customers on life support equipment, and those who meet physician's certified requirements may be eligible for a discount on utility bills.

Other Assistance Programs

Connect with LADWP partners who can offer community assistance including resources for heating and cooling your home. LADWP community is here to help.

Learn more about our Financial Assistance Programs at ladwp.com/financialassistance.





SERVICE BASICS



How to Read Your Electric Meter

99% of residential meters in the Owens Valley are digital.

For example, if the meter reads 7025 on January 2 and 7830 on March 1, the difference of 805 between the two readings is the number of kilowatt-hours (kWh)* used during the two-month billing period.

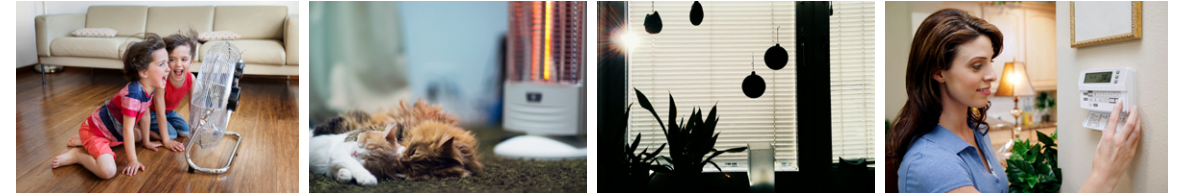
*kWh is the standard unit of electric measurement used in computing your electric bill. Watts and kilowatts are the units used to measure the rate at which a lamp or an electric appliance uses electricity.

PROGRAMS TO HELP YOU SAVE ON YOUR BILL AND ENHANCE YOUR HOME

Our energy efficiency programs and services will help you make improvements to your home that will save you money and provide added comfort the whole year through. When you participate in LADWP's efficiency and sustainability programs you'll also be helping the region become more sustainable by helping to conserve natural resources.

CREATING A LIVABLE, ENJOYABLE ENVIRONMENT FOR YOUR “EVERYDAY”

LADWP offers different ways for you to save year round



Heating, Ventilation & Air Conditioning System (HVAC)

From the heat of summer to the chill of winter, following these simple steps can help you save all year long:

Heating

- Lower electric water heaters to 120°.
- Set the thermostat at 68° or at the coolest comfortable temperature.
- Reduce the setting at least 10° or shut it off when you leave for the day or before retiring for the night.
- Never cover the thermostat, and do not place lamps, televisions sets or other heat-producing appliances near it.
- Do not put rugs, furniture or drapes over floor and/or wall vents.
- Close your curtains and window shades to limit heat loss during the night, and open them during the day to let the sunshine in.
- Turn off the heater's pilot during the warm months.
- If possible, winterize your homes utilizing dual pane windows, window stripping doors and plastic window covers.

Cooling

- Consider looking into installing swamp coolers which can use 75% less electricity than central air conditioning, and work well in the region's dry climate.
- Set the thermostat at 78°, or at the warmest comfortable temperature.
- Turn off your air conditioner when nobody is going to be at home.
- Don't use heat producing appliances such as ovens, dishwashers, computers and televisions during the warmest times of the day.
- Close the curtains and window shades to block heat from sunlight.
- Shield exterior air conditioning equipment from direct sunlight, but keep it clear of anything that will obstruct air circulation.
- Keep your air conditioning equipment clean by replacing or cleaning filters and cleaning the condensing coils. Clean the inside evaporator coil once a year.





Eliminate the Guesswork with Programmable Thermostats

Increase the efficiency of your home and use a programmable thermostat that will adjust to your desired temperature comfort setting automatically, saving you valuable time, money and energy. You can find rebates on eligible thermostats and many other household items when you visit our **Efficient Product Marketplace** at ladwp.com/epm.

The **Efficient Product Marketplace** also offers a rebate towards the purchase and installation of an eligible ENERGY STAR® window-mounted air conditioner for cool savings the whole year through. Get your rebates today by visiting ladwp.com/epm.

Lighting

Lighting can transform the look and feel of your home in dramatic ways. Why not have it save you money as well?

- Turn off any lights when they are not needed and take advantage of natural lighting during the day.
- Remember that light-colored walls and ceilings make rooms brighter.
- Determine how much light you need for seeing, safety and security. Then select the lowest-wattage bulbs to provide that light.
- Place time clocks, photo sensors or motion sensors on outdoor security lighting.
- Take advantage of task lighting to better illuminate your work areas.
- Install LED light bulbs wherever possible.

There are lots of choices, but we can help, thanks to a rebate on the purchase of eligible ENERGY STAR® lighting that is up to 90% more efficient than incandescent light bulbs. Visit our **Efficient Product Marketplace** at ladwp.com/epm for qualified products.

Windows and Doors

Whether you're trying to improve the appearance of your home or improve the acoustics, nothing says you can't save on heating and cooling costs at the same time.

- Up to 18% of your heat loss can occur through building openings. Cut this loss by weather-stripping all doors and windows and caulking openings around electric, plumbing and lighting fixtures.
- Check all the ductwork in your home for air leaks. Repair them as needed, using approved materials and methods.

- You can prevent winter heat loss and summer cooling loss with insulated dual-pane windows or infrared absorbing window film. Draperies also provide effective insulation, especially those that are thermal lined.



You can do it with a rebate on the purchase and replacement of new, eligible ENERGY STAR® rated windows. Your new windows must meet or exceed the current Title 24 Building Energy Efficiency Standards (www.energy.ca.gov) and ENERGY STAR® (www.energystar.gov). Once you're ready to get your rebate, please apply under our Consumer Rebate Program at ladwp.com/crp.



ALL THE COMFORTS OF HOME...AND MORE

Our appliances already provide us with a comfortable living, but did you know they are capable of so much more? Energy efficient models can also save you money and be a more sustainable solution. Energy efficient models put less strain on the electrical grid, prolonging the useful life of circuits and equipment, which benefits us all by helping avoid power outages.

Refrigerators and Freezers

These appliances use a lot of electricity, but here are some tips to help you save:

- Know what you're going to take out in order to reduce the number of times you open and shut the refrigerator and freezer.
- Keep the refrigerator at 38° to 41° and the freezer at 0° to 5° (-10° for ice cream).
- Allow adequate airflow to the fan and condenser coils in the back by maintaining a minimum of 2 to 3 inches of clearance from any wall.
- Whenever possible, locate the unit away from heat sources, such as stoves, dishwashers, dryers and direct sunlight.'
- Check door gaskets and seals for a tight fit.
- Regularly brush or vacuum the condenser coils at the bottom of the rear of the refrigerator in order to prevent dust from working its way into the unit.
- Defrost a manual defrost freezer as soon as the frost becomes a quarter-inch thick.
- Plan ahead for vacations by using up perishable foods and set the temperature at a warmer setting. For extended absences, be sure to turn it off.



If your refrigerator has definitely reached the end of the line, LADWP provides a rebate towards the purchase of an eligible ENERGY STAR® rated **Refrigerator**, which can save you an average of \$270 over five years. Visit ladwp.com/epm for additional information.

LADWP encourages the safe and environmentally friendly recycling of old, energy inefficient refrigerators and freezers. The **REfrigerator Turn-In and REcycle (RETIRE) Program** offers free pick up and a rebate for recycling your eligible appliances. Visit ladwp.com/retire for additional qualifications.

The **Refrigerator Exchange Program** provides income qualified customers with a FREE, new ENERGY STAR® refrigerator in exchange for older, inefficient models. For qualifications and current refrigerator models offered, please visit: ladwp.com/lirep.



Televisions, Computers and Game Consoles

In most homes, televisions, computers and game consoles are focal gathering points for family and friends, but they shouldn't be playing to an empty room.

- Use a clock timer to shut off your TV at a given hour or use the built-in sleep timer or sleep mode settings on newer TVs.
- Lower the brightness and contrast to save energy. If possible, stream through Smart TVs or digital media players instead of game consoles, which can use up to 15 times more energy.
- Use your computer's power management (CPM) feature which automatically places computers into a low-power "sleep mode" after a period of inactivity to save up to \$15 per year.

- Most televisions, computers, stereos and other entertainment devices waste energy even when not in use; unplug non-essential electronics or use a smart power strip.
- Look for ENERGY STAR® - rated electronics for significant energy savings.

Once you're ready to upgrade to a new TV, consider an efficient ENERGY STAR® rated television. LADWP will give you a rebate and you'll save 27% more energy than standard models as you watch your favorite movies and TV shows. A rebate is also available for the purchase of a Tier 2 Advanced Power Strip, which may offer additional energy savings when used in conjunction with ENERGY STAR® rated devices. Visit our Efficient Product Marketplace at ladwp.com/epm for information on how to verify product eligibility.

WE'VE GOT YOU COVERED.

Sometimes we don't give our roof a second thought unless there's a leak during the rainy season, but here in California with our abundant sun, our roofs offer so much more potential in terms of adding comfort and harnessing renewable energy. When it comes to solar, our goal is to make this renewable energy source more widely available to residential customers, especially to those in neighborhoods with less access to solar technology.

Cool Roofs

Covering your roof with a product that reflects sunlight and absorbs less heat can lower internal temperatures on hot sunny days and save energy by reducing the need for constantly cooling. Although often light in color, cool roofing materials come in many styles and colors. LADWP provides a rebate based on the square footage of your roof.

You can apply under the Consumer Rebate Program at ladwp.com/crp.



WHAT TO DO DURING A POWER OUTAGE?

KEEPING CUSTOMERS SAFE DURING HIGH WIND AND FIRE SEASON

In 2019, we developed a Wildfire Mitigation Plan to ensure public safety, prevention, response and recovery, during high wind or fire events. Since 2008, we have in place reliability standards for power equipment that helps mitigate wildfire risks in high-threat fire zones. In addition, we have active vegetation management and Power System Reliability Programs, both of which serve to help reduce wildfires. We activate our de-energization protocols on a per

incident basis, which means we will only de-energize our power lines in the event of a catastrophic disaster or if there is a safety threat to public communities, and LADWP personnel.

In the event that a wildfire or the threat of wildfire does occur, we will continue to coordinate closely with law enforcement agencies, including local fire departments, CALFIRE and U.S. Forest Service.

CUSTOMER INFORMATION

Owens Valley Customer Service Main

1-800-992-8331

Report Power Outages

Monday-Friday: 8:00 a.m. to 4 p.m. (closed holidays).

1-800-992-8331

After hours electric outage:

(833) 325-2397

As the nation's largest municipal utility our shareholders are you, our customers. With an average service of 7,880 megawatt (MW) electrical capacity, our goal is to continue serving you well into this century and the next.

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