



Customer Programs and Services

Electric Customer Information

ladwp.com/EasternSierra



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

Hearing/Speech-Impaired & Blind/Visually-Impaired Customers

Braille or large print bills available at

ladwp.com/Disability

For hearing/speech-impaired, call 1-800-HEAR-DWP (1-800-432-7397) for TTY/TDD or California Relay Service at 711 for more options.

ladwp.com/EasternSierra





Let's stay connected



@LADWP



@LADWP



@LADWP1



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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
P.O. 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 LADWP customer name 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.

Bill Payment Options:

Level Pay

Evenly spread out the cost of electricity over several months. You'll lower the impact of your electric bill in summer months when the use of air conditioning can lead to higher bills. Customers can enroll anytime, 24/7 online.

ladwp.com/LevelPay

Extended Payment Arrangements

Extend your payment arrangements to help pay your bill.

- 48 months for discount program customers
- 36 months for non-discount program customers
- No down payment. No interest. No fees.
Call 1-800-DIAL-DWP (1-800-342-5397)

Pay Plans (Including Payment Extensions)

Are you late on your bill? Or do you need a little extra time to pay your balance in full? All customers with past due balances are eligible to make a payment plan with the LADWP. To enroll in a Pay Plan, go to your Account Summary (requires log in) and click on "Pay Plan Options" near the bottom of the page.

ladwp.com/PayPlans

Financial Assistance Options:

EZ-SAVE

Provides a bill discount on electricity and sewer services to income-qualified customers. No proof of income documents needed to apply.

ladwp.com/EZSAVE

Life-Support Equipment Discount

Provides a discount to households who use an eligible life-support device such as motorized wheelchairs, respirators, dialysis machines, and other life-support equipment.

ladwp.com/LifeSupport

Senior Citizen/Disability Lifeline Rate

Offers income-qualified senior citizens and citizens with disabilities an exemption on their electric and other utility bills.

(213) 978-3050 / Teletype device (TDD)

(213) 978-1532. Administered by the City of LA Office of Finance.

ladwp.com/Lifeline

Physician Certified Allowance Discount

Electric bill discount with verification by a state-licensed physician that a full-time member of the household is being treated for a qualifying life-threatening illness. An allowance is also available if a member of the household has a compromised immune system and has a state-licensed physician's certification that an additional heating and/or cooling allowance is medically necessary.

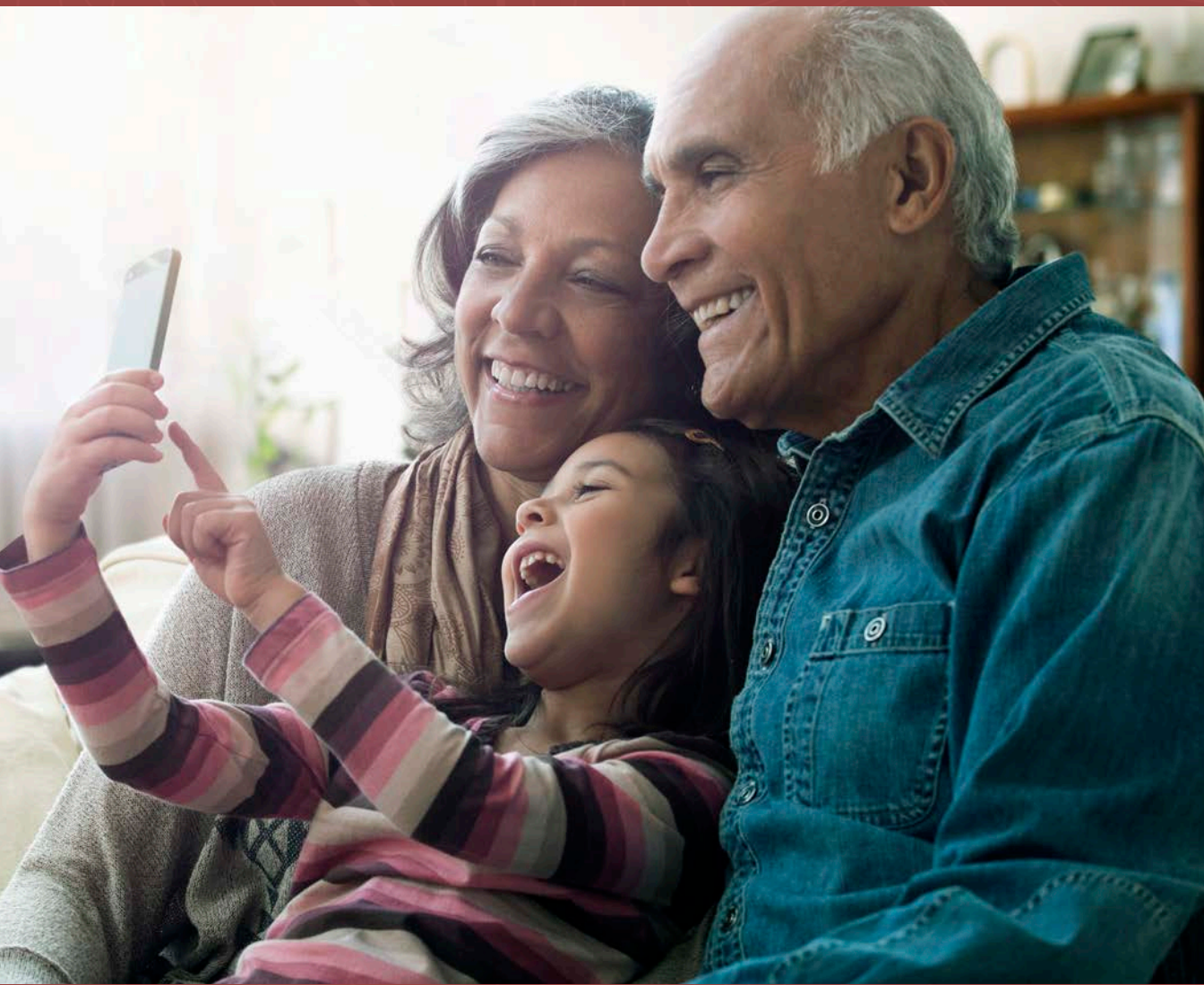
ladwp.com/PCAD

LIHEAP - Low Income Home Energy Assistance Program

Helps eligible income-qualified households manage and meet their immediate home heating and/or cooling needs through financial assistance and free home weatherization services.

This is a State of California program.

ladwp.com/LIHEAP





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.

Energy Advisor Tool

Our free Energy Advisor Tool takes the mystery out of your home energy use. Answer a few questions for a comprehensive report on how to reduce energy consumption and save on your bills.

ladwp.com/EnergyAdvisor

Electric Vehicles

Get rebates on home chargers and used electric vehicles (EVs). Residential customers who install a dedicated Time of Use EV meter for their charging station(s) will receive an EV rate discount for off-peak charging.

ladwp.com/EV

Solar

Shared Solar (for renters) enables residential customers living in multifamily dwellings (apartments, condominiums, duplexes) to participate in LA's thriving solar economy. There are no enrollment fees, ongoing costs, maintenance costs, nor the hassles of installing a solar array on your home.

ladwp.com/SharedSolar

Solar Rooftops is a program where LADWP will install solar panels systems on participants' homes. LADWP will receive the energy produced from the systems; the system will not influence the participants' electric bills. Program participants will receive fixed roof lease payments from LADWP.

ladwp.com/Solar

CREATING A LIVABLE, ENJOYABLE ENVIRONMENT FOR YOUR “EVERYDAY”

LADWP offers different ways for you to save year round



EFFICIENT PRODUCT MARKETPLACE

Air Conditioner Rebates

Up to \$275 rebate for income-qualified residential electric customers on the purchase of select energy-efficient window, wall, and portable ACs, or up to \$100 standard rebate for non-discount rate customers.

Smart Thermostat Rebate

Get up to \$100 rebate on an efficient, smart thermostat — manage your energy use, manage your savings.

ladwp.com/EPM

Power Savers

Energy management program where we remotely adjust your thermostat up to 4 degrees during the high energy-use season, and receive monetary incentives.

enrollmythermostat.com/ladwp

Consumer Rebate Program

Heat Pump Water Heater Rebate

Install an electric ENERGY STAR®-qualified heat pump water heater with our rebate. Heat pump water heating systems eliminate harmful CO2 an GHG emissions generated by standard gas hot water heaters.

Additional rebates available for ENERGY STAR®-qualified residential Windows, Central Heat Pump Heating Ventilation and Air Conditioning System, plus Whole House Fans for comfort cooling and to help you lower your electricity bills.

ladwp.com/CRP

More Tips:

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 light 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.

Programmable thermostat installation helps keep your AC costs low during the day when you're not at home.



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® LED lighting that is up to 90% more efficient than incandescent light bulbs. Visit ladwp.com/EPM

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 (energy.ca.gov) and ENERGY STAR® (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.



Smart Power Strips

Be aware of “energy vampires”—those electronic devices with a clock or “instant on” setting use electricity 24/7. Unplug them or buy a smart power strip from us at ladwp.com/EPM.

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 using 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 feature which automatically place

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

Cool Roofs rebates provide cooler, heat-reflecting materials when you re-roof or paint your roof. These materials reflect sunlight and absorb less heat, lowering the temperature of your home on hot days to help you save on our energy bill.

ladwp.com/CRP

Pool

Variable Speed Pump rebates plus a seasonal bonus are available so you can replace your single-speed pool pump. Save up to 2,800 kWh annually!

ladwp.com/CRP

For single speed pool pumps, use a timer to run no more than 4 to 5 hours per day during summer and 2 to 3 hours per day during winter and only during off-peak hours.

Limit the use of high speed to vacuuming or using a pool cleaner, cleaning the filter, starting a roof-mounted solar heater, or when you need more water flow.



KEEPING CUSTOMERS SAFE DURING HIGH WIND AND FIRE SEASON

In 2019, we developed a Wildfire Mitigation Plan to ensure public safety by minimizing sources of ignition through proactive measurements such as inspection and maintenance programs, and improved our design and construction standards to strengthen electrical grid resiliency. Since 2008, we increased our reliability standards for power equipment that helps mitigate wildfire risks in high-threat fire zones. In addition, we have an active vegetation management program and Power System Reliability Program, both of which serve to help

reduce the risk of wildfires. We activate our de-energization protocols on a per incident basis, which means we may de-energize our power lines in the event of a wildfire, or specific threat identified by LADWP personnel if it is deemed necessary based on safety and reliability issues.

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 authorities.

WHAT TO DO DURING A POWER OUTAGE?

CUSTOMER INFORMATION

Owens Valley Customer Service Main #

1-800-992-8331

Report Power Outages

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

1-800-992-8331

After hours electric outage:

1-833-325-2397

As the nation's largest water and power municipal utility our shareholders are you, our customers. With an average service of 8,100 megawatts (MW) electrical capacity, our goal is to continue serving you well into this century and the next.

ladwp.com/EasternSierra

