

CUSTOMER ACCESS NUMBER (CAN)

XXXXXXXXXX

Use this number to access your account online, use self-serve options online or by phone and when you have inquiries about your account..

CUSTOMER SERVICE – 7 am to 10 pm

1-800-DIAL-DWP (342-5397)

PAPERLESS BILLING

To choose paperless billing, go to
www.ladwp.com

ELECTRONIC PAYMENT

For electronic, automatic, or credit card payment options, visit
www.ladwp.com

Paying Your Bill

When paying by check, you authorize LADWP to process your check electronically.

DELAYED BILL

You are receiving this bill because your Electric Charges were delayed when a previous bill was produced. This bill includes your present charges and **restates all other charges** from your previous bill.

SERVICE FOR NAME & ADDRESS

Account Summary

Payment Received 12/31/12	-231.09
New Charges	+ 354.92

Consumption shows as zero because it contains negative numbers.

Total Amount Due \$ 123.83


Summary of New Charges

Details begin on next page


Adjustments

Adjustments	+ 131.34
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Positive totals only. Does not include solar credits.

Los Angeles Department of Water and Power Charges			
	Electric Charges	12/3/12 - 2/4/13	0 KWh
	Water Charges	12/3/12 - 2/4/13	6 HCF
	Total LADWP Charges		\$ 130.36

LADWP provides billing services for the Bureau of Sanitation. All money collected for the services listed below is passed on to the Bureau of Sanitation.

City of Los Angeles Bureau of Sanitation Charges			
<div><div>CITY OF LOS ANGELES</div><div></div><div>SANITATION</div><div>DEPARTMENT OF PUBLIC WORKS</div><div>800-773-2489</div></div>	Sanitation Charges	12/3/12 - 2/4/13	\$93.22
	Total Sanitation Charges		\$ 93.22

Total New Charges \$ 354.92

2011 RATES PROCESS



LEARN MORE
www.ladwp.com/LAForward

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.

Los Angeles  Department of Water & Power

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

ELECTRONIC SERVICE REQUESTED

THIS IS YOUR BILL

Consists of:

*Electric	7.51
Water	23.10
Sanitation	93.22
	123.83

***after applying solar credits from LADWP Invoice Report**

ACCOUNT NUMBER
X-XX-XXXXX-XXXXX-XX-XXXX-X-XX

DATE DUE **DUE NOW**
AMOUNT DUE **\$ 123.83**

Please enter amount enclosed

\$

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

NAME & ADDRESS CA XXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX



www.ladwp.com 1-800-342-5397

Hours of operation - 7 am to 10 pm

DEFINITIONS

Electric Subsidy Adjustment – a charge, based on usage, to help cover costs of special customer subsidies including senior, disabled and low income.

Variable Energy Adjustment (VEA) – recovers costs associated with fuel, non-renewable portfolio standard power purchase agreements and economy purchases, legacy ECAF under-collection, and base rate decoupling from energy efficiency impact.

Capped Renewable Portfolio Standard Energy Adjustment (CRPSEA) – recovers costs associated with renewable portfolio standard O&M and debt service and energy efficiency programs.

Variable Renewable Portfolio Standard Energy Adjustment (VRPSEA) – recovers costs associated with renewable portfolio standard market purchases and costs above and beyond any O&M and debt service payments.

Incremental Reliability Cost Adjustment (IRCA) – recovers costs associated with O&M and debt service related to Power Reliability Program costs and legacy RCA under-collection.



Electric Charges

Questions about these charges? 1-800-342-5397

BILLING PERIOD **DAYS**
12/3/12 - 2/4/13 63

RATE SCHEDULE
R1-B Residential Electric Time-of-Use

NEXT SCHEDULED READ DATE
4/3/13

SERVES
HI PEAK / ELEC VEH

USAGE HISTORY (Total kWh)

	Feb 12	Feb 13
Total kWh used	0	0
Average daily kWh	0	0
Days in billing period	62	63

METER NUMBER	CURRENT READ	–	PREVIOUS READ	=	TOTAL USED
AAA X-XXXXXXX	0		0		KWH

New Electric Rates -- Your electric bill is based on new rates that became effective November 11, 2012. For more information, please visit www.ladwp.com/rates.

Energy totals are shown as zero because the bill cannot display negative numbers. Correct numbers are on the LADWP Invoice Report.

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.

METROPOLITAN LOS ANGELES

Main Office111 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.
Lincoln Heights.....2417 Daly St.
Slauson-Vermont5928 S. Vermont Ave.
Watts1686 E. 103rd St

HARBOR AREA

San Pedro.....535 W. 9th St.
Wilmington.....931 N. Avalon Blvd

SAN FERNANDO VALLEY

Canoga Park7229 Winnetka Ave.
Mission Hills11100 Sepulveda Blvd., #3
Van Nuys6550 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

Electric Charges

Questions about these charges? 1-800-342-5397

BILLING PERIOD

12/3/12 - 2/4/13

DAYS

63

RATE SCHEDULE

R1-B Residential Electric Time-of-Use

NEXT SCHEDULED READ DATE

4/3/13

SERVES

LO PEAK/ ELEC VEH

USAGE HISTORY (Total kWh)

	Feb 12	Feb 13
Total kWh used	0	0
Average daily kWh	0	0
Days in billing period	62	63

METER NUMBER	CURRENT READ	–	PREVIOUS READ	=	TOTAL USED
AAA X-XXXXXXX	0		0		KWH

Electric Charges

Questions about these charges? 1-800-342-5397

BILLING PERIOD

12/3/12 - 2/4/13

DAYS

63

RATE SCHEDULE

R1-B Residential Electric Time-of-Use

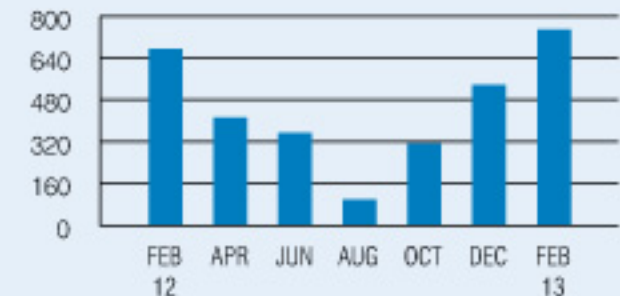
NEXT SCHEDULED READ DATE

4/3/13

SERVES

BASE/ ELEC VEH

USAGE HISTORY (Total kWh)



	Feb 12	Feb 13
Total kWh used	680	751
Average daily kWh	11	12
Days in billing period	62	63

METER NUMBER	CURRENT READ	–	PREVIOUS READ	=	TOTAL USED
AAA X-XXXXXXX	0		0		751 KWH

Electric Service Used	0 x \$0.00	99.75
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Subtotal of Electric Charges \$99.75

City of Los Angeles Utility Tax	\$99.75 x 10.0%	7.32
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State of California Energy Surcharge		0.19
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TOTAL BASE CHARGES	\$107.26
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Total Electric Charges \$ 107.26



www.ladwp.com 1-800-342-5397

Hours of operation - 7 am to 10 pm

DEFINITIONS

HCF – (Hundred Cubic Feet) the units in which water meters measure usage. One HCF equals 748 gallons.

Rate Schedule – rates, based on type of use, fixed by the Board of Water and Power Commissioners and approved by the City Council. For a list, visit www.ladwp.com

Temp Zone – Three groupings of zip codes, based on generally common average temperatures (low, medium, or high), used as one of the factors that determine a customer's first tier water allotment. For a list, visit www.ladwp.com

Tier – One of two usage ranges used in a pricing method that provides an incentive to conserve water. The first usage range (Tier 1) is based on lot size, temperature zone, and household size. Usage in the first tier is billed at the lowest rate. Any usage over the first tier allotment is billed at the higher rate (Tier 2). During shortage year water rates the Tier 1 allotment is reduced by 15%. For more information, see www.ladwp.com



Water Charges

BILLING PERIOD 12/3/12 - 2/4/13
DAYS 63

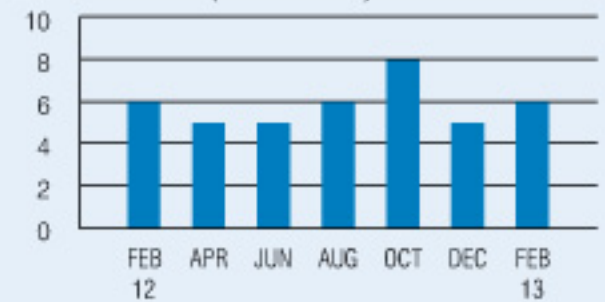
RATE SCHEDULE
A - Residential Water

NEXT SCHEDULED READ DATE
4/3/13

TIER 1 ALLOTMENT 22 HCF
TEMP ZONE Low

Questions about these charges? 1-800-342-5397

USAGE HISTORY (Total HCF)



	Feb 12	Feb 13
Total HCF used	6	6
Average daily gallons	72	71
Days in billing period	62	63
Your average daily cost of water		\$0.36
Your average cost per gallon of water		\$.005

1 Hundred Cubic Feet (HCF) = 748 Gallons

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
XXXXXXXX	476	470	6 HCF
Tier 1 Water		6 HCF x \$3.84922	23.10
Total Water Charges			\$ 23.10

Your Water Usage by Tier

Tier 1 Water Allotment \$3.84922/HCF	Tier 2
22 HCF	More than 22 HCF

Usage is billed at 2 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

CITY OF LOS ANGELES



SANITATION DEPARTMENT OF PUBLIC WORKS

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

Hours of Operation - Mon - Fri, 7:30 am to 4:45 pm

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.

Solid Waste Services (Trash Fee) - a charge to cover the costs (including staff, equipment, and facilities) of collection, handling and disposal of trash and other solid wastes. For some customers, it may also include bulky item and extra capacity fees.

Sanitation Charges

Questions or other information, please call 1-800-773-2489

BILLING PERIOD 12/3/12 - 2/4/13
DAYS 63
SEWER RATE SCHEDULE Residential

Sewer Service Charge*	5 HCF x \$3.57	17.85
Low Income Sewer Surcharge		0.14
Solid Resources Fee (Trash Fee)		75.23

Total Sanitation Charges \$93.22

*Your Sewer Service Charge (SSC) is based on your Winter Water Use (WWU), which is your average daily water use during the part of the winter when you are least likely to use water for irrigation, adjusted by a Dry Winter Compensation Factor (DWCF). To see how **YOUR SSC** was calculated, see "Bureau of Sanitation—Sewer Service Charge and Winter Water Use Calculation" on the next page.

Other Important Phone Numbers

HEARING OR SPEECH-IMPAIRED - TTY

1-800-HEAR-DWP(432-7397)

STATE OF CALIFORNIA HOME ENERGY ASSISTANCE PROGRAM

1-866-675-6623, toll-free

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 ten (10) days notification 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 which remain unpaid at the time the next bill is calculated. 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 ELECTRIC AND/OR WATER 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 by email at ccenter@ladwp.com. After receiving an explanation, you may ask for more information from a supervisor. If you still disagree with the electric and/or water charges, the Customer Relations Office for the LADWP will review the account and make recommendations to settle the dispute. If the matter remains unsettled, you have a right to a management-level review. You must pay 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. 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.

ELECTRONIC CHECK CONVERSION

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

ADDITIONAL BILL DEFINITIONS

kWh – (kilowatt-hours) the units in which electric meters measure usage. 1 kWh equals 1000 watts of electricity supplied for one hour.

Minimum Charge – an amount charged for service if your usage falls below a certain minimum level.

Rate Schedule – rates, based on type of use, fixed by the Board of Water and Power Commissioners and approved by the City Council. For a list, visit www.ladwp.com

Service Charge – a charge for non-measured services provided (meter reading, billing, postage, etc.)

Tier – one of three usage ranges, based on zone, in a pricing method that provides an incentive to conserve electricity. You pay the lowest rate for usage in Tier 1, a higher rate in Tier 2, and the highest rate in Tier 3. Tiered billing is in effect Jun 1 - Sep 30. For more information, visit www.ladwp.com

Zone – one of two areas (Zones 1 and 2), based on generally common average temperatures, used to determine a customer's electricity allotment for each pricing tier.

Bureau of Sanitation—Sewer Service Charge and Winter Water Use Calculation

$SSC = \text{Days in billing Cycle (63)} \times \text{WWU (0.07250 HCF/day)} = 5 \text{ HCF} \times \text{Sewer Service Rate (\$3.57/HCF)} = \$17.85$

WWU is Winter Water Use, DWCF is Dry Winter Compensation Factor

Your most recent WWU was calculated during the billing period 2/3/12 - 4/3/12 as follows: Water usage during the period (5 HCF)/days in the period(60) x DWCF (0.87) = 0.07250. Your WWU is adjusted each July 1. For more information, go to www.lacitysan.org/ssc_calculation

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

www.ladwp.com/quarterlynotice

To view the Connections newsletter, go to

www.ladwp.com/connections