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CUSTOMERS FIRST

# Summer / Fall 2018 High Bill Complaints



**Customer complaints  
about high bills:  
↑ August – November 2018**

**Higher electric and water use** by customers when compared to the same period in 2017, attributable primarily to higher temperatures experienced during the Summer 2018 months.



# Rate Increases

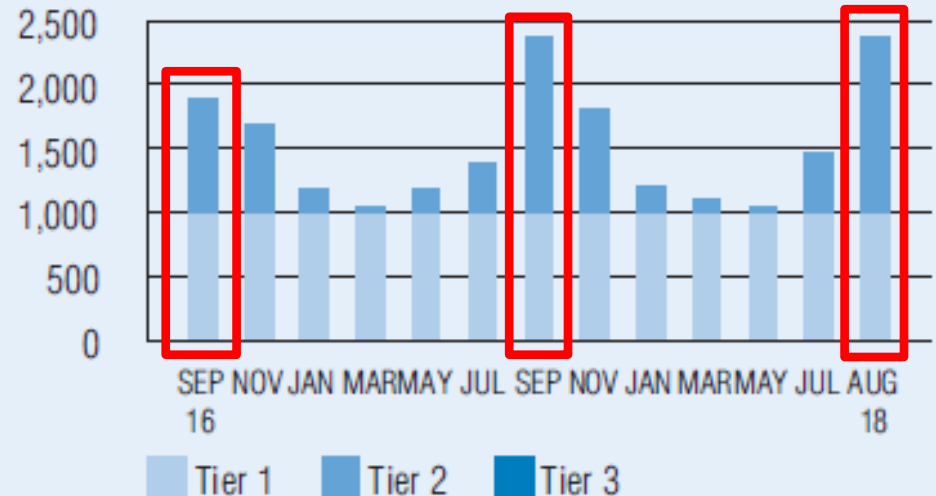


# Bill Confusion

Apples to apples comparison:  
Compare your bill to the same period in the prior year, not the last month.

SA # :

## USAGE HISTORY (Total kWh)

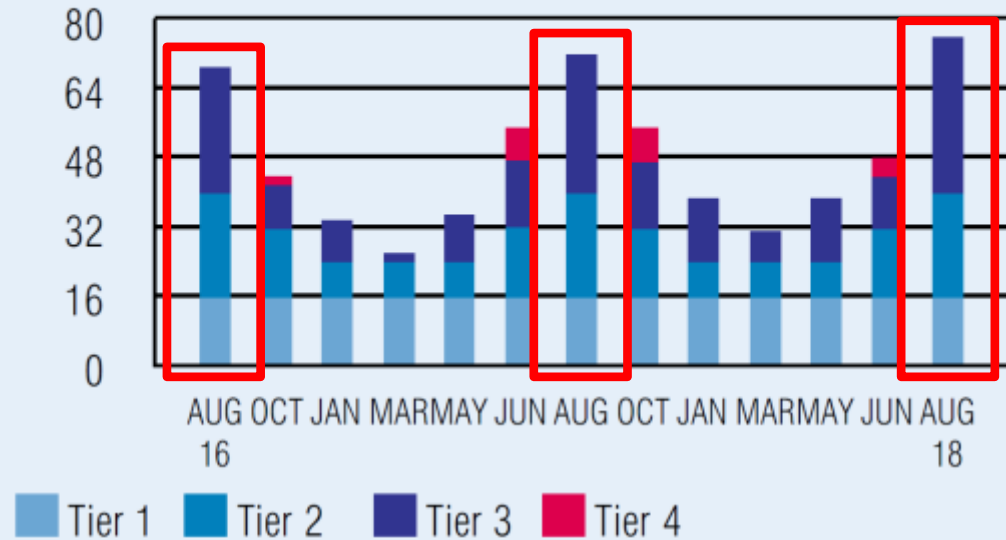


	Prev Yr	Aug 18
Total kWh used	2,375	2,374
Average daily kWh	41	40
Days in billing period	58	59
Your average daily cost of electricity		\$8.78

# Bill Confusion

Apples to apples comparison:  
Compare your bill to the same period in the prior year, not the last month.

**USAGE HISTORY** (*Total HCF*)



	Prev Yr	Aug 18
Total HCF used	72	76
Average daily gallons	883	932
Days in billing period	61	61
Your average daily cost of water		\$10.37
Your average cost per gallon of water		\$0.01

*1 Hundred Cubic Feet (HCF) = 748 Gallons*



# Power Tiered Pricing

## Single Dwelling Unit Residential Customers, Rate per kWh

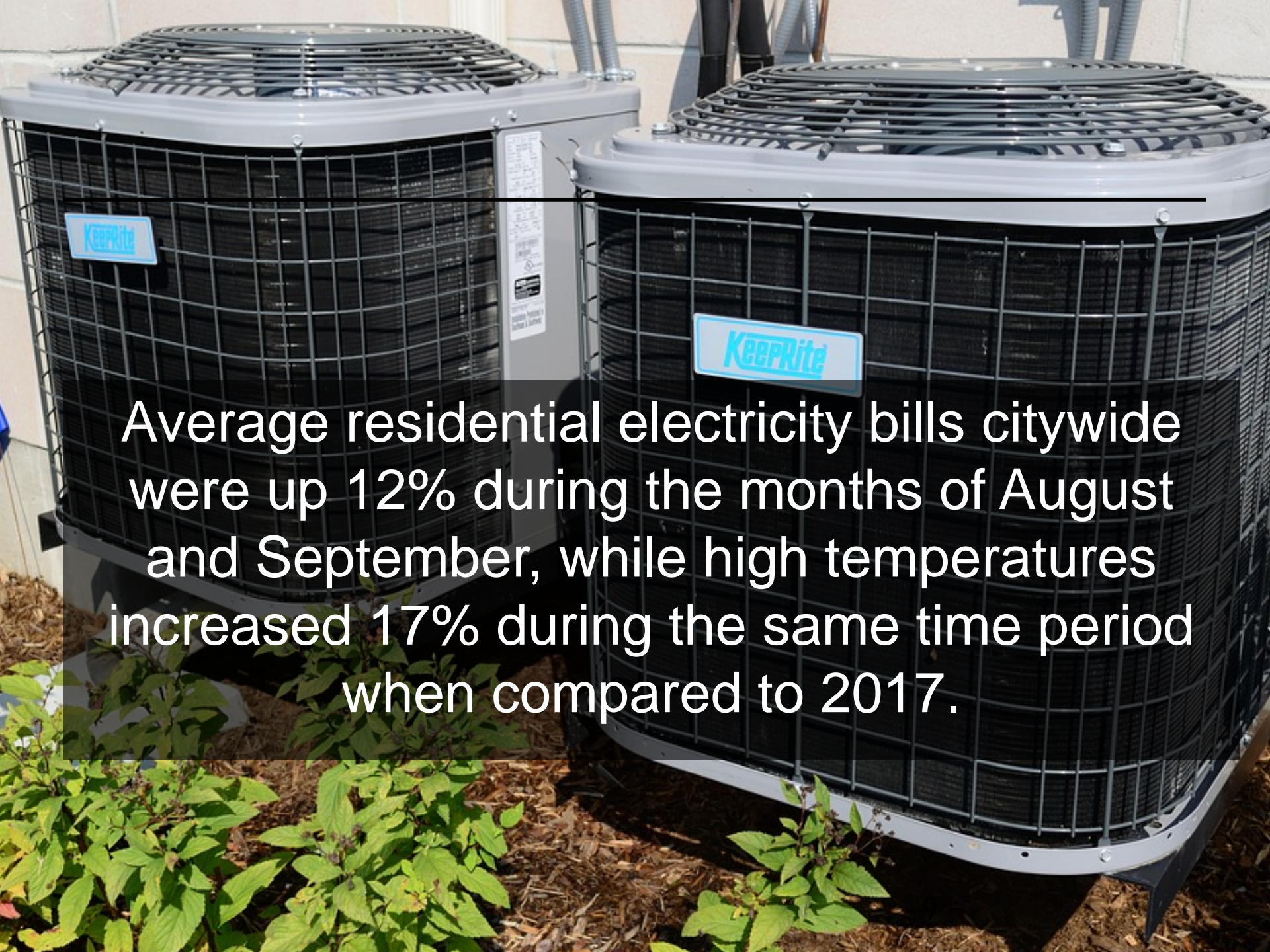
Month	2018 Consumption Charge			2018 Power Access Charge		
	Tier 1	Tier 2	Tier 3	Tier 1	Tier 2	Tier 3
Jan.-Mar.	\$0.15498	\$0.19526	\$0.19526	\$ 1.30	\$ 4.90	\$ 15.00
Apr.-May	\$0.15614	\$0.19642	\$0.19642	\$ 1.30	\$ 4.90	\$ 15.00
Jun.	\$0.15614	\$0.19642	\$0.26427	\$ 1.30	\$ 4.90	\$ 15.00
Jul.-Sep.	\$0.16479	\$0.21312	\$0.28922	\$ 1.75	\$ 6.25	\$ 18.50
Oct.-Dec.	\$0.16563	\$0.21396	\$0.21396	\$ 1.75	\$ 6.25	\$ 18.50
Month	2017 Consumption Charge			2017 Power Access Charge		
	Tier 1	Tier 2	Tier 3	Tier 1	Tier 2	Tier 3
Jan.-Mar.	\$0.14872	\$0.18401	\$0.18401	\$ 0.85	\$ 3.00	\$ 9.00
Apr.-May	\$0.15092	\$0.18621	\$0.18621	\$ 0.85	\$ 3.00	\$ 9.00
Jun.	\$0.15092	\$0.18621	\$0.24198	\$ 0.85	\$ 3.00	\$ 9.00
Jul.-Sep.	\$0.14788	\$0.18816	\$0.25601	\$ 1.30	\$ 4.90	\$ 15.00
Oct.-Dec.	\$0.15278	\$0.19306	\$0.19306	\$ 1.30	\$ 4.90	\$ 15.00

# Water Tiered Pricing

Single Dwelling Unit Residential Customers, Rate per Hundred Cubic Feet

Tier Rates				
Months	Tier 1	Tier 2	Tier 3	Tier 4
<b>2018</b>				
Jan.-Jun.	\$6.203	\$8.358	\$9.479	\$9.822
Jul.-Dec.	\$6.310	\$8.315	\$9.226	\$9.226
<b>2017</b>				
Jan.-Jun.	\$5.892	\$7.341	\$8.206	\$8.206
Jul.-Dec.	\$5.671	\$7.301	\$9.558	\$9.657



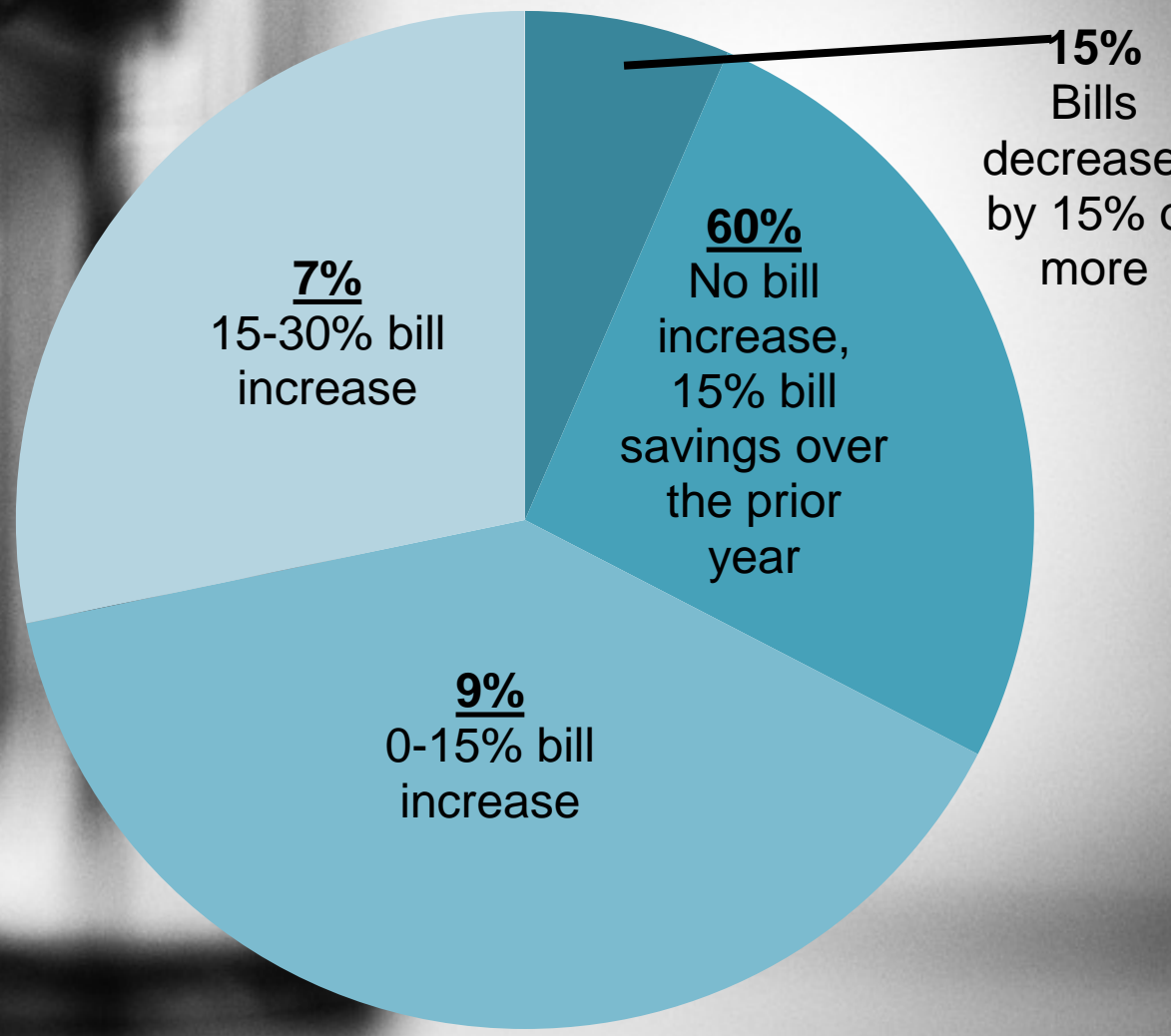


Average residential electricity bills citywide were up 12% during the months of August and September, while high temperatures increased 17% during the same time period when compared to 2017.

Average residential water bills were up 6% during June – September, 2017, also reflecting the 17% hotter temps than 2017.



# LADWP Water Customers' Bills



## LADWP Power Customers' Bills

10% of customers: bills DECREASED by 15% or MORE

59% of customers: NO INCREASE and had a 15% SAVINGS

11% of customers: 0% and a 15% INCREASE

9% of customers: 15% - 30% INCREASE





# We've got you covered!

## Attic Insulation Rebate



# Heroic Savings

**\$400 Rebate**   
on qualified high efficiency  
clothes washers

It doesn't  
take much  
but it  
does take  
all of us.



The LADWP \$400 HE clothes washer rebate is administered by the Metropolitan Water District; selecting Learn More will direct you to their website.



REFRIGERATOR REBATE PROGRAMS

**Take a bite  
out of your  
power bill.**

Save up to \$60 annually  
by exchanging your old  
refrigerator for a new  
efficient model.\*

[ladwp.com/SAVE](http://ladwp.com/SAVE)

# Home Energy Improvement Program







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