



# NEED HELP PAYING YOUR BILLS?

We're here to help!



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



## PROGRAMS TO HELP YOU SAVE MONEY ON YOUR BILLS AND QUALIFY YOU FOR OTHER PROGRAMS!

LADWP DISCOUNT PROGRAMS	WHO IS IT FOR?
<b>EZ-SAVE</b>	Income-qualified customers
<b>Senior Citizen/Disability Lifeline Rate (Lifeline)</b>	Income-qualified customers who are 62 and older or with an eligible disability
<b>Physician Certified Allowance Discount (PCAD)</b>	Households with an eligible physical disability such as paralysis, multiple sclerosis, neuromuscular disorders, and others
<b>Life-Support Equipment Discount (Life Support)</b>	Households who use an eligible life-support device such as motorized wheelchairs, respirators, dialysis machines, and others

OTHER LADWP PROGRAMS	WHO IS IT FOR?	WHAT IS IT?
<b>Level Pay</b>	Residential customers who want a predictable, monthly bill over the year	A predictable monthly bill based on your past usage. Past due balances can also be rolled into this bill to provide one consistent, monthly payment.
<b>Extended Payment Arrangements</b>	Residential and commercial customers who need more time to pay any balances	No down payment. No interest. No fees. Extended time to pay your balance: up to 48 months for discount customers and up to 36 months for all other customers.



**Customer Contact Center**  
1-800-DIAL-DWP  
(1-800-342-5397)  
TTY: 1-800-HEAR-DWP  
(1-800-432-7397)

Monday-Friday: 7 a.m. to 7 p.m.  
Saturday: 7 a.m. to 2 p.m.  
Sunday and Holidays: Closed  
Available 24/7 for  
emergency/outage calls



**Locate your nearest  
Customer Service Center**  
[ladwp.com/csc](http://ladwp.com/csc)



## STATE RESIDENTIAL RELIEF PROGRAMS ARE ALSO AVAILABLE TO HELP YOU WITH YOUR UTILITY BILLS!

STATE ASSISTANCE PROGRAMS	WHAT IS IT?	HOW TO APPLY
<p><b>Low Income Home Energy Assistance Program (LIHEAP)</b></p> <p>PROGRAM WEBPAGE ladwp.com/LIHEAP</p>	<p>Up to \$3,000* to help with your electricity bills.</p> <p>Free appliances and free weatherization services are also available!</p> <p><b>ACT FAST! LIMITED FUNDING</b></p>	<p><b>CALL YOUR LOCAL SERVICE PROVIDER TO LEARN MORE &amp; APPLY TODAY!</b></p> <p> San Fernando Valley, Northeast LA, East LA: Maravilla   323-721-4162 or 800-906-4651 www.maravilla.org</p> <p> West LA, Central LA, South LA: PACE   213-989-3177 www.pacela.org/our-work/energy</p>
<p><b>Low Income Household Water Assistance Program (LIHWAP)</b></p> <p>PROGRAM WEBPAGE ladwp.com/LIHWAP</p>	<p>Up to \$15,000* to pay past due, or from \$200 to \$316 for current, water and/or sewer bills. Renters with water included in your rent can also apply!</p> <p><b>ACT FAST! LIMITED FUNDING</b></p>	<p> Harbor: Long Beach Community Action Partnership 888-351-4061 www.lbcap.org/energy-assistance-heap</p> <p> Owens Valley: Inyo Mono Advocates for Community Action 760-873-8557 www.imaca.net/energy-assistance</p>

\*Benefit amounts may vary and are subject to change. Contact your local service provider to learn more.

## COMMON QUESTIONS

**Can I combine discounts?** Eligible customers can combine the Lifeline, PCAD, and/or Life-Support discounts. And, also receive the LIHEAP and LIHWAP assistance with no impact to other benefits.

**Do I need to provide a social security number to apply to LADWP discounts and programs?** No. Any LADWP customer can apply for our discounts and programs. You will still need to meet eligibility rules for each program.

**Does utility assistance count for public charge purposes?** Utility assistance is not considered for public charge purposes. Visit [chhs.ca.gov/public-charge-guide](http://chhs.ca.gov/public-charge-guide) to learn more.

**Do I need a social security number to apply for LIHEAP/LIHWAP?** Anyone 18 years or older and living in your household full-time can apply (such as an adult child, roommate, or relative). The applicant must have a social security number. The applicant's name does not need to be on the bill.

**Do I have to pay this money back?** No. These programs are to help households with their utility bills.

**Are LIHEAP/LIHWAP benefits taxable?** No. For residential customers, these programs do not count as income and are not taxable.

