



## Putting Customers First

### WATER AND POWER RATES REQUEST 2016-2020

LADWP is proposing a five-year rate action that seeks modest water and power rate increases each year based on the following key principles: replacing aging water and power infrastructure; transforming water and power supplies; improving customer service; and keeping rates competitive. Watch the informative videos and get complete details at MyLADWP.com.

## Special Assistance Programs

LADWP offers special discounts for low income-qualified customers as well as other payment assistance options, including:



- Low Income Discount Program
- Lifeline Rate
- Refrigerator Exchange Program
- Life Support Device Discount
- Physician Certified Allowance Discount
- Weatherization Assistance Program

For complete information about these programs, please visit [www.ladwp.com](http://www.ladwp.com) and click on "Rebates & Programs," or visit your nearest Customer Service Center.

## Wet Weather Preparedness

### Do you know what to do when the power goes out?



As your water and power provider, LADWP is ready for any possible weather-related outages. It's important that all customers be prepared in case of a power outage too. Do you know what to do?

- Stay calm and make an official report of your outage by calling 1-800-DIAL-DWP (1-800-342-5397). (Tweets or Facebook posts on LADWP social media are not official reports of service disruption.)
- Have a flashlight and extra batteries nearby. NEVER use candles during a power outage.
- Turn off lights but leave one light on so you will know when your service is restored.
- Turn off and unplug appliances and other electrical equipment. Unplug heat-producing items like space heaters and irons. This helps prevent circuit overloading, which could delay restoration of service.

## Trouble Paying Your Bill?

### LADWP Offers Payment Plans to Help

#### Options

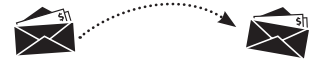
30% Down  
+ 3 Months



50% Down  
+ 4 Months



Brief Payment Extension



#### Enroll



Visit [ladwp.com](http://ladwp.com) 24/7 and click "Pay Plan Options" within the Residential Customer Service module

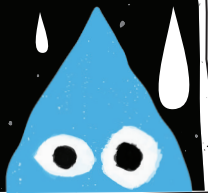


Call 1-800-DIAL-DWP, M-F 7am-7pm + Sat 7am-2pm, and speak to a Customer Service Representative

Customers must meet eligibility requirements to enroll. Please visit [ladwp.com](http://ladwp.com) or call 1-800-DIAL-DWP for program details.

## IT'S RAINING MONEY!

Buy a rain barrel, get \$100 back! Get cash back on up to four barrels.



/LADWP



@LADWP



/LADWP1

JOIN US ON  
SOCIAL MEDIA

## DON'T GET SCAMMED!

LADWP will NEVER call asking for immediate bill payment over the phone.

More info at [www.ladwp.com/SecurityServices](http://www.ladwp.com/SecurityServices)





## Nuestros Clientes Primero

### Propuesta Para el Aumento de Tarifas de Agua y Energía 2016-2020

El Departamento de Agua y Energía de Los Ángeles (LADWP) propone una acción para un aumento menor en las tarifas de agua y energía a lo largo de cinco años. Esta propuesta se basa en los siguientes principios fundamentales: la sustitución de infraestructura antigua de agua y energía; la transformación de los suministros de agua y energía; mejoramiento del servicio al cliente; y el mantenimiento de tarifas competitivas. Reuniones comunitarias se han programado en toda la ciudad, donde los clientes pueden aprender más información sobre la propuesta y obtener respuestas a sus preguntas. ¡Los esperamos! Los detalles completos sobre las tarifas y las reuniones se pueden encontrar en [www.MyLADWP.com](http://www.MyLADWP.com).

## Programas de asistencia especiales

El LADWP ofrece descuentos especiales a clientes calificados de bajos ingresos así como otras opciones de asistencia de pagos, incluyendo:



**¡AHORRE!**

- Programa de descuento por bajos ingresos
- Tarifas salvavidas (Lifeline)
- Programa de intercambio de refrigeradores
- Descuento por dispositivos de soporte de vida
- Descuento de concesión aprobado por un médico

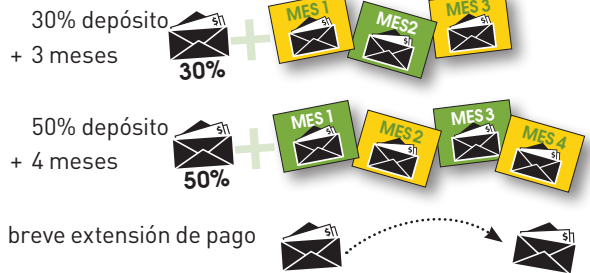
Programa de asistencia con gastos de energía para  
Programa de asistencia de climatización

Para obtener información completa sobre estos programas, visite [www.ladwp.com](http://www.ladwp.com) y haga clic en "Rebates & Programs" (Reembolsos y programas) o visite al Centro de atención al cliente más cercano.

## ¿Dificultad Pagando Su Factura?

### LADWP Ofrece Planes de Pago para Ayudar

#### Opciones



#### Registrar

Para registrarse, visite [www.ladwp.com](http://www.ladwp.com), entonces haga clic en "Opciones de Plan de Pagos" dentro del módulo para Servicio al Cliente Residencial o llame al 1-800-DIAL-DWP.

Los clientes deben cumplir con los requisitos de elegibilidad para registrarse. Por favor, visite al [ladwp.com](http://ladwp.com) o llame al 1-800-DIAL-DWP para los detalles del programa.

## ¡NO SEA VICTIMA DE FRAUDE!

LADWP nunca le llamará pidiendo pago inmediato de su factura por teléfono.

Para más información visite: [www.ladwp.com/SecurityServices](http://www.ladwp.com/SecurityServices)



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## ESTÁ LLOVIENDO DINERO!

Compre un barril para almacenar agua de lluvia y recibirá un reembolso por \$100. (Reembolsos por hasta cuatro barriles).



NUESTROS MEDIOS SOCIALES