

LADWP Business Customers

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We're Working for LA!
Water for Life, Power to LA

Los Angeles Department of Water and Power
Commercial Markets Business Unit, Room 1004
P.O. Box 51111
Los Angeles, California 90051-0100

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SERVICES AND PROGRAMS

Billing Inquiries and Information Customers with concerns or questions about an LADWP bill should contact the LADWP Commercial Resource Center at 1 (800) 499-8840.



Branch Offices and Payment Centers

We are available at 14 branch offices to assist you with bill payment and other services. For the office or payment center nearest you, look on the back of your LA Municipal Services bill statement or call 1 (800) 499-8840.

Crenshaw-Baldwin Hills Area Community Meeting Room Availability

Qualified nonprofit organizations may have community meetings at the Crenshaw Baldwin Hills Branch Office located at 4030 Crenshaw Blvd. You must schedule your meetings at least two weeks in advance. For scheduling assistance, call (213) 367-1361 or write to Crenshaw Auditorium Reservations, P.O. Box 51111, Room 1510, Los Angeles, CA 90051-0100.

Distributed Generation (DG) DG is a concept of installing and operating small electric generators at or near a customer facility. LADWP provides free consultation, rebate programs, special DG rates, and assistance on interconnection requirements. For more information, please call (213) 367-0535 or visit the DG page at www.ladwp.com.

Economic Development Program Businesses newly located or expanding in State Enterprise or Federal Empowerment Zones may be eligible for a 5-year Enterprise/Empowerment Zone electric rate subsidy, starting at 35% the first year. For more information on the rate or other business improvement programs, call the Community Development Department at (213) 485-4767 or the LADWP Economic Development Team at 1(800) 864-4409.

Energy Efficiency for a Green LA LADWP has several programs for customers who want to reduce their electricity usage and their monthly utility bills. If your business has lighting, heating, ventilation and/or air conditioning, motors, and chillers, we may have a program that is right for your busi-

AS YOUR LOCAL WATER AND ENERGY PROVIDER, THE LOS ANGELES DEPARTMENT OF WATER AND POWER OFFERS ITS BUSINESS CUSTOMERS A NUMBER OF SERVICES AND PROGRAMS. THE FOLLOWING IS A LIST OF SERVICES, PROGRAMS, FREQUENTLY-ASKED-QUESTIONS, AND TELEPHONE NUMBERS AVAILABLE TO ASSIST LADWP BUSINESS CUSTOMERS WITH THEIR WATER AND ENERGY NEEDS.



ness. For more information on these programs and financial incentives currently available, call 1 (800) GREENLA (473-3652) or visit www.ladwp.com.

Electric and Magnetic Fields (EMF) Information or Testing For your convenience, our EMF group provides information and testing assistance. Call 1 (800) 499-8840.

Electric Trouble If you experience a problem with electrical service, or a power outage, call 1 (800) 499-8840.

Energy Load Monitoring (ELM) Program Commercial and industrial customers can gain a better understanding of their energy practices or better plan for their future needs with tools that allow them to view, modify, and analyze their energy usage data. For more information, please call (213) 367-2010 or e-mail elm@ladwp.com.

Energy Use Analysis We offer analysis of your energy usage with recommendations for specific efficiency practices and/or equipment. If you would like this service, call 1 (800) GREENLA (473-3652). An on-line energy analysis is available at www.ladwp.com.

Exhibits For your next community fair, LADWP offers a wide variety of exhibit topics such as earthquake preparedness, water and energy conservation, and electrical safety. For more information, call (213) 367-1361.

Fiber Optics LADWP leases out dark fiber and offers bandwidth transport services to interested parties and is expanding its already extensive fiber optic infrastructure in the Los Angeles area. For the current status of this program, please call LADWP at 1 (866) DWP-LAON.

Graffiti Complaints For graffiti removal on power poles or LADWP buildings, please call 1 (800) DIAL-DWP (342-5397). For other city facilities please call 1 (800) 611-CITY (2489).

Green Power for a Green LA LADWP offers customers the opportunity to bring electricity from new, clean, natural forms of energy

such as solar, wind, biomass, or geothermal to L.A. Call 1 (800) GREENLA (473-3652) or visit www.ladwp.com, for the current status of this program.

Literature If you would like information on water and energy-related subjects such as water quality, electric and magnetic fields, and conservation, call (213) 367-1361 or write to LADWP literature, P.O. Box 51111, Room 1510, Los Angeles, CA 90051-0100.

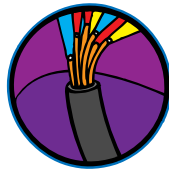
New Service Information For new service information on the following subjects: temporary service, engineering, meter service, Building and Safety releases, interpretation of rules for new and modified electric and water services, and inspection for compliance with plans and regulations for electric and water services, call 1 (800) 499-8840.

Outdoor Area Lighting Law enforcement agencies all agree – more light usually means less crime, less vandalism, and more security. Our fixtures provide six to ten times as much light as conventional lighting for the same energy consumption. For more information, call 1 (800) DIAL-DWP (342-5397).

Payment Extensions We will work with you to set up a payment plan if you are experiencing difficulty paying your LA Municipal Services bill. We would like to ease the financial strain as well as enable you to meet your payment obligation. For more information, call 1 (800) 499-8840.

Power Quality The Power Quality business support team performs trouble-shooting, testing, analysis, evaluation, and provides solutions to power quality problems. Call (213) 367-6080 or visit us at www.ladwp.com.

Sewer and Sanitation Service Charge The LADWP collects the funds for the City's Sewer Service Charge and Sanitation Equipment Charge. If you have questions about the Sewer or Sanitation Equipment Charge billing, please call LADWP at 1 (800) 499-8840. If you have other questions regarding the



Sewer Service Charge, please call the Department of Public Works, Bureau of Sanitation at 1 (800) 540-0952. If you have questions regarding the Sanitation Equipment Charge, please call the Bureau of Sanitation at 1 (800) 773-2489.

Solar Power for a Green LA Solar photovoltaic (PV) panels directly convert the sun's energy into electricity. Solar power is clean, safe, quiet and environmentally sound. LADWP offers an incentive program to encourage customers to install PV systems. For the current status of the Solar Power Program call 1 (800) GREENLA (473-3652) or visit www.ladwp.com.

Speech and Hearing Impaired Hearing impaired customers with a TDD device can conduct business with the LADWP by calling 1 (800) HEAR-DWP (432-7397).

Speakers Bureau For your convenience, LADWP speakers are available to talk to groups of 15 or more. There are a variety of subjects to choose from such as customer services, energy efficiency, water conservation, earthquake preparedness, water quality, electric transportation, and more. Call at least two weeks in advance for scheduling at 1 (800) 322-8830 or write LADWP Speakers Bureau, P.O. Box 51111, Room 1510, Los Angeles, CA 90051-0100.



Streetlight Maintenance

For lamp replacements or globe washing for streetlights on wooden poles, call 1 (800) DIAL-DWP (342-5397). For all other types, call 1 (800) 303-5267.

Supplier Diversity Program This program is designed to promote opportunities for minority and women business enterprise to compete for contracts providing services to the LADWP. Call (213) 367-2310, or write to LADWP Purchasing Office, Supplier Diversity Program, P.O. Box 51111, Room 1114, Los Angeles, CA 90051-0100.

Time-of-Use Rate You may benefit from this rate if most of your electricity usage is in the base hours

(8:00 p.m. to 9:59 a.m. and all day on weekends). This rate is based on the time of day energy is consumed. For more information, call 1 (800) 499-8840.

Trees for a Green LA LADWP non-residential and multi-family common area customers can receive free shade trees by following a few steps. For the current status of the program, call 1 (800) GREENLA (473-3652) or send an email to trees.program@ladwp.com.

Tree Trimming Trees which grow into power lines are trimmed by the LADWP for safety and reliability purposes. This is done on a regular basis. To report problems in this area, please call 1 (800) 499-8840 or location-specific telephone numbers on page 8.

Water Efficiency Programs LADWP offers rebates to customers interested in reducing their water use and their monthly utility bills. Rebates are available for the installation of ultra-low-flush toilets and urinals, high efficiency clothes washers, kitchen equipment, and cooling tower efficiency measures. Call the SAV-A-BUC Program at 1-877-728-2282.



Water Quality Information Drinking water in the City of Los Angeles meets all federal and state standards. If you would like information on the source or an analysis of your tap water, or have problems with the quality of your tap water, call (213) 367-3182.

Water Technical Assistance Program You are eligible to receive financial incentives if you are a commercial, industrial or institutional customer who improved your facilities with pre-approved, water efficient equipment and products. For information call 1 (800) 544-4498.

Water Trouble Information If you have a broken water main, broken fire hydrant, or other water problems, call 1 (800) 499-8840.

Water Main Cement Lining Projects For information about cement lining projects in your area, call 1 (800) 499-8840.

FREQUENTLY ASKED QUESTIONS

How do I apply for service?

Applications for existing water and/or electric service(s) may be made by telephone or in a Branch Office. Commercial and Industrial services may be placed under the name of the sole proprietor or business entity as it appears on State records. Valid tax identification and corporate identification numbers are required. Call 1 (800) 499-8840.

How do I establish credit with LADWP?

Commercial credit may be established after 36 months by maintaining an account paid in full without late payments or delinquency action.

When will I be asked to pay a deposit?

A deposit may be requested if the information you provide cannot be verified, your business is new without a prior credit history or an inadequate credit history, and/or your company has demonstrated inadequate payment habits.

If I pay a deposit, when will it be refunded?

Commercial/industrial accounts are reviewed for refund eligibility after 36 months of full continuous prompt payment. Refundable deposits may appear as a credit on the bill following the review period.

How are deposit amounts determined?

Commercial deposits are based on average industry and facility use.

What is a "Facilities Charge?"

This is a charge that is based on the highest kilowatts recorded in the past 12 months or is based on 50% of the rated transformer capacity (RTC).

Does LADWP charge a fee on late payments?

Balances exceeding \$150 per water/electric service, may be assessed a late payment charge if it remains unpaid at the time the next bill is calculated. The late payment charge amounts to 18% annually.

When is my bill due?

For customers' convenience, LADWP includes the due date directly on the bill.

Why was my bill estimated?

Bills are estimated when a meter cannot be read (i.e., a locked gate). Or, if upon reading, the meter is found to be damaged or defective.

What is a "Direct Debit?"

Through Direct Debit, LADWP offers three ways to pay your bill: by automatic debit, by phone or by Internet.

What is the "Energy Cost Adjustment?"

This is a charge based on the cost of fuel needed to generate electricity and the customer's energy consumption.

What is the "Purchased Water Cost?"

The purchased water cost reimburses LADWP for the cost of buying water from the Metropolitan Water District (MWD).

What is the "Sewer Service Charge (SSC)?"

The SSC is a non-LADWP charge collected on behalf of the City's Department of Public Works, Bureau of Sanitation. The SSC is based on the customer's metered water consumption to derive revenue for constructing and maintaining sewers and sewage treatment plants and for treating that portion of delivered water which is discharged into the sewage system.

Why is the SSC higher than my water bill?

The rate charged for potable water delivered to your business fluctuates on a quarterly basis primarily based on the quantity of water the LADWP purchases from the Metropolitan Water District. The rate charged for the SCC, which is based on the cost to treat wastewater, does not vary during the year and has been typically higher than the cost of supplying potable water, especially when compared with the LADWP's low season water rates (November through May). As a result, the relatively fixed SCC can, in some cases, be greater than the potable water cost. Call Bureau of Sanitation at 1 (800) 540-0952 for more information.

What is the "State Surcharge?"

The state surcharge is a provision to finance activities of the California Energy Commission, and is based on a customer's energy consumption.

Why do I have to pay the City Utility Tax?

This is a non-LADWP charge collected on behalf of the City Clerk's office that imposes a utility user's tax on electricity, telephone, gas and cable usage.

How do I get a bill extension?

LADWP will work with a customer who is experiencing difficulty in paying a bill to set up a payment plan. Call 1 (800) 499-8840.

What do I do if my bill is high due to a water leak?

If you discover a water leak, have it repaired immediately. If the leak is underground, an adjustment to your bill may be made after repairs have been completed. Call 1 (800) 499-8840.

To whom do I speak about a billing dispute?

A Commercial Resource Center (CRC) representative will be glad to review your bill with you and make recommendations to resolve the dispute. Call 1 (800) 499-8840.

HELPFUL TELEPHONE NUMBERS

Billing Inquiries and Information	1 (800) 499-8840
Branch Offices and Payment Centers	1 (800) 499-8840
City Utility Tax	1 (800) 215-6277
Crenshaw-Baldwin Hills Area Community Meeting Room	(213) 367-1361
Community Development Department	(213) 485-4767
Deposit Information	1 (800) 499-8840
Dig Alert	1 (800) 227-2600
Disaster Preparedness	(213) 485-PREP (7737)
Distributed Generation	(213) 367-0535
Economic Development Program	(213) 485-4767 or 1 (800) 864-4409
Electric and Magnetic Fields Information and Testing	1 (800) 499-8840
Electric Trouble	1 (800) 499-8840
Energy Efficiency for a Green LA	1 (800) GREENLA (473-3652)
Energy Load Monitoring Program	(213) 367-2010
Energy Use Analysis	1 (800) GREENLA (473-3652)
Exhibits	(213) 367-1361
Fiber Optics	1 (866) DWP-LAON
Graffiti Complaints LADWP facilities City facilities	1 (800) DIAL-DWP (342-5397) 1 (800) 611-CITY (2489)
Green Power for a Green LA	1 (800) GREENLA (473-3652)
Literature	(213) 367-1361
New Electric/Water Service	1 (800) 499-8840
Outdoor Area Lighting	1 (800) DIAL-DWP (342-5397)
Payment Extension	1 (800) 499-8840
Power Quality	(213) 367-6080
Recycling	1 (800) 773-2489
Sanitation Service Charge	1 (800) 773-2489
Sewer Service Charge	1 (800) 540-0952
Solar Power for a Green LA	1 (800) GREENLA (473-3652)
Speech & Hearing Impaired	1 (800) HEAR-DWP (432-7397)
Speakers Bureau	1 (800) 322-8830
Streetlight Maintenance LADWP Non-LADWP	1 (800) DIAL-DWP (342-5397) 1 (800) 303-5267
Supplier Diversity Program	(213) 367-2310
Time-of-Use Rate	1 (800) 499-8840
Tours of LADWP Facilities	(213) 367-1361
Trees for a Green LA	1 (800) GREENLA (473-3652)
Tree Trimming Metro East Valley West Valley	(213) 367-6204 (818) 771-4800 (818) 775-5216
Water Efficiency Programs	1 (877) 728-2282
Water Technical Assistance Program	1 (800) 544-4498
Water Quality Information	(213) 367-3182
Water Trouble	1 (800) 499-8840
Water Main Cement Lining	1 (800) 499-8840

GLOSSARY OF TERMS

Fiber Optics – is the technology that transmits light through optical fibers for communication or signaling. **Dark fiber** is unused fiber.

kilowatt Demand (kW) – is a unit of electric load or power equal to 1,000 Watts. 1,000 Watts = 1kW demand.

kilowatt-hour (kWh) – is the basic unit of electric energy usage equal to one kilowatt of power supplied from an electric circuit for one hour. 1,000 watts (1 kW) used for one hour = 1 kWh.

Time-of-Use Periods and Rates (TOU) – TOU rates offer electricity at three different prices, based on the time of day when the electricity is actually used. The periods are: **Base** (8:00 p.m. to 9:59 a.m., Monday through Friday and all day Saturday and Sunday); **Low Peak** (10:00 a.m. to 12:59 p.m., Monday through Friday, and 5:00 p.m. to 7:59 p.m., Monday through Friday); and **High Peak** (1:00 p.m. to 4:59 p.m., Monday through Friday).

Hundred Cubic Feet (HCF) – 1 HCF = 748 gallons of water = 1 billing unit of water.

Commercial Resource Center
1 (800) 499-8840
www.ladwp.com