



Los Angeles
Department of
Water & Power

Update on Customer Assistance and State Relief Funds

October 26, 2021



The Pandemic has impacted our communities, causing many to fall behind on utility bills, including:



Essential workers who supported the city during the Pandemic

Zip codes that have higher percentages of essential workers also have higher percentages of customers with utility debt



Those who live in lower income neighborhoods

Neighborhoods that have higher rates of poverty also have higher rates of customers with utility debt



Those likely to have been impacted due to COVID-19

Neighborhoods with higher rates of arrears also have higher mortality rates as a result of COVID-19

State relief is coming to help LADWP customers who have fallen behind



\$183M

Residential relief anticipated



Mar 2020 to Jun 2021

Eligible time period



247K

LADWP active residential
customers



No application required

LADWP to apply for eligible customers

State relief is coming to help LADWP customers who have fallen behind



\$70M

Residential relief anticipated

83K

LADWP residential water customers⁽¹⁾



\$12M

Commercial relief anticipated

7.1K

LADWP commercial water customers⁽¹⁾



Mar 2020 to Jun 2021

Eligible time period



No application required

LADWP to apply for eligible customers

⁽¹⁾ Includes inactive accounts



Total State Help Anticipated

\$183M for unpaid power bills (Priorities 1 and 2)

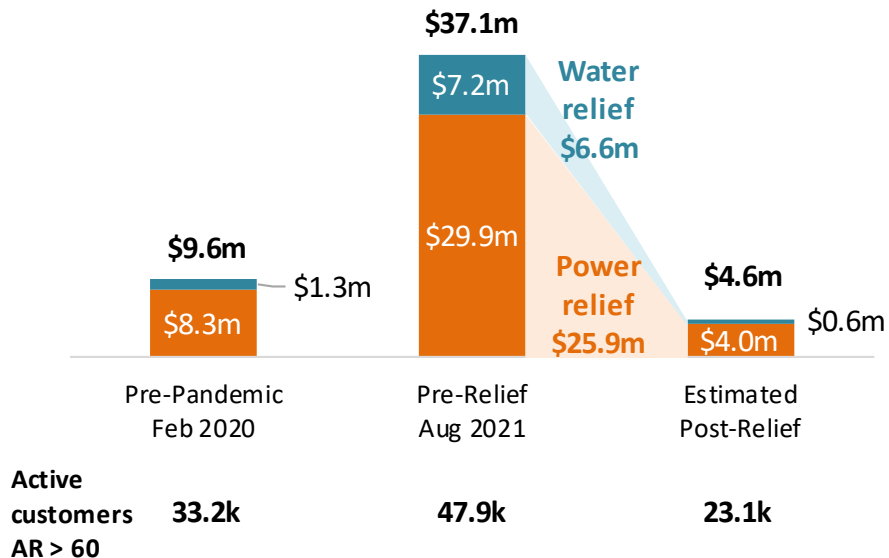
\$82M for unpaid water bills (Priorities 1 to 4)

\$265M in support of **280K** LADWP customers

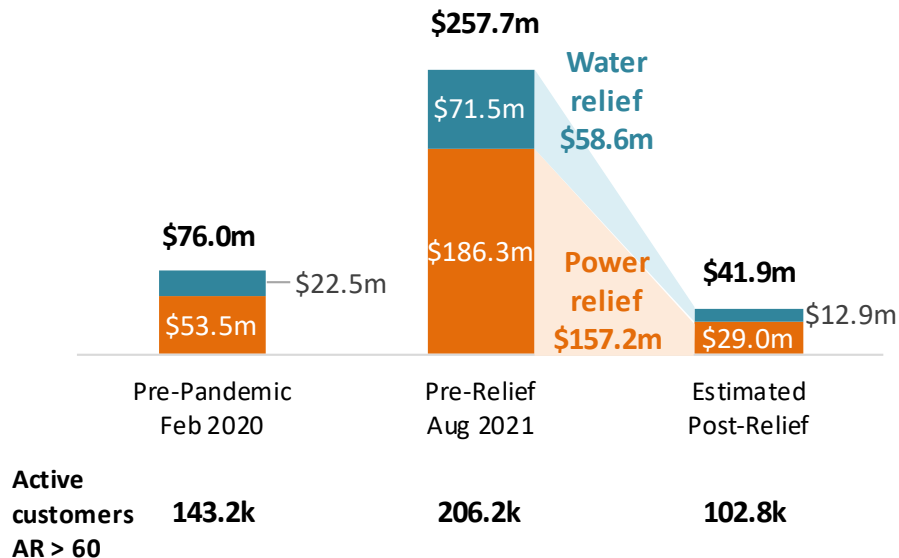
State relief will help significantly, but we expect many to continue to have past due bills

Power Water

Active Discount Residential (AR > 60)



Active Non-Discount Residential (AR > 60)



We will invest **\$15M** to support the continued recovery of our most vulnerable customers

Proposed Low Income Customer Connections Program

Improve our understanding of our low income customers, and identify ways to improve our programs and efforts

Customers	Low Income Discount Program & Lifeline
Size	~80,000 customers
Eligibility	<\$500 balance (Power and Water)
Compensation	One time bill credit
Budget	~\$15M
Timing	After state relief is applied

We have also improved two key financial assistance programs to support customers

Streamlined Enrollment Process for the Low Income Discount Program

Making the process easier and more accessible

Available Nov 1, 2021

-
- Proof of income documents no longer required
 - New audit process to maintain the integrity of the program

Extended Payment Arrangements

No fee options with greater flexibility

Available Nov 1, 2021

-
- 48 months for discount customers (double the length of previous terms)
 - 36 months for all others (triple the length of previous terms)
 - Down payment no longer required

We are also working on a level pay program to make bills more consistent and predictable

Level Pay

Fixed monthly payments to make bills more predictable and easier to manage

Launches June 2022

- Fixed monthly payment based on past usage
- Smooths out fluctuations in bills
- Adjusted annually
- Includes any arrears

We are launching a comprehensive campaign to help our customers take advantage of our programs, as well as apply for federal funding

Federal Funding

- Up to \$4,000: Low Income Home Energy Assistance Program
- Up to \$2,000: Low Income Household Water Assistance Program
- Utility relief (Housing Is Key)



We will use all channels to communicate these programs during our campaign:

Channels we will use:

- www.ladwp.com
- Targeted communications:
 - social and email campaigns
 - Postcards, letters, and other direct mailers
- CBO grantees
- Government agency channels



Pulling it together: a hypothetical customer use case

Julie is a low income customer and rents an apartment with her family.

She had trouble with utility bills before the Pandemic, but losing her job during the Pandemic has made her situation more difficult.

Unpaid bills	Power	Total unpaid balance
Pre-Pandemic	\$200	\$200
Pandemic	\$1,000	\$1,000



Pulling it together: a hypothetical customer use case

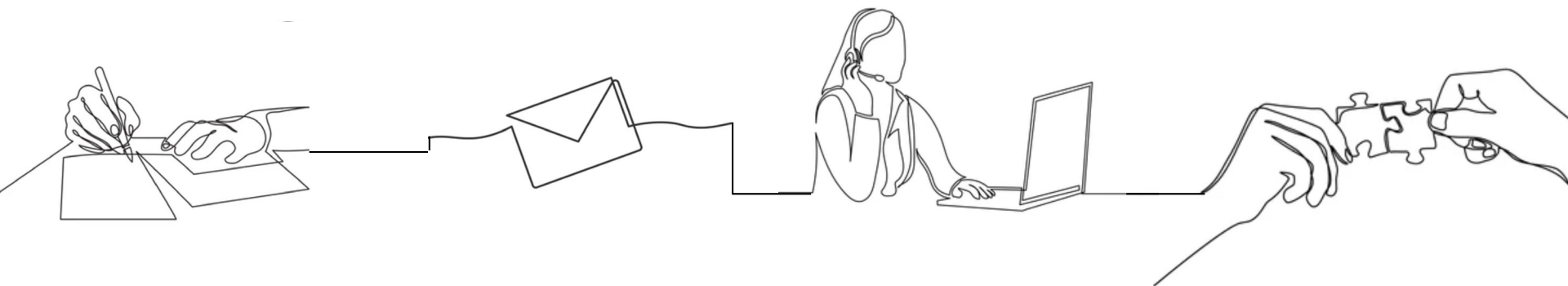
State relief of \$1,000 covers Julie's unpaid bills during the Pandemic.

LADWP's Low Income Customer Connect Program provides a \$200 bill credit to help cover the rest.

Unpaid bills	Power	Total unpaid balance
Pre-Pandemic	LADWP Low Income Customer Connect \$200	\$0
Pandemic	State relief \$1,000	\$0



Pulling it together: a hypothetical customer use case



*Julie feels relieved that her past due bills are covered, but **she misses another utility bill.***

*She receives **a mailer with various programs.***

*She also hears about these programs from **a local community-based org.***

***Julie calls DWP** to learn more.*

*The CSR listens and helps her sign up **for a payment arrangement.***

*Julie also learns about **other programs that can help.***

She feels supported** and knows that she can **look to LADWP for help.

We are closely tracking key milestones

Milestones	Time Period
Receive confirmation of final allocation of State relief	Oct / Nov 2021
Apply state funding to customer accounts	No later than Jan 31, 2022
Launch Proposed Low Income Customer Connections Program	Jan 2022
Launch Communications & Marketing Campaign	Nov 2021
Implement streamlined enrollment process for the Low Income Discount Program	Nov 2021
Launch Extended Payment Arrangement Program	Nov 2021
Launch Level Pay	Jun 2022

Our message to our customers: LADWP Cares

By uplifting all of our
customers, we are helping to
build a stronger Los Angeles

