

CUSTOMER BILL OF RIGHTS

The LA Board of Water and Power Commissioners recently approved a Customer Bill of Rights, which sets forth service level commitments to our customers. The Bill of Rights is part of LADWP's efforts to improve customer service and to be more responsive to our customers' needs.

Customer service has been General Manager David Wright's top priority, and while improvement has been made, we know that we have more work to do to provide you, our customer, with best in class customer service. The Customer Bill of Rights is consistent with our goals and mission as an organization, and sets forth our commitment to provide excellent customer service through reliable water and power service, and accurate and timely billing.

The Bill of Rights covers the following main areas:

- 1) Quick, Clear and Consistent Customer Service;
- 2) Reliable, Safe and Sustainable Power;
- 3) Reliable and High Quality Water, and
- 4) Collaborative Operations and Program.

To learn more, the complete Customer Bill of Rights is available online at www.ladwp.com/customerbillofrights.

SPECIAL ASSISTANCE PROGRAMS



LADWP offers special discounts for low income-qualified customers and 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 and click on "Rebates & Programs," or visit your nearest Customer Service Center.



12-6pm is energy prime time. Don't use big appliances, such as dishwashers and washing machines, during peak energy hours.

Drinking Water Notice

The 2016 Drinking Water Quality Report will be available for online viewing and download on April 1, 2017 at www.ladwp.com/waterqualityreport. It contains important notices and information about LA's tap water. To request a printed copy of the report, please call 1-800-DIAL-DWP (1-800-342-5397) on or after April 1, 2017.



Free California Friendly® Landscape Training Classes

Become a More Water-wise Gardener

Learn 6 Ways to Make Your Garden California Friendly®

1. Using a Holistic Approach to Gardening
2. Building a Living Soil Sponge
3. Rethinking Elements of Your Site
4. Right Plant, Right Place
5. Using Rainwater as a Resource
6. Managing Irrigation

Classes are from 9:00 a.m. to 12 p.m. and are geared toward residential customers. Parking is free. Class space is limited so please reserve by calling (800) 544-4498 and press option #5, or email: waterconservation@ladwp.com. After RSVPing, class location will be provided to participants.

Visit www.ladwp.com/landscapeclasses for more info and additional dates.

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HIGH-EFFICIENCY TOILETS USE AS LITTLE AS 0.8 GALLONS OF WATER PER FLUSH (GPF).

Install a high-efficiency toilet (1.1 gpf or less) in your home and get \$100 back.

