

LOS ANGELES DEPARTMENT OF WATER AND POWER POLICY AND PRACTICES FOR DISCONTINUATION OF RESIDENTIAL WATER SERVICE FOR NONPAYMENT

Shutoff Moratorium Update Related to COVID-19

As of March 31, 2022, the shutoff moratorium established in March 2020 by Los Angeles Mayor Eric Garcetti has ended and LADWP's collections activities have resumed. Customers who are past due may be subject to collections activities, including the issuance of past due notices and disconnection of water and/or electric service if they haven't signed up for an alternative payment schedule. Customers may find more details about enrolling in alternative payment plans at www.ladwp.com.

For purposes of compliance with the requirements of the California Water Shutoff Protection Act, California Health & Safety Code Section 116900 et seq., this document captures the policy and practices of the Los Angeles Department of Water and Power on discontinuation of residential water service for nonpayment.

I. LADWP Residential Water Billing and Collection Process Overview

The LADWP bills the majority of residential customers bi-monthly for their residential water service. Payment is due within nineteen (19) days from the bill date. If customers have questions about their bills, they may contact the LADWP Customer Contact Center at 1-800-DIAL-DWP (1-800-342-5397) or visit a LADWP Customer Service Center. Customers may refer to the back of their bill to read detailed contact information, as well as information on how to dispute a bill.

When an account has a past due balance which is more than nineteen (19) days old, LADWP mails or, for customers who opted for paperless delivery, emails the customer a Past Due Notice as a reminder payment is due. Pursuant to Section 116908 of the Health & Safety Code, if LADWP does not receive payment within sixty (60) days after the date of the Past Due Notice, LADWP will consider the bill to be delinquent such that it may, pursuant to Section 116908, initiate a severance process for the delinquent account that includes the discontinuation of water service.

Pursuant to Section 116908 of the Health & Safety Code, at least seven (7) business days before the discontinuation of a customer's residential water service for nonpayment, the LADWP will send a written Disconnect Notice by U.S. mail to the address of the customer named on the account and to the address of the property to which service is provided. Further, pursuant to Section 116908, in the event LADWP is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, LADWP will make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and LADWP's policy for discontinuation of residential water service for nonpayment.

The LADWP may charge an additional delinquency fee for accounts that which are not paid by the due date.

II. Options to Avert Discontinuation of Residential Water Service for Nonpayment

Customers who have received a residential Disconnect Notice due to nonpayment are provided information concerning the delinquency, and are informed they have several options to avoid discontinuation of water service. These options include: (1) paying the delinquent amount to LADWP; (2) participating in an alternative payment schedule; and (3) contesting or appealing the bill amount.

A. Pay Delinquent Amount to the LADWP

Customers can pay the delinquent amount on their residential service account through one of the following options:

1. Pay Online

- Customers may make an online payment by credit card or ACH by logging into their online account at www.ladwp.com. Customers must register and create an online profile in order to make an online payment.

2. Pay by U.S. Mail

- Customers may send the bottom portion of their bill with a check, money order or cashier's check payable to:
LADWP Payments
PO Box 30808
Los Angeles, CA 90030-0808

3. Pay in Person

- Customers may make a payment in person, by cash, check, credit card, money order or cashier's check at any LADWP Customer Service Center location. Customer Service Center addresses are located on the back of the bill.

4. Pay by Phone

- Customers may pay using their credit card by calling 1-800-MYPAYDWP (1-877-697-2939). The customer will need the account number and the associated access code to complete the transaction.

B. Participate in an Alternative Payment Schedule

Customers who are unable to pay the delinquent amount on their bills may participate in an alternative payment schedule to avoid discontinuation of residential water service for nonpayment.

Customers who are unable to pay the delinquent amount on their bill may contact the LADWP Customer Contact Center at 1-800-DIAL-DWP (1-800-342-5397) or visit any LADWP Customer Service Center to discuss this option and enroll in an alternative payment schedule to avoid discontinuation of their residential service. Customers with qualifying accounts may also enroll in a Pay Plan online at www.ladwp.com.

Customers may find more details about Payment Arrangements and Pay Plans at www.ladwp.com.

1. A **“Payment Arrangement”** is an alternative payment schedule established by an agreement between LADWP and a customer in which the customer agrees to pay the delinquent charges on their account with equal payment installments of the delinquent bill amount.
 - Payment Arrangement installments must be paid on the customer’s regular bill due dates in addition to the current charges to avoid discontinuation of service.
2. A **“Pay Plan”** is an alternative payment schedule established by an agreement between the LADWP and a customer in which the customer agrees to make payments of their delinquent account balance on a customized schedule with specific due dates. Pay Plans allow customers to pay the delinquent charges in installments due on scheduled dates that are independent from the customer’s subsequent regular bill due date.
 - The customer must pay the Pay Plan installments on the scheduled due dates and remain current on future charges to avoid discontinuation of water service.

C. Contest or Appeal Bill Amount

In accordance with LADWP’s Rules Governing Water and Electric Service, customers can contest or appeal their bill by contacting LADWP Customer Contact Center by phone at 1-800-DIAL-DWP (1-800-342-5397), by visiting any LADWP Customer Service Center, or by visiting <http://www.ladwp.com/contactus>.

- After a Customer Service Representative explains the charges, the customer may ask for additional information from a supervisor.
- If the customer still disagrees with the bill, the customer has a right to a management-level review.
- To request a management-level review, customers can send a written request to LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100.
- Customers must pay the undisputed portion of the bill within seven (7) days of the request for a management review.
- The account will be reviewed and the customer will be informed of the result
- Information about contesting or appealing a bill amount appears on the back of the customer’s printed bill.

Pursuant to Section 116908 of the Health & Safety Code, if an authorized adult at a residence appeals the water bill, the LADWP will not discontinue residential water service for nonpayment while the appeal is pending.

D. Contact the LADWP for Information

Customers may contact the LADWP to discuss options for averting discontinuation of residential water service for nonpayment.

LADWP Customer Service contact information is as follows:

By Phone: Customer Contact Center at 1-800-DIAL-DWP (1-800-342-5397)

In Person: Any LADWP Customer Service Center

III. Special Circumstances

Pursuant to Section 116910 of the Health & Safety Code, special procedures and options are available for customers who satisfy **ALL** three of the following conditions:

- (1) The customer, or a tenant of the customer, submits to the LADWP the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.
- (2) The customer demonstrates he or she is financially unable to pay for residential service within the LADWP's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the LADWP's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares the household's annual income is less than 200 percent of the federal poverty level.
- (3) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with this written policy, with respect to all delinquent charges.

Customers who believe they qualify should contact the LADWP Customer Contact Center at 1-800-DIAL-DWP (1-800-342-5397) for more information or visit any LADWP Customer Service Center.

Once a payment option has been agreed upon, if a customer satisfying all three conditions fails to comply with the amortization agreement, alternative payment schedule, or a deferral or reduction in payment plan (payment plans) for delinquent charges for sixty (60) days or more, or while undertaking one of the payment plans the customer does not pay his or her current residential service charges for sixty (60) days or more, LADWP can discontinue water service after giving the customer a five (5) day notice. Pursuant to Section 116910 of the Health & Safety Code, LADWP will post, or attempt to post, the final notice of intent to disconnect service in a prominent and conspicuous location at the property, in all of the languages in which this document is translated below. The LADWP may impose an additional fee for posting a notice at the property address.

IV. Restoration of Water Service

Pursuant to Section 116912 of the Health & Safety Code, before the LADWP discontinues a customer's residential water service for nonpayment, the LADWP will provide the customer with information on how to restore residential water service.

To restore water service, customers must pay the full delinquent amount through one of the specific payment methods listed as described in Section II.A above, and then contacting the LADWP Customer Contact Center at 1-800-DIAL-DWP (1-800-342-5397). Once a customer pays the full delinquent amount the LADWP will restore the water service.

In order to resume or continue service that has been disconnected for non-payment, the customer must pay a re-connection fee as described in the LADWP Disconnect Notice.

Pursuant to Section 116914 of the Health & Safety Code, qualified customers under that section will pay a reconnection of service fee of \$50 during business hours, and not more than \$150 if reconnected after normal business hours; reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

Qualified customers shall also have their interest charges on delinquent bills waived once every 12 months.

V. Notice to Tenants or Occupants

Pursuant to Section 116916 of the Health & Safety Code, LADWP will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off. The written notice will advise the tenants/occupants that they have the right to become customers of LADWP without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address. The LADWP may impose an additional fee for posting a notice at the property address.

VI. Annual Report

Pursuant to Section 116918 of the Health & Safety Code, LADWP will provide an annual report on the number of discontinuations of residential water service for inability to pay on the LADWP website at LADWP.com.

VII. Availability of Policy on LADWP Website

Pursuant to Section 116906 of the Health & Safety Code, this document is available on the LADWP website at www.ladwp.com in the languages below as a downloadable PDF.

English

Spanish

Chinese

Korean

Tagalog

Vietnamese