



Your New & Improved LADWP Bill

After hearing what matters most to you, we've redesigned our bills to give you more information about your water and electric service in an easy-to-read format. We've listened to your concerns. **You spoke, we listened.**

1 Customer Access Number

Use this number to access your account online and by phone.

2 Account Summary

Your previous balance, payment, and current charges are displayed conveniently.

3 Paying Your Bill

LADWP offers you choices. You can pay your bill online, in person, by phone, or by mail.

4 Summary of New Charges

The newly designed bill clearly separates your LADWP and City of Los Angeles charges.

5 INFO Link

Find useful information and links to helpful tips on our website.

6 Easy-to-Read Payment Due Date and Amount

Your payment stub with the due date and total amount due are now on the first page.

7 Usage History

To help you better monitor your water and power use, LADWP's new bill includes charts which detail your usage history over the past year.

8 Usage By Tier

Track your water and power consumption by tier to help keep your usage within your allotment.

9 Sanitation Charges

Detailed information on your City of Los Angeles Sanitation Charges can be found here, including your City Sewer Service Charge and Trash Fees.

For more information on understanding your bill, visit www.ladwp.com

Los Angeles **LA DWP** Department of Water & Power

www.ladwp.com

BILL DATE: Aug 22, 2010
ACCOUNT NUMBER: 3-99-54321-65567-00-3321-1-00
DATE DUE: Sep 15, 2010
AMOUNT DUE: \$ 175.20

Page 1 of 4

CUSTOMER ACCESS NUMBER (CAN)
1234567890
Use this number to access your account online and by phone. For more information, visit www.ladwp.com.

CUSTOMER SERVICE
1-800-DIAL DWP (342-6397)

Paying Your Bill
PAPERLESS BILLING
To choose paperless billing, go to www.ladwp.com
ELECTRONIC PAYMENT
For electronic, automatic, or credit card payment options, visit www.ladwp.com
PAYING IN PERSON
Pay at any LADWP Customer Service Center shown on the back of the payment stub. For a list, visit www.ladwp.com

Service for JOHN DOE, 1234 ANYWHERE ST

Account Summary
Amount of Previous Bill dated 6/22/10 \$ 212.02
Payment Received 7/8/10 -212.02
New Charges + 175.20
Total Amount Due \$ 175.20

Summary of New Charges
Details begin on next page

Los Angeles Department of Water and Power Charges	
Electric Charges: 6/18/10 - 8/18/10 500 kWh	\$ 71.94
Water Charges: 6/18/10 - 8/18/10 121 HCF	\$ 44.99
Total LADWP Charges	\$ 116.93

City of Los Angeles Bureau of Sanitation Charges
Sanitation Charges: 6/18/10 - 8/18/10 \$ 59.20
Total Sanitation Charges \$ 59.20

Total New Charges \$ 175.20

20% RENEWABLE ENERGY DELIVERED
Faster than any other major power utility in California.
LADWP IS GREENING THE GRID

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. IF YOU DISPUTE ANY CHARGE, NOTIFY THE CUSTOMER SERVICE CENTER WITHIN 30 DAYS OF THE BILL DATE. FOR MORE INFORMATION, VISIT www.ladwp.com

Los Angeles **LA DWP** Department of Water & Power
P.O. Box 35503 • Los Angeles, CA 90035-0503
ADDRESS SERVICE REQUESTED

THIS IS YOUR BILL

By DATE: Sep 15, 2010
AMOUNT DUE: \$ 175.20

Page 3 of 4

Los Angeles **LA DWP** Department of Water & Power
www.ladwp.com

BILL DATE: Aug 22, 2010
ACCOUNT NUMBER: 3-99-54321-65567-00-3321-1-00
DATE DUE: Sep 15, 2010
AMOUNT DUE: \$ 175.20

Water Charges
BILLING PERIOD: 6/18/10 - 8/18/10
DAYS: 61
RATE SCHEDULE: A - Single Dwelling Unit Residential
NEXT SCHEDULED READ DATE: 10/17/10
TIER 1 ALLOTMENT: 121 HCF
TIER 1 TEMP ZONE: High

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
12345678	3456	12 HCF x \$3,748.18	64.50

Tier 1 Water
Total Water Charges \$ 44.99

Usage History (Total HCF)
A bar chart showing water usage in HCF over the last 12 months. The y-axis ranges from 0 to 12 HCF. The x-axis shows months from Aug 09 to Aug 10. Usage is generally between 6 and 10 HCF per month.

Your Water Usage by Tier
Tier 1 Water Allotment: 121 HCF
Tier 2: More than 12 HCF

Usage is billed at 2 different rates, depending on how much you use. The graph shows how your water usage relates to these rates, and the rate you paid in each tier. For more, visit www.ladwp.com

CITY OF LOS ANGELES
SANITATION
DEPARTMENT OF PUBLIC WORKS
www.lacitysan.org 1-800-773-2489
Hours of operation - Mon - Fri: 8 am to 5 pm

Sanitation Charges
BILLING PERIOD: 6/18/10 - 8/18/10
DAYS: 61
SEWER RATE SCHEDULE: Residential

Sewer Service Charge*	6 HCF x \$3.27	16.35
Low Income Sewer Surcharge	\$ 16.35 x 0.0084	1.4
Solid Resources Fee (Trash Fee)		41.79
Total Sanitation Charges		\$ 58.28

*Your Sewer Service Charge (SSC) is based on your Water Water Use (WU), which is your average daily water use during the part of the meter when you are least likely to use water for irrigation, adjusted by a Dry Weather Compensation Factor (DWCF). To see how YOUR SSC was calculated, see "Bureau of Sanitation - Sewer Service Charge and Winter Water Use Calculator" on the next page.

Free Home Composting Workshops & Bin Sale—Residents can learn about composting, grasscycling, and other smart gardening techniques at the City's free backyard composting workshops. Visit www.lacitysan.org

Department of Water and Power
465, CA 90030-0808 Web site at <http://www.ladwp.com>

CAN 1234567890

PAGE 1

ACCT# 1-23-45678-90123-00-0000-1-01

Bill Date 10/12/09
\$ XXX.XX
\$ XXX.XX-

0)342-5397
/15/09 To 09/16/09.

XXX KWH
XX KWH
XXX KWH

Meter 02-Electric Total \$ XXX.XX

verage cost for energy.

)342-5397

/15/09 To 11/16/09.

XX HCF
X HCF

XX HCF

Meter 01-Water Total \$ XXX.XX

ment is XX HCF
verage cost for water.

San Angeles Department of Water and Power

30x 30808, Los Angeles, CA 90030-0808 Web site at <http://www.ladwp.com>

CAN 1234567890

PAG

ACCT# 1-23-45678-90123-00-0000-1

18/09 Due Date 10/12/09

(SSC) 1(800)540-0952

1 is: \$ XX.XX X.XX
Surcharge

RVICES SUBTOTAL \$ XXX.XX

HOURL) IS 1,000 WATT HOURS "1HCF = 748 GALLONS
ditional Telephone Numbers on Reverse Side -

TOTAL AMOUNT DUE \$ XXX.X

before

after

Los Angeles Department of Water & Power

www.ladwp.com

Los Angeles Department of Water & Power

www.ladwp.com 1-800-342-5397

DEFINITIONS

HCF - Thousand Cubic Feet the units in which water is measured. One HCF equals 748 gallons, or 316.8 cubic meters.

Rate Schedule - rates, based on type of use, filed by the Board of Water and Power Commissioners and approved by the City Council. For a full list, visit www.ladwp.com

Temp Zone - Three groupings of the codes, based on generally common weather temperatures (low, medium, or high), used to rate the factors that determine a customer's first tier water allotment. For a full list, visit www.ladwp.com

Tier - One of two usage ranges used in a pricing method that provides an incentive to conserve water. The first usage range (Tier 1) is based on the water temperature zone, and household size. Usage in the first tier is billed at the lowest rate. Any usage over the first tier is billed at the higher rate (Tier 2). During shortage year water rates the Tier 2 allotment is reduced by 15%. For more information, see www.ladwp.com

Water Charges

BILLING PERIOD 6/18/10 - 8/18/10
DAYS 61

RATE SCHEDULE A - Single-Dwelling Unit Residential

NEXT SCHEDULED READ DATE 10/17/10

TIER 1 ALLOTMENT 12 HCF

TEMP ZONE High

METER NUMBER 12345678

CURRENT READ 3456

PREVIOUS READ 12 HCF

Tier 1 Water 12 HCF

Tier 2 12 HCF

Total Water Charges \$44.98

Your Water Usage by Tier

Usage is billed at 2 different rates, depending on how much you use. The graph shows how your water usage relates to these tiers, and the rate you paid in each tier. For more, visit www.ladwp.com

Sanitation Charges

BILLING PERIOD 8/18/10 - 8/18/10
DAYS 61

SEWER RATE SCHEDULE Residential

Sewer Service Charge 5 HCF x \$3.27 16.35

Low Income Sewer Surcharge 16.35 x 0.0084 0.14

Solid Resources Fee (Trash Fee) 41.79

Total Sanitation Charges \$58.28

"Your Sewer Service Charge (SSC) is based on your Winter Water Use (WWU), which is your average daily water use during the part of the winter when you are least likely to use water for irrigation, adjusted by a Dry Winter Compression Factor (DWCF). To see how YOUR SSC was calculated, see "Bureau of Sanitation - Sewer Service Charge and Winter Water Use Calculation" on the next page.

Free Home Composting Workshops & Bin Sale - Residents can learn about composting, grasscycling, and other smart gardening techniques at the City's free backyard composting workshops. Visit www.lacitysan.org

CITY OF LOS ANGELES
SANITATION
DEPARTMENT OF PUBLIC WORKS

www.lacitysan.org 1-800-773-2489

Hours of operation - Mon - Fri, 8 am to 5 pm

DEFINITIONS

Low Income Sewer Surcharge - an amount charged to each customer to help offset the costs of providing sewer service subsidies to low income customers, regulated by state and federal law.

Sewer Service Charge - (SSC) a charge for use of the sewer system, to cover the costs of maintaining and monitoring sewer facilities such as sewers and manholes, treatment plants, and for installing service and service lines.

Solid Resources Fee (Trash Fee) - a charge to cover the costs (including staff, equipment, and fuel) of collection, handling and disposal of trash and other solid wastes. For some customers, it may also include bulky item and extra capacity fees.

Los Angeles Department of Water & Power
www.ladwp.com

BILL DATE Aug 22, 2010
ACCOUNT NUMBER 3-99-54321-65567-00-3321-1-00

DATE DUE Sep 15, 2010
AMOUNT DUE \$ 175.20

Page 3 of 4

SERVICE FOR JOHN DOE, 1234 ANYWHERE ST

Account Summary

Amount of Previous Bill dated 6/22/10 \$ 212.02
Payment Received 7/8/10 -121.02
New Charges + 175.20
Total Amount Due \$ 175.20

Summary of New Charges

Los Angeles Department of Water and Power Charges

Charge Type	Period	Usage	Amount
Electric Charges	6/18/10 - 8/18/10	500 kWh	\$ 71.94
Water Charges	6/18/10 - 8/18/10	12 HCF	\$ 44.98
Total LADWP Charges			\$ 116.92

LADWP provides billing services for the Bureau of Sanitation. All money collected for the services listed below is passed on to the Bureau of Sanitation.

City of Los Angeles Bureau of Sanitation Charges

Charge Type	Period	Amount
Sanitation Charges	6/18/10 - 8/18/10	\$ 58.28
Total Sanitation Charges		\$ 58.28

Total New Charges \$ 175.20

PLEASE MAIL TO CUSTOMER SERVICE CENTER
ADDRESS SHOWN IN THE ENVELOPE WINDOW

IS YOUR BILL

1/11

ACCOUNT NUMBER 3-99-54321-65567-00-3321-1-00
DATE DUE Aug 22, 2010
AMOUNT DUE \$ 175.20

Please enter amount enclosed.
\$
What amount number on check or money order and make payable to LADWP

39954321655670033211000000175200

CUSTOMER ACCESS NUMBER (CAN)
1234567890

Use this number to access your account online, use self-serve options online or by phone and when you have inquiries about your account.

CUSTOMER SERVICE
1-800-DIAL-DWP (342-5397)

SERVICE FOR JOHN DOE, 1234 ANYWHERE ST

Account Summary

Amount of Previous Bill dated 6/22/10	\$ 212.02
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Paying Your Bill

PAPERLESS BILLING
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ELECTRONIC PAYMENT
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PAYING IN PERSON
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Summary of New Charges

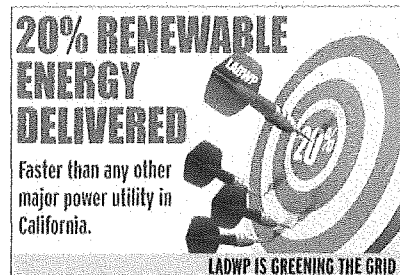
Details begin on next page.

Los Angeles Department of Water and Power Charges			
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800-342-5397			

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City of Los Angeles Bureau of Sanitation Charges			
	Sanitation Charges	6/18/10 - 8/18/10	\$ 58.28
	Total Sanitation Charges		\$ 58.28
	800-773-2489		

Total New Charges \$175.20



PLEASE KEEP THIS PORTION FOR YOUR RECORDS. IF PAYING IN PERSON, BRING ENTIRE BILL TO CUSTOMER SERVICE CENTER.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Los Angeles  Department of Water & Power

P.O. Box 30808 • Los Angeles, CA 90030-0808

ADDRESS SERVICE REQUESTED

THIS IS YOUR BILL



JOHN DOE
1234 ANYWHERE ST
LOS ANGELES CA 90012-1234

ACCOUNT NUMBER
3-99-54321-65567-00-3321-1-00
DATE DUE Sep 15, 2010
AMOUNT DUE \$ 175.20

Please enter amount enclosed.



Write account number on check or money order and make payable to LADWP.

399543216556700332110000000175200

Proto A 3/21/11



www.ladwp.com 1-800-342-5397

DEFINITIONS

HCF – (Hundred Cubic Feet) the units in which water meters measure usage. One HCF equals 748 gallons.

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Tier – One of two usage ranges used in a pricing method that provides an incentive to conserve water. The first usage range (Tier 1) is based on lot size, temperature zone, and household size. Usage in the first tier is billed at the lowest rate. Any usage over the first tier allotment is billed at the higher rate (Tier 2). During shortage year water rates the Tier 1 allotment is reduced by 15%. For more information, see www.ladwp.com



Water Charges

Questions about these charges? 1-800-342-5397

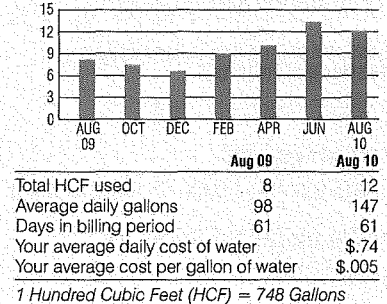
BILLING PERIOD 6/18/10 - 8/18/10
DAYS 61

RATE SCHEDULE
A - Single-Dwelling Unit Residential

NEXT SCHEDULED READ DATE
10/17/10

TIER 1 ALLOTMENT 12 HCF
TEMP ZONE High

USAGE HISTORY (Total HCF)



METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
12345678	3458	3446	12 HCF
Tier 1 Water		12 HCF x \$3.74818	44.98

Total Water Charges \$ 44.98

Your Water Usage by Tier

Tier 1 Water Allotment \$3.74818/HCF	Tier 2
12 HCF	More than 12 HCF

Usage is billed at 2 different rates, depending on how much you use. The graph shows how your water usage relates to these tiers, and the rate you paid in each tier. For more, visit www.ladwp.com

CITY OF LOS ANGELES



SANITATION DEPARTMENT OF PUBLIC WORKS

www.lacitysan.org 1-800-773-2489

Hours of operation - Mon - Fri, 8 am to 5 pm

DEFINITIONS

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Sanitation Charges

Questions or other information, please call 1-800-773-2489

BILLING PERIOD 6/18/10 - 8/18/10
DAYS 61
SEWER RATE SCHEDULE Residential

Sewer Service Charge*	5 HCF x \$3.27	16.35
Low Income Sewer Surcharge	\$ 16.35 x 0.0084	.14
Solid Resources Fee (Trash Fee)		41.79

Total Sanitation Charges \$ 58.28

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