



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.

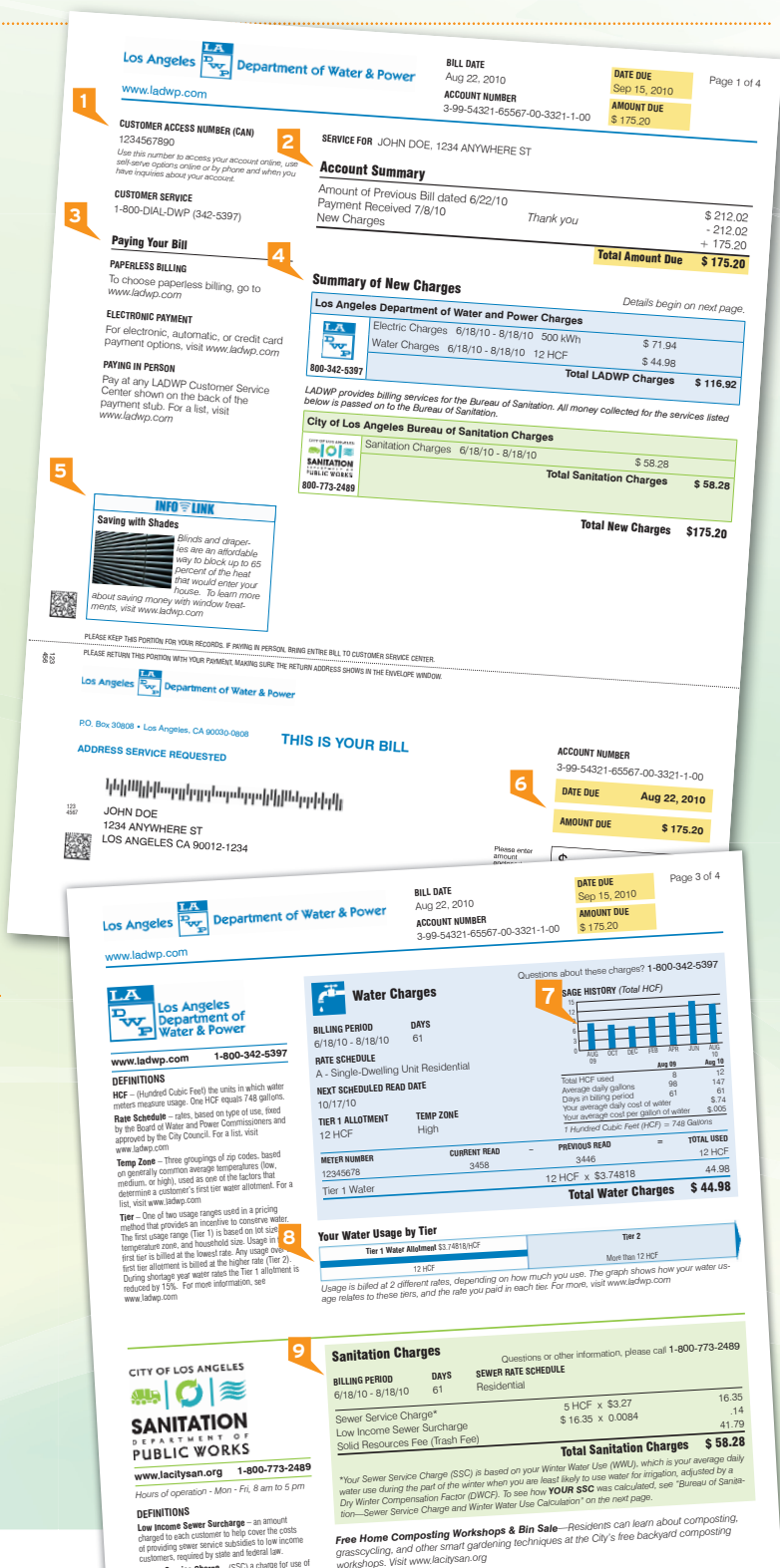
8 Usage By Tier

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 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

1 CUSTOMER ACCESS NUMBER (CAN)
1234567890
Use this number to access your account online, use self-service options online or by phone and when you have inquiries about your account.

2 SERVICE FOR JOHN DOE, 1234 ANYWHERE ST

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

4 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

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 12 HCF \$ 44.98
800-342-5397 **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
Sanitation Charges: 6/18/10 - 8/18/10 \$ 58.28
Total Sanitation Charges \$ 58.28
800-773-2489
Total New Charges \$ 175.20

INFO LINK
Saving with Shades
Blinds and draperies are an affordable way to block up to 65 percent of the heat that would enter your house. To learn more about saving money with window treatments, visit www.ladwp.com

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

THIS IS YOUR BILL
ADDRESS SERVICE REQUESTED
JOHN DOE
1234 ANYWHERE ST
LOS ANGELES CA 90012-1234

6 ACCOUNT NUMBER 3-99-54321-65567-00-3321-1-00
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Page 3 of 4

7 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
TIER 1 WATER High
METER NUMBER 12345678
CURRENT READ 3458
PREVIOUS READ 3446
12 HCF x \$3.74818 = 44.98
Total Water Charges \$ 44.98

Usage History (Total HCF)
Total HCF used: 12
Average daily gallons: 98
Days in billing period: 61
Your average daily cost of water: \$ 7.4
Your average cost per gallon of water: \$ 0.05
1 Hundred Cubic Feet (HCF) = 748 Gallons

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

Sanitation Charges
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 1.4
Solid Resources Fee (Trash Fee) 41.79
Total Sanitation Charges \$ 58.28

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



Su Factura Nueva y Mejorada de LADWP

Al oír lo que más le importa, hemos rediseñado nuestras facturas para darle más información acerca de su servicio de agua y electricidad en un formato más fácil de leer. Hemos escuchado lo que quiere. Usted habló, nosotros escuchamos.

1 Número de Acceso de Cliente

Use este número para acceder su cuenta en línea y por teléfono.

2 Resumen de Su Cuenta

Su balance previo, pago y cargos actuales están convenientemente presentados.

3 Pagar Su Cuenta

LADWP le ofrece opciones. Puede pagar su factura en línea, en persona, por teléfono o por correo.

4 Resumen de Nuevos Cargos

El nuevo diseño de la factura claramente separa sus cargos de LADWP de los cargos de la Ciudad de Los Ángeles.

5 INFO Enlace

Encuentre información útil y enlaces para consejos útiles en nuestro sitio Web.

6 Cantidad y Fecha de Vencimiento del Próximo Pago Son Fáciles de Leer

Su documento de pago con la fecha de vencimiento y la cantidad ahora aparecen en la primera página.

7 Historia de Uso

Para ayudarlo a monitorear su uso de agua y electricidad mejor, la nueva factura de LADWP incluye gráficos que detallan la historia de uso a través del año pasado.

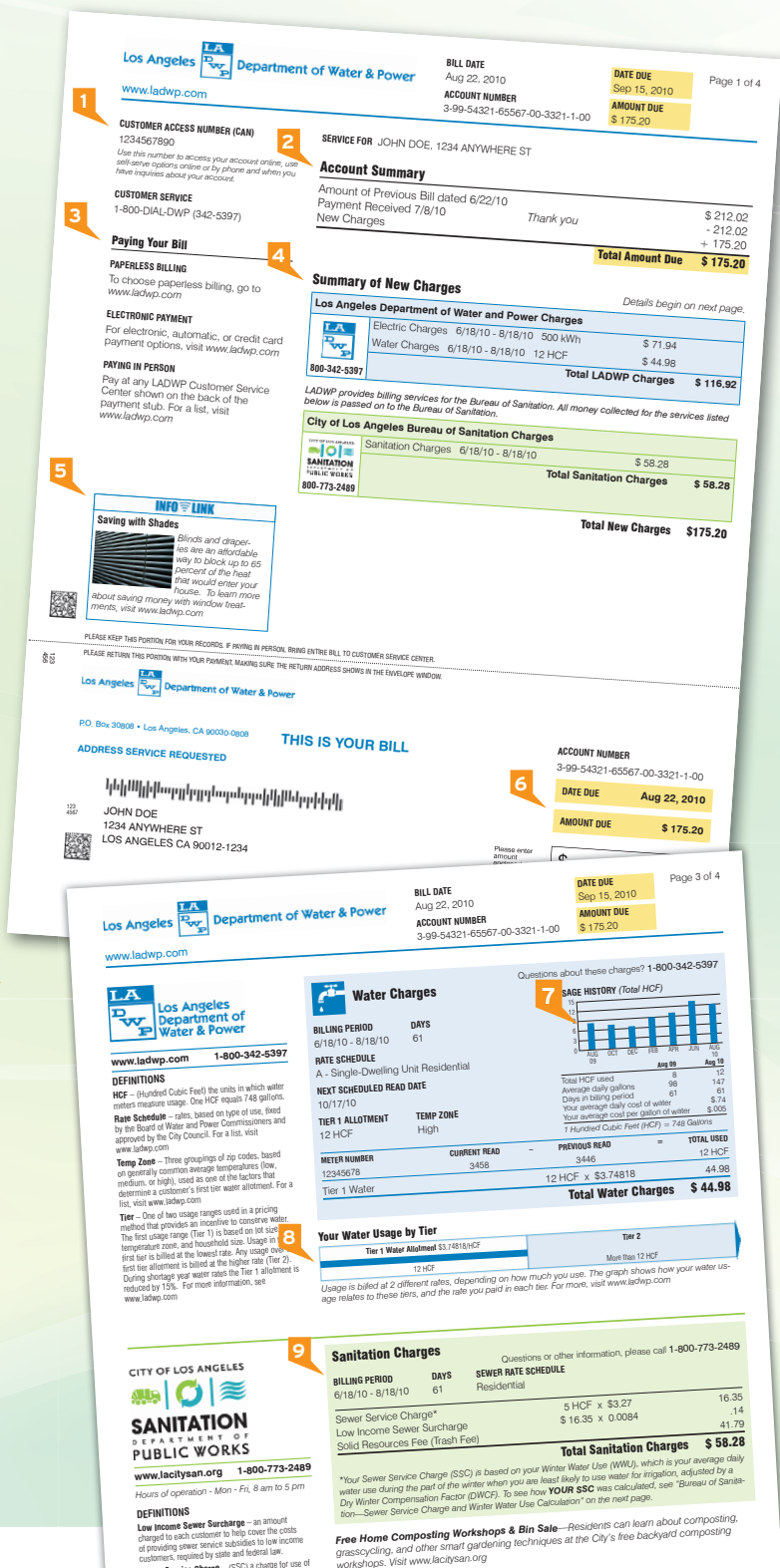
8 Uso por Nivel (Tier)

Siga su consumo de agua y electricidad por nivel ("Tier" en inglés) para ayudar a mantener su uso dentro de su porción.

9 Cargos de Saneamiento

Información detallada de sus Cargos de Saneamiento de la Ciudad de Los Ángeles se puede encontrar aquí, incluyendo su Cargo de Servicio Sanitario y Cargos de Recolección de Basura.

Para más información de como leer su factura, visite www.ladwp.com



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