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**Statement from Audits Chair Councilman Zine
on New DWP Bill Format**

Today, while reporting to the Energy & Environment Committee regarding billing concerns, the General Manager of the Los Angeles Department of Water & Power, Ron Nichols, presented a new bill format which is supposed to make the bills easier to decipher.

Mr. Nichols assured the committee that the utility is doing all it can to eliminate billing delays and improve customer service. The new bill format is the first step toward correcting some of these issues.

"I applaud the new General Manger for being responsive to customers' billing concerns," said Councilman Dennis P. Zine, Chair of the Audits & Governmental Efficiency Committee. "My hope is that if their bill is simplified and easier to read, customers will be alerted to problems and avoid the types of issues we have recently uncovered regarding delayed billing."

The Energy and Environment Committee approved Councilman Zine's motion to review billing and collection processes and improve customer service. The recommendations will be discussed in a full City Council meeting next week. To learn more about the new bill format, visit: <http://www.ladwp.com/ladwp/cms/ladwp006228.jsp> or <http://www.ladwp.com/ladwp/cms/ladwp012299.pdf>.

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