

CUSTOMER SERVICE

1-800-DIAL-DWP (342-5397)
Monday-Friday: 7 a.m. - 7 p.m.
Saturday: 7 a.m. - 2 p.m.
Sunday and holidays: Closed
Available 24/7 for emergency & outage calls

Paying Your Bill



AUTOMATIC PAYMENT

Automatically pay from your checking, savings or credit card by logging in at www.ladwp.com/billpay



ONLINE

Pay from your checking, savings or credit card any time by logging in at www.ladwp.com/myaccount



BY PHONE

Pay from your checking, savings or credit card any time by calling 1-877-MYPAYDWP (1-877-697-2939)



BY MAIL

Place your payment stub and your check or money order in the envelope provided with the bill.



IN PERSON

Via payment drop box

The 2023 Power Content Label is included in this bill.

Available July 1, 2025



2024 Drinking Water Quality Report

Visit: ladwp.com/waterqualityreport or scan the QR code
For printed copies call (213) 367-3182

YANXIN LU, 12421 SANFORD ST, LOS ANGELES, CA 90066

Account Summary

Previous Account Balance		\$ 626.47
Payment Received 6/6/25	<i>Thank you</i>	-626.47
Remaining Balance		\$ 0.00
New Charges		+ 654.03

Total Amount Due \$ 654.03

Summary of New Charges

Details on following pages.

Los Angeles Department of Water and Power Charges			
	Electric Charges	5/22/25 - 7/24/25	1,170 kWh \$348.54
	Water Charges	5/22/25 - 7/24/25	11 HCF \$129.91
Total LADWP Charges			\$ 478.45

LADWP provides billing services for the Bureau of Sanitation. All money collected for the services listed in the City of Los Angeles Bureau of Sanitation Charges section is forwarded to them.

City of Los Angeles Bureau of Sanitation Charges			
	Sewer Charges	5/22/25 - 7/24/25	\$100.35
	Solid Waste Charges	5/22/25 - 7/24/25	\$75.23
Total Sanitation Charges			\$ 175.58

Total New Charges \$ 654.03

THIS IS YOUR BILL

AUTOMATIC PAYMENT

ACCOUNT NUMBER
612 195 8424

AUTO PAYMENT Aug 7, 2025

AMOUNT \$ 654.03

Your payment is scheduled to be paid automatically on the date shown above, from the account you designated .

Other Important Phone Numbers

HEARING OR SPEECH-IMPAIRED - TTY

1-800-HEAR-DWP(432-7397)

STATE OF CALIFORNIA HOME ENERGY ASSISTANCE PROGRAM

1-866-675-6623, toll-free

CITY OF LOS ANGELES UTILITY TAX

1-800-215-6277

Correspondence Addresses

Please do not send correspondence with your payment. It may be delayed or lost.

LOS ANGELES DEPT OF WATER & POWER

PO Box 515407
Los Angeles, CA 90051-6707

Customer Service and Payment Information

WHEN TO PAY YOUR BILL

Your bill is due and payable on presentation and shall become delinquent nineteen days after the date of presentation. The payment due on your bill applies to the current charges only and does not extend the due date on any unpaid previous balance. Current City of Los Angeles policy provides for notification ten (10) days prior to discontinuance of service for nonpayment.

LATE PAYMENT CHARGE

A Late Payment Charge amounting to an 18% annual rate, computed on a daily basis, may be assessed on electric and water balances that are not paid by the due date. The charge is made for each day of the billing period shown on the current bill. Service may be discontinued for nonpayment.

IF YOU QUESTION YOUR LADWP CHARGES

Please contact an LADWP representative by phone at (800) 342-5397, in person at any of the LADWP Customer Service Centers listed on the back of your payment stub, or online using our Customer Service form at ladwp.com/contactus. After receiving an explanation, you may ask for more information from a supervisor. If you still disagree with the charges on your bill after communicating with Customer Service, you must send a written request for a dispute determination by the bill due date to: LADWP Customer Relations Office, P.O. Box 51111, Los Angeles, CA 90051-0100. In order to preserve your right to a dispute determination before termination of service, all undisputed amounts must be paid by the bill due date.

If you need help paying your bill, information about payment programs is available at ladwp.com/financialassistance or by calling us at (800) 342-5397.

ELECTRONIC CHECK CONVERSION

Your payment may be processed as a check transaction or a one-time electronic fund transfer, which means funds may be withdrawn the same day as payment, and you will not receive your check back from your bank. For more information on electronic fund transfers and fees for insufficient funds, please see www.ladwp.com/checkconversion.

WHERE TO PAY YOUR BILL

All LADWP Customer Service Centers below are open Mon-Fri, except holidays, from 9:00 am to 5:00 pm. You may make an appointment to visit a service center by calling 1-888-999-0477, or drop your payment in the payment box during normal business hours.

BISHOP

Main Office.....300 Mandich Street

METROPOLITAN LOS ANGELES

Main Office.....111 N. Hope St.
Boyle Heights.....919 S. Soto St., #10
Central.....4619 S. Central Ave.
Crenshaw-Baldwin Hills.....4030 Crenshaw Blvd.
Hollywood.....6547-B Sunset Blvd.
(entrance on Schrader Blvd.)
Lincoln Heights.....2417 Daly St.
Slauson-Vermont.....5928 S. Vermont Ave.
Watts.....1647 E. 103rd St

HARBOR AREA

San Pedro.....535 W. 9th St.
Wilmington.....931 N. Avalon Blvd

SAN FERNANDO VALLEY

Canoga Park.....7229 Winnetka Ave.
North Hills.....9154 Sepulveda Blvd.
Van Nuys.....6550 Van Nuys Blvd.

WEST LOS ANGELES

West Los Angeles.....1394 S. Sepulveda Blvd.



www.ladwp.com 1-800-342-5397
Hours of operation - 7 am to 7 pm

DEFINITIONS (For residential customers, the tier rates on your bill may include the following adjustments.)

CRPSEA – (Capped Renewable Portfolio Standard Energy Adjustment) a charge reflecting the costs associated with RPS Operations and Maintenance, RPS debt service, and Energy Efficiency Programs.

ECA – (Energy Cost Adjustment) an adjustment that reflects the variations of fuel, energy and other associated costs.

ESA – (Electric Subsidy Adjustment) a charge reflecting the costs of subsidies including senior, disabled, EZ-SAVE, traffic control lighting, and enterprise zone.

IRCA – (Incremental Reliability Cost Adjustment) a charge reflecting Operations and Maintenance and debt service related to Power Reliability Program cost and legacy RCA under-collection.

kWh – (kilo-watt-hour) the units in which electric usage is measured. One kWh equals 1000 watts of electricity used for one hour.

RCA – (Reliability Cost Adjustment) a charge reflecting the costs to support additional capital investments needed to improve reliability in areas of power distribution, transmission and generation infrastructure.

VEA – (Variable Energy Adjustment) a charge reflecting the costs of fuel, non-RPS power purchase agreements, non-RPS economy purchases, legacy ECAF under-collection, and base rate decoupling from energy efficiency impact.

VRPSEA – (Variable Renewable Portfolio Standard Energy Adjustment) a charge reflecting the costs of RPS market purchases and RPS costs above and beyond any Operations and Maintenance and debt service payments.

POWER ACCESS CHARGE - (Residential) a monthly tiered consumption-based fixed charge applied to R1A Residential customers to recover distribution and customer service related costs.

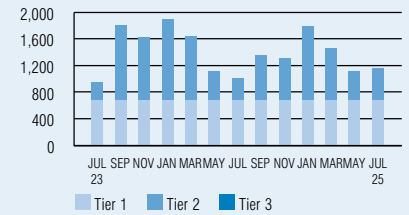


Electric Charges

SA # : 6128551278

BILLING PERIOD 5/22/25 - 7/24/25
DAYS 63
ZONE 1

USAGE HISTORY (Total kWh)



RATE SCHEDULE
R-1 and R-1 [i] Residential Electric - Rate A Standard Service

NEXT SCHEDULED READ DATE
9/18/25

HIGHEST MONTHLY KWH
894.843750 Tier 2

METER NUMBER
F00009-01702691

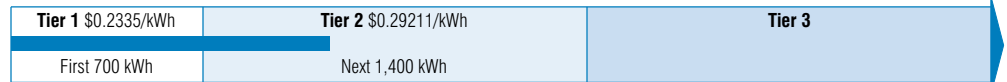
	Prev Yr	Jul 25
Total kWh used	1,025	1,170
Average daily kWh	16	19
Days in billing period	63	63
Your average daily cost of electricity		\$5.53

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
F00009-01702691	28563	27393	1170 kWh

Power Access Charge Tier 2		15.80
Tier 1 Energy	700 kWh x \$0.2335/kWh	163.45
Tier 2 Energy	470 kWh x \$0.29211/kWh	137.29
Subtotal Energy Charges		\$316.54
City of Los Angeles Utility Tax	\$316.54 x 10%	31.65
State Energy Surcharge	1,170 kWh x \$0.0003/kWh	0.35

Total Electric Charges \$ 348.54

Your Electric Usage by Tier



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

Green Power for a Green LA--LADWP's Green Power program replaces electricity from polluting power plants with energy generated from renewable resources. To learn more and sign up, visit www.ladwp.com/greenpower



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

Hours of operation - 7 am to 7 pm

DEFINITIONS

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

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

Temp Zone (Residential) – Three groupings of zip codes, based on generally common average temperatures (low, medium, or high), used as one of the factors that determine a customer’s second and third tier rate allotment.

Tier (Single-Dwelling Unit) – One of four usage ranges used in a pricing method that provides an incentive to conserve water. The first usage range (Tier 1) includes any usage up to 8 HCF per month and is billed at the lowest rate. Tier 2 and Tier 3 usage range is calculated based on lot size, and temperature zone, and are billed at higher rates. Usage over the Tier 3 is billed at the highest (Tier 4) rate. Shortage year water rates no longer apply



Water Charges

BILLING PERIOD 5/22/25 - 7/24/25
DAYS 63

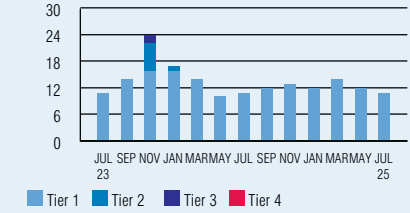
RATE SCHEDULE
Water Schedule A - Single-Dwelling Unit
Residential

NEXT SCHEDULED READ DATE
9/18/25

ALLOTMENT **TEMP ZONE**
Tier 1 16 HCF LOW
Tier 2 15.55102 HCF
Tier 3 31.102041 HCF

SA # : 6128996615

USAGE HISTORY (Total HCF)



	Prev Yr	Jul 25
Total HCF used	11	11
Average daily gallons	131	131
Days in billing period	63	63
Your average daily cost of water		\$2.06
Your average cost per gallon of water		\$0.02

1 Hundred Cubic Feet (HCF) = 748 Gallons

METER NUMBER	CURRENT READ	PREVIOUS READ	TOTAL USED
96211151	1439	1428	11 HCF
Tier 1 Water		11 HCF x \$11.81/HCF	129.91
Subtotal Water Charges			\$129.91

Total Water Charges \$ 129.91

Your Water Usage by Tier



Usage is billed at 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/res_water

For the Quarterly Notice of Change in LADWP Water Rates, go to

www.ladwp.com/quarterlynotice



www.lacitysan.org 1-800-773-2489
Hours of operation - 24/7

DEFINITIONS

Sewer Service Charge - (SSC) a charge for use of the sewer system, to cover the costs of constructing and maintaining wastewater facilities such as sewers and sewage treatment plants, and for treating sewage.

Solid Resources Fee (Trash Fee) – a charge to cover the costs (including, but not limited to, staff, equipment, and facilities) of collections and/or availability of collections for the handling (including but not limited to, transfer, recycling or recovery) and disposal of trash and other solid wastes.

Standard Single Family Allotment of Containers:
60 gallons for refuse (Black)
90 gallons for yard trimmings (Green)
90 gallons for recyclables (Blue)
Extra capacity is billed in increments of 30 gallons.

Sewer Charges

SA # : 6128829848

BILLING PERIOD	DAYS	SEWER RATE SCHEDULE
5/22/25 - 7/24/25	63	Sewer Service Charge - Residential

BILLING PERIOD	DAYS	RATE SCHEDULE	
5/23/25 - 6/30/25	39	Sewer Service Charge - Residential	
Sewer Service Charge - 39 days		7.83783 HCF x \$7.56000/HCF	59.25
Sewer Charges 5/23/25 - 6/30/25 (39 Days)			\$59.25

BILLING PERIOD	DAYS	RATE SCHEDULE	
7/1/25 - 7/24/25	24	Sewer Service Charge - Residential	
Sewer Service Charge - 24 days		4.84728 HCF x \$8.48000/HCF	41.10
Sewer Charges 7/1/25 - 7/24/25 (24 Days)			\$41.10

Total Sewer Charges \$ 100.35

Solid Waste Charges

SA # : 6128115827

BILLING PERIOD	DAYS	SOLID WASTE RATE SCHEDULE
5/22/25 - 7/24/25	63	Solid Resources Fee
Solid Resources Fee (Trash Fee) Single-Family		1 Unit(s) 75.23
Total Solid Waste Charges		\$ 75.23

The City of Los Angeles is proposing rate adjustments to the Solid Resources Fee and the Multi-Family Bulky Item Fee. Please visit the following website for more information: lacitysan.org/srfrates2025



Electric Definitions

Minimum Charge – an amount charged if your usage falls below a certain minimum level to cover costs for services provided such as meter reading, billing, postage, etc. when a service charge is not applicable.

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

RPS – Renewable Portfolio Standard program to increase the use of energy from photovoltaics, wind, biomass, and other renewable sources.

Service Charge – a charge for services provided such as meter reading, billing, postage, etc.

Temperatures Zone – Two groupings of zip codes, based on generally common average temperatures, used to determine a customer’s electrical allotment for each pricing tier.

Tier (Residential) – one of three usage ranges, based on zone, with associated rates to provide an incentive to conserve electricity. The lowest rate for usage is in Tier 1.

Time-of-Use – Time-of-Use rates are based on the time of day that you use electricity. During the Base hours, when customer use is low, your price will be lower than the standard residential rate. Prices during Low Peak hours are slightly higher than standard rate. In High Peak hours, the cost to supply energy is the highest, and it will cost more than the standard rate. See your Usage History for days and times of day for High, Low and Base periods.

POWER ACCESS CHARGE - (Residential) a monthly tiered consumption-based fixed charge applied to R1A Residential customers to recover distribution and customer service related costs.

To view the Connections newsletter, go to

www.ladwp.com/connections