

- Your location (Street Address or Cross Streets)
- A call-back phone number
- If all lights are out or just some of them
- If neighboring homes are also without power
- If you heard or saw any unusual events (loud noises, arcing or wires down)

The entire neighborhood is without power

Call LADWP to report the outage. Once power has been restored to your area, you will receive a confirmation phone call to the telephone number you provided.

Updated personal information, particularly an accurate telephone number, is very important in the outage notification process. You can confirm or update your telephone number in any of these three ways: 1) call (866) 481-0344; 2) visit any Customer Service Center, or 3) update your account information by logging-on to your account from LADWP's Customer Service web page.



LADWP SECURITY SERVICES IS HERE FOR YOU

Do you have a security question or concern regarding the LADWP? Have you noticed something suspicious in or near a LADWP facility? Now you can contact LADWP Security Services directly through our Central Monitoring Station, staffed 24 hours a day. Contact LADWP Security Services by phone at (213) 367-3373 or (213) 367-9111, or by email at SecurityServicesWebNotification@ladwp.com.

To reach us online, please go to www.LADWP.com and click on the Security badge.

Help us protect our most valued assets: our customers and our infrastructure. Please be in touch!

2008 POWER CONTENT LABEL
Annual 2008

ENERGY RESOURCES	LADWP Power* (projected)	LADWP Green Power** (projected)	2007 CA POWER Mix*** (for comparison)
Eligible Renewable****	8%	100%	10%
-Biomass & waste	1%	-	<1%
-Geothermal	<1%	-	2%
-Small hydroelectric	5%	25%	6%
-Solar	<1%	-	<1%
-Wind	2%	75%	2%
Coal	44%	-	32%
Large Hydroelectric	7%	-	24%
Natural Gas	32%	-	31%
Nuclear	9%	-	3%
Other	0%	-	0%
TOTAL	100%		100%

* 100% of **LADWP Power** is specifically purchased from individual suppliers.

** 100% of **LADWP Green Power** is specifically purchased from individual suppliers.

*** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year.

**** In accordance with Los Angeles City Council's action on 10-5-04 for File No. 03-2688 (RPS).

For specific information about this electricity product, contact LADWP at 1-800-DIAL-DWP. For general information about the Power Content Label, contact the California Energy Commission at 1-800-555-7794 or www.energy.ca.gov/consumer.

January - February 2009



WEATHERING THE STORM

Are You Prepared?

LADWP has one of the best reliability records in the nation. Even so, during storm conditions, heavy rains can flood underground electrical vaults and strong winds can blow debris or tree limbs into power lines resulting in power outages. It is important to always be prepared.



LADWP offers the following tips to help you weather a power outage:

- Stay calm.
- Use a flashlight to see. Never use candles during a power outage or other emergency.
- Turn off or disconnect any appliances or electronic equipment that was in-use at the time the power went out.
- Leave one light switched on so you will know when power is restored.
- If you are cold, don't light a fire indoors. Put on layers of warm clothing instead.
- Leave the doors of your refrigerator and freezer closed to keep the food as cool as possible.

Should you experience a power outage, be assured that LADWP crews will work around the clock to restore power as quickly and safely as possible.

REPORTING A POWER OUTAGE

Your power goes out... now what do you do?

All your lights are out but neighboring homes are illuminated. The trouble may be in your main switch, circuit breakers or fuses. Before calling LADWP to report the outage, switch-off all lamps and appliances on the affected circuit and reset your circuit breakers.

Open the circuit breaker panel and push the breaker switch to the extreme OFF position before resetting to the ON position. If your power is not restored, please call Customer Service at 1-800-DIAL DWP (1-800-342-5397) and be prepared to provide the customer service representative with the following information.



Customer Service Centers to Be **RENOVATED**



Over the next three years, 14 LADWP Customer Service Centers will receive renovations, repairs and upgrades as part of an LADWP initiative to improve and beautify these neighborhood landmarks.

Following the successful restoration of the Daly Street Service Center in Lincoln Heights, LADWP has embarked on an initiative to improve the appearance and efficiency, as well as support employee welfare at 13 other Customer Service Centers.

Interiors will receive new paint and lighting fixtures and security systems will be installed.

In January, the highly-anticipated restoration of the auditorium at the Crenshaw Service Center was unveiled at a community rededication. The auditorium, which was gutted by an arson fire, was completely remodeled and made ADA compliant—allowing the facility to be used as a venue for community meetings.

LADWP has used the historic Watts Train Station on 103rd Street as a Customer Service Center since 1979. This Craftman-style Historical Monument is within the Community Redevelopment Agency's Watts Project Zone.

The 14 Customer Service Centers included in the improvement program are: Boyle Heights, Canoga Park, Central, Crenshaw, Hollywood, Lincoln Heights, Mission Hills, San Pedro, Slauson, Van Nuys, Watts, West Los Angeles, Wilmington and the center located in the LADWP downtown administration building lobby.

AFFORDABLE WATER & POWER

These are tough economic times for everyone. At LADWP, we understand that for many customers it is becoming more difficult to make ends meet. That's why, in addition to our relatively low water and power rates, we have a number of measures in place to help make water and electricity service more affordable.

These include the Low Income Discount Program, based on income eligibility, which provides an average reduction of 20% on your electric and/or water bill. Low income seniors over 62 years old and permanently disabled customers can receive a discount of up to 30% through the Lifeline Rate, which also includes an exemption from the Utility Users Tax and Solid Resources Fee. There is also a discount for people who use a life support device.

In addition, if you have more than six people in your household, you may be able to further reduce your bill for water service. LADWP's water rate includes an increased water usage allowance for larger households, regardless of your income level. This adjustment, which provides a larger "water budget," or amount of water at the Tier 1 price, is available to households with more than six members. If you believe you qualify to receive this adjustment, please call 1-800-DIAL DWP (1-800-342-5397). For more information, visit www.ladwp.com/customerservice, and click on "Water Rates."

For more information about our payment assistance programs, please call 1-800-DIAL DWP (1-800-342-5397) or visit www.ladwp.com/customerservice and click on "Payment Options."

Tiene Dificultades Financieras?



El LADWP desea asistirle en estos tiempos de dificultad económica. Es por eso que tenemos una variedad de programas para ayudarlo a ahorrar.

Entre estos programas esta el Descuento por Bajos Ingresos. Usted podría recibir un descuento promedio del 20%, de acuerdo a los ingresos del hogar. Las personas

mayores de 62 años de edad y las que son permanentemente discapacitadas pueden recibir un descuento de hasta el 30% a través de la tarifa Lifeline la cual también incluye una exención sobre impuestos a servicios públicos. Tenemos también un descuento para personas que usan equipo para mantenimiento de vida.

Si en su hogar viven mas de seis personas es posible que pueda recibir un descuento aun mayor. También existe una ración de agua mayor, calculada a la tarifa mas baja, para hogares con mas de seis personas, sin importar el nivel de ingresos.

Si usted cree que tiene derecho a participar en estos programas por favor llame al 1-800-DIAL DWP (1-800-342-5397) o visítenos: www.ladwp.com/customerservice.

Que Hacer Durante un Apagón

El LADWP es uno de los proveedores de energía más fiables. Aún así lluvias y vientos pueden causar apagones. Por eso es importante estar preparado.

Siga estos consejos durante un apagón:

- Manténgase tranquilo.
- Use una linterna. No use velas durante una emergencia.
- Apague o desconecte los aparatos eléctricos que estaba usando.
- Deje una luz encendida para saber cuándo vuelve la luz.
- Si tiene frío abríquese. Nunca prenda una fogata adentro.
- Cierre su refrigerador para mantenerlo frío.
- Llame al 1- 800-DIAL-DWP (1-800-342-5397) con la siguiente información:
 - ✓ Su ubicación (Dirección, calles cercanas)
 - ✓ Número telefónico
 - ✓ Si todas las luces se apagaron
 - ✓ Si las casas vecinas tienen electricidad
 - ✓ Si oyó o vió algo inusual (ruidos, chispas, o cables caídos)

Tenga la seguridad que nuestro personal trabajara las 24 horas para restaurar su servicio lo mas pronto posible.

