

GO SOLAR & GO GREEN

LADWP's Solar Power Incentive Program

Going green with solar power has never been more economical. The LADWP Solar Power Incentive Program provides a one-time incentive payment to customers who install a solar photovoltaic (PV) system in their home or business. Currently, commercial and residential customers can save up to 65% of their initial solar system installation costs through a combination of LADWP's incentive and a federal investment tax credit. Plus, installing a solar rooftop system can help lower electricity bills through "net metering" - any power not used will feed into the L.A. electric grid. The net meter will run backwards and the excess energy is credited to the customer's account.

Interested customers can visit www.ladwp.com/solar and use the PVWatts performance calculator to estimate their potential rebate. Complete program details and applications for the Solar Incentive Program are available at www.ladwp.com/solar or by calling 1-800-Green LA.



September is National Preparedness Month

Are you ready?



A disaster can hit at any time. How prepared are you and your family? Make sure your family has an emergency plan in place. Remember, the better you prepare the more you increase your chances for survival.

For great tips on how to be prepared and stay safe visit www.ladwp.com or the City of Los Angeles Emergency Management Department's website at www.lacity.org/emd.



2009 POWER CONTENT LABEL Fourth Quarter

ENERGY RESOURCES	LADWP Power* (projected)	LADWP Green Power** (projected)	2007 CA Power Mix*** (for comparison)
Eligible Renewable****	14%	100%	10%
-Biomass & waste	1%	-	<1%
-Geothermal	2%	-	2%
-Small hydroelectric	5%	25%	6%
-Solar	<1%	-	<1%
-Wind	6%	75%	2%
Coal	44%	-	32%
Large Hydroelectric	7%	-	24%
Natural Gas	26%	-	31%
Nuclear	9%	-	3%
Other	<1%	-	0%
TOTAL	100%	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.



1-800-DIAL DWP
www.ladwp.com

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CONNECTIONS

September - October 2009



GET ONLINE NOT IN LINE

LADWP GIVES YOU CHOICES

CHOOSE TO SAVE THE ENVIRONMENT

Choose Paperless Billing

LADWP customers now have the option of receiving an email notification when their LADWP bill is available online. Bill notifications arrive directly without delay, making delivery more efficient than ever. LADWP paperless billing provides access to an online bill image that is the same as the mailed bill, and the informative newsletter insert, without the paper, the printing and any environmental impact related to the production of bills. To sign up, please visit www.ladwp.com/paperless.



Un resumen en el idioma español está adentro.

CHOOSE TO SAVE MONEY

Choose LADWP Online Bill Pay Service



LADWP customers also have the option of paying their utility bills via the Department's website at www.ladwp.com. With one-time sign-up on our secure site, customers have the freedom of securely logging in online and paying their LADWP bill anytime, anywhere, for free. Payments are delivered quickly, without postal delay. No checks or postage stamps are necessary and first-time enrollers get a \$5 credit.

CHOOSE TO SAVE TIME

Choose LADWP Self-Service Options

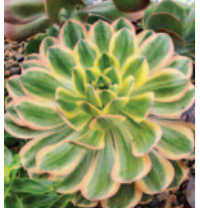


LADWP customers can quickly access their accounts by phone at 1-800-DIAL-DWP and online at www.ladwp.com by using our self-service options to check water allotments, request payment extensions, make payments, start or stop water and electric service, and check bill balances. Additionally, in the event of a power outage, dial-in customers can receive information on the outage and an estimated time of service restoration. Self-service options give our customers another choice, faster service and decreased call wait times, 24/7.

To sign up, please visit www.ladwp.com/paperless.

Convenient. Efficient. Environmentally friendly.

L.A. Gets A Landscape Makeover



With Los Angeles in mandatory water conservation mode, LADWP is leading by example, replacing its water thirsty landscape with more climate appropriate, California friendly vegetation. Drought tolerant has never looked so good!

Throughout the city, watering restrictions have challenged Angelenos to look at their landscaping in a whole new light. As 30-40% of water use occurs outdoors, replacing traditional lawns with drought tolerant varieties presents a very viable way to achieve significant water savings.

Residential Drought Resistant Landscape Incentive Program

LADWP offers incentives to residential customers who replace traditional lawns with drought tolerant plants. The Residential Drought Resistant Landscape Incentive Program will pay single family residential customers \$1 for each square foot of turf removed and replaced with climate-appropriate plants, mulching and water-permeable hardscapes. Customers' plans must be pre-approved by the LADWP prior to installation and evidence of installation must be provided after the landscaping is replaced in order to receive the rebate. LADWP's Water Conservation Division staff will conduct pre-and post-audits of all applicant's landscapes.

For information on the Residential Drought Resistant Landscape Incentive Program, please call 888-376-3314. For information on any of the Department's numerous other rebate and incentive opportunities, please visit www.ladwp.com and click on "Rebates and Programs" or call 1-800 DIAL DWP and speak with a customer service professional.

FREE NEW ENERGY EFFICIENT REFRIGERATORS

Available for Low Income and Lifeline Rate Customers

LADWP has an important message for you

You may qualify to receive a new Energy Efficient Refrigerator (retail value over \$500) at no cost to you.

Dear Valued LADWP Customer:

You may qualify to participate in the Los Angeles Department of Water and Power's Low Income Refrigerator Exchange Program if you meet the following:

- You are a LADWP residential electric customer on a qualifying rate*
- You own your primary refrigerator and it is at least 10 years old
- The refrigerator is a minimum of 14 cubic feet in size and in working condition
- The outlet to which your refrigerator is connected is properly grounded

If you would like to participate in this program, please call:
English (877) 838-1124
Spanish (877) 838-1127

*Low income or Lifeline Discount Rates

For information about other LADWP Programs, please call 1-800 DIAL DWP (1-800-342-5397) or visit www.LADWP.com



Para nuestros lectores del idioma español

LADWP Le Deja Escoger

ESCOJA PROTEGER EL MEDIO AMBIENTE

Escoja Facturación Electrónica



Facturación electrónica de LADWP le da acceso a una imagen electrónica de su factura igual a la factura que recibe por correo, así como el boletín informativo, sin el papel, la necesidad de imprimir ni ningún impacto ambiental relacionado a la producción de facturas. Para inscribirse, visite www.ladwp.com/paperless.

ESCOJA AHORRAR DINERO

Escoja el Servicio para Pagar Facturas de LADWP por Internet



Cientes de LADWP tienen la opción de pagar sus facturas de agua e electricidad por medio del sitio Web del Departamento: www.ladwp.com. Con una inscripción inicial en nuestro sitio seguro, clientes tienen la libertad de iniciar su sesión y pagar su factura de LADWP a cualquier hora, de cualquier lugar, gratuitamente. No necesitará cheques ni estampillas y usuarios nuevos reciben un crédito de \$5.

ESCOJA AHORRAR TIEMPO

Escoja Opciones de Autoservicio de LADWP



Cientes de LADWP pueden rápidamente acceder su cuenta por teléfono al llamar la 1-800-DIAL-DWP y por Internet en www.ladwp.com al usar las opciones de autoservicio para revisar sus porciones de agua, pedir extensiones a sus pagos, hacer pagos, iniciar o cancelar servicio de agua o electricidad, y revisar el balance de su factura.

Programa de Incentivos para Energía Solar de LADWP

El programa de incentivos para energía solar (conocido como LADWP Solar Power Incentive Program) provee un pago incentivo de una vez a clientes quienes instalan un sistema solar fotovoltaico en sus casas o negocios. Actualmente, clientes comerciales y residenciales pueden ahorrar hasta 65% de sus costos iniciales para la instalación de su sistema solar por medio de una combinación de incentivos de LADWP y créditos fiscales federales de impuestos pagados por inversión. Detalles del programa están disponibles en www.ladwp.com/solar o al llamar al 1-800-Green LA.

Septiembre es el Mes Nacional para la Preparación ¿Está listo?

Un desastre puede ocurrir a cualquier momento. Asegúrese que su familia tiene listo un plan de emergencia. Recuerde, lo más preparado que está, lo mejor su probabilidad de sobrevivir. Para más información acerca de cómo estar preparado y mantenerse sano visite www.ladwp.com o el sitio Web del City of Los Angeles Emergency Management Department en www.lacity.org/emd.

Programa para Ajardinamiento Residencial Resistente a la Sequía

LADWP ofrece incentivos a clientes residenciales quienes reemplazan sus céspedes tradicionales con plantas resistentes a la sequía. El programa para ajardinamiento residencial resistente a la sequía (conocido como Residential Drought Resistant Landscape Incentive Program) les pagará a clientes de viviendas unifamiliares \$1 por cada pie cuadrado de césped que remueven y reemplazan con plantas apropiadas para el clima, abono o pavimentos permeables por agua. Para informarse acerca del programa, llame al 888-376-3314.