

# LET LADWP HELP YOU SAVE ON YOUR BILL!

At LADWP we are putting customers first. Are you on a limited income or having financial challenges? Let us help! Here are programs to help you lower your bills:

## **Low Income Discount Program**

LADWP offers discounts for residential low income customers through its Low Income Discount Program.

## **Low Income Refrigerator Exchange Program**

Recycle an old model and receive a new, free energy efficient refrigerator from LADWP.

## **Senior Citizen/Disability Lifeline Rate**

A discount program assisting income-qualified senior citizen and permanently disabled customers in paying their electric and/or water bills, the Lifeline Rate is administered by the Los Angeles Office of Finance.

## **Life Support Equipment**

Customers requiring permanent life support equipment may qualify for the Life Support Device Discount.

## **Physician Certified Allowance Discount**

Discounts are available to customers who provide state-licensed physician verification for a fulltime household member under treatment for a life-threatening illness or compromised immune system.

## **Disabled Blind and Visually-Impaired Customers/ Hearing-Impaired Customers**

Customers who are visually-impaired can require a bill in Braille or large print. For customers with a Teletype device hookup (TDD) may call LADWP at 1-800-HEAR-DWP (1-800-432-7397) for assistance.

## **Low Income Home Energy Assistance Program**

LADWP will weatherize your home to make it more energy efficient with this State of California Department of Community Services & Development program. Call 1-866-675-5523 or visit [csd.ca.gov/programs](http://csd.ca.gov/programs) and click on Low Income Home Energy Assistance Program.

## **Turf Replacement Program**

Transform your lawn and create a sustainable landscape. The program will provide you with California Friendly® plants, mulch, rain barrels and drip irrigation (as needed).

## **Landscape Training Classes**

Attend online one hour online classes to learn about the benefits of having a California-friendly landscape and ways to remove your grass.

## **Custom Water Conservation Projects (TAP)**

The Technical Assistance Program (TAP) is a financial incentive program offering up to \$250,000 for the installation of pre-approved equipment and products, which demonstrate water savings.

## **PAYMENT PLANS**

LADWP can help make sure your utility service is never interrupted just because you are short on cash. Contact us before your bill becomes late so we can reach an agreement on a payment plan.

Call: 1-800-DIAL-LAWDP

Log on: [ladwp.com/financialassistance](http://ladwp.com/financialassistance)

## **WATER CONSERVATION**

### Indoor Checklist

- Install low-flow showerheads and faucet aerators available free at your local LADWP Customer Service Center.
- Shut off faucet while brushing teeth, shaving or washing dishes
- Fix household leaks
- Run only full loads in the dishwasher or washing machine
- Don't use your toilet as a wastebasket
- Install a high efficient clothes washer and toilet

### Outdoor Checklist

- Check sprinklers for proper operation and leaks
- Water lawn only when needed early in the morning or late in the evening
- Limit outdoor watering to three days a week based on your street address
- Install a water-efficient irrigation system with rotating nozzles or weather-based irrigation controller
- Use a broom instead of the hose to clean outdoor spaces

IF YOU NEED THIS INFORMATION IN ARMENIAN, CHINESE, KOREAN, TAGALOG, SPANISH, RUSSIAN OR VIETNAMESE PLEASE SEND REQUEST TO: [candrade@pacela.org](mailto:candrade@pacela.org) or call 213.989.3317.