



NEED HELP PAYING YOUR BILLS?

We're here to help!

ladwp.com/cares



PROGRAMS TO HELP YOU SAVE MONEY ON YOUR BILLS AND QUALIFY YOU FOR OTHER PROGRAMS!

LADWP DISCOUNT PROGRAMS	WHO IS IT FOR?
EZ-SAVE	Income-qualified customers
Senior Citizen/Disability Lifeline Rate (Lifeline)	Income-qualified customers who are 62 and older or with an eligible disability
Physician Certified Allowance Discount (PCAD)	Households with an eligible physical disability such as paralysis, multiple sclerosis, neuromuscular disorders, and others
Life-Support Equipment Discount (Life Support)	Households who use an eligible life-support device such as motorized wheelchairs, respirators, dialysis machines, and others

OTHER LADWP PROGRAMS	WHO IS IT FOR?	WHAT IS IT?
Level Pay	Residential customers who want a predictable, monthly bill over the year	A predictable monthly bill based on your past usage. Past due balances can also be rolled into this bill to provide one consistent, monthly payment.
Extended Payment Arrangements	Residential and commercial customers who need more time to pay any balances	No down payment. No interest. No fees. Extended time to pay your balance: up to 48 months for discount customers and up to 36 months for all other customers.



Customer Contact Center
1-800-DIAL-DWP
(1-800-342-5397)
TTY: 1-800-HEAR-DWP
(1-800-432-7397)

Monday–Friday: 7 a.m. to 7 p.m.
Saturday: 7 a.m. to 2 p.m.
Sunday and Holidays: Closed
Available 24/7 for
emergency/outage calls



**Locate your nearest
Customer Service Center**
ladwp.com/csc



STATE RESIDENTIAL RELIEF PROGRAM IS ALSO AVAILABLE TO HELP YOU WITH YOUR UTILITY BILLS!

STATE ASSISTANCE PROGRAM	WHAT IS IT?	HOW TO APPLY
<p>Low Income Home Energy Assistance Program (LIHEAP)</p> <p>PROGRAM WEBPAGE ladwp.com/LIHEAP</p>	<p>Up to \$1,500* to help with your electricity bills.</p> <p>Free appliances and free weatherization services are also available!</p> <p>ACT FAST! LIMITED FUNDING</p>	<p>CALL YOUR LOCAL SERVICE PROVIDER TO LEARN MORE & APPLY TODAY!</p> <p> San Fernando Valley, Northeast LA, East LA: Maravilla 323-721-4162 or 800-906-4651 www.maravilla.org</p> <p> West LA, Central LA, South LA: PACE 213-989-3177 www.pacela.org/our-work/energy</p> <p> Harbor: Long Beach Community Action Partnership 888-351-4061 www.lbcap.org/energy-assistance-heap</p> <p> Owens Valley: Inyo Mono Advocates for Community Action 760-873-8557 www.imaca.net/energy-assistance</p>

*Benefit amounts may vary and are subject to change. Contact your local service provider to learn more.

COMMON QUESTIONS

Can I combine discounts? Eligible customers can combine the Lifeline, PCAD, and/or Life-Support discounts. And, also receive the LIHEAP assistance with no impact to other benefits.

Do I need to provide a social security number to apply to LADWP discounts and programs? No. Any LADWP customer can apply for our discounts and programs. You will still need to meet eligibility rules for each program.

Does utility assistance count for public charge purposes? Utility assistance is not considered for public charge purposes. Visit chhs.ca.gov/public-charge-guide to learn more.

Do I need a social security number to apply for LIHEAP? Anyone 18 years or older and living in your household full-time can apply (such as an adult child, roommate, or relative). The applicant must have a social security number. The applicant's name does not need to be on the bill.

Do I have to pay this money back? No. These programs are to help households with their utility bills.

Are LIHEAP benefits taxable? No. For residential customers, these programs do not count as income and are not taxable.

