

Connections

Don't Be Left in the Dark... Know What to Do When the Power Goes Out

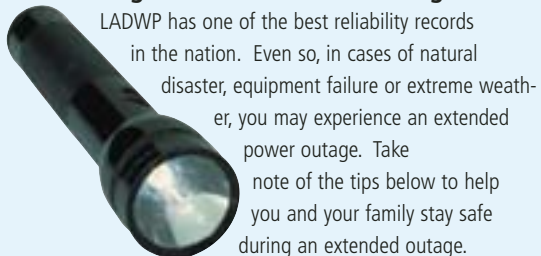
When your power goes out unexpectedly, the problem may be within your home or may be a problem of LADWP. Review the checklist below to find out if the problem lies within your home before calling LADWP.

- If all your lights are out but neighboring homes are illuminated, the trouble may be with your main switch, circuit breakers or fuses.
- If only a few of the lights in your home are out, switch off or unplug all lamps and appliances that lost power.
- Check to see if any of the outlets are overloaded or if a faulty appliance or cord exists before resetting a tripped circuit breaker or installing a new fuse.
- Before working on any portion of your home electrical system, always turn off the power at the main switch.



- Replace a blown fuse with a fuse of the same amperage. This protects against overheating and potential fire.

During an Extended Power Outage



LADWP has one of the best reliability records in the nation. Even so, in cases of natural disaster, equipment failure or extreme weather, you may experience an extended power outage. Take note of the tips below to help you and your family stay safe during an extended outage.

- Always keep a flashlight and extra batteries in your home. Never use candles for light.
- Turn off or disconnect any appliances or electronic equipment you were using when the power went out.
- Leave one light turned on so you will know when power is restored.
- To stay warm, do not light a fire indoors. Instead, put on layers of warm clothing.
- Keep refrigerator and freezer doors closed to keep food as fresh as possible.



If you are unable to locate the source of the trouble or if all your lights are off and other homes are also without light, call the LADWP 24-Hour Hotline at 1-800-DIAL-DWP.

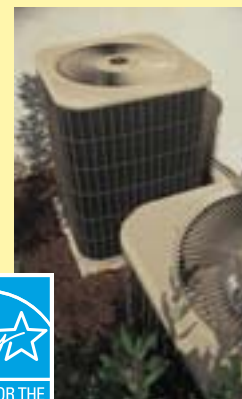
Let LADWP Help You With A

Home Energy Makeover

There has never been a better time to give your home an energy-friendly makeover. A new refrigerator, stronger air conditioner or new windows can save energy, lower your utility bill and give you cash back when you participate in one or all of LADWP's rebate programs.

Consumer Rebate Program

LADWP is offering the biggest consumer rebate program in the City's history. Millions of dollars in rebates are available to Los Angeles City residents who purchase qualifying Energy Star products. Rebates are available on refrigerators, air conditioners, pool pumps, windows and others.



Refrigerator Retire Program

Customers who purchase qualifying refrigerators can save even more. The Refrigerator Retire Program will pick-up and environmentally-recycle old, energy-wasting refrigerators at no cost and will reward participating customers with a \$35 rebate and a six-pack of energy saving compact fluorescent light bulbs.



Smart customers who purchase a qualifying refrigerator and take advantage of the Consumer Rebate Program incentive of \$65 can also recycle their old refrigerator and receive the Retire incentive of \$35. By taking advantage of these two programs, a customer can receive \$100 in rebates.

To learn more about the LADWP Consumer Rebate Program, the Refrigerator Retire Program and other energy saving programs, log on to www.ladwp.com and click on "Programs and Rebates," call 1-800-GreenLA or visit your local retailer.

*Saving Energy...
It's Just Smart*

Many LADWP Services Now Offered Online

By visiting www.ladwp.com you are now able to:

- Turn on water and electric service*
- Turn off water and electric service*
- Transfer water and electric service*
- Access your account
- View your bill(s)
- Make a payment or sign up for direct debit
- Manage your account(s)
- Contact Customer Service
- View conservation information
- Learn about incentives/rebates
- Download rebate applications
- Download application for Low Income and Lifeline Discounts
- Access Emergency and Safety Information
- View other residential and commercial services



To report water or power emergencies or outages, or anything requiring immediate assistance, please call our Customer Contact Center at (800) 342-5397.

Our telephone representatives are available 24 hours a day, 7 days a week.

* Requires a two (2) business day notice



The Bright Future of the Compact Fluorescent Light Bulb

As part of an ongoing effort to encourage energy savings, reduce energy costs and enhance the environment, LADWP has expanded its residential and commercial energy efficiency programs, placing an immediate emphasis on the increased use of Compact Fluorescent Light Bulbs (CFL) in the residential arena.

The CFL is a seemingly simple device that uses about one-third the energy of standard bulbs and can last up to six times longer. One CFL can save \$50 to \$60 over the life of the bulb (about 10,000 hours) compared to a standard light bulb. The bulbs are equipped with a standard screw base that can be installed into most any table lamp or lighting fixture.

Over the next year, LADWP will implement a campaign to get CFLs into the hands and light fixtures of as many LADWP residential customers as possible. In 2006, LADWP distributed over 85,000 CFLs to residential customers, saving over 4.2 million kilowatt-hours of energy use per year. And, since 2002, LADWP has distributed more than 300,000 CFLs, resulting in a projected energy savings of approximately 17,000,000 kilowatt-hours. LADWP is also investigating ways to help reduce pricing for wholesalers in order to make the bulbs less expensive for consumers.



When compared to standard incandescent light bulbs, CFLs produce about four times as much light with bulbs ranging from nine to 40 watts. Thus, you can use a 20-watt CFL to replace a 75-watt standard light bulb; it will use much less energy and last about 10 times as long. In terms of cost savings, a single energy efficient CFL can reduce your annual electric bill by \$10 to \$12. If five energy efficient CFL bulbs were used over a five-year period, you could save as much as \$300 on your electricity bills. Energy efficient CFL bulbs are also more environmentally friendly since reducing electric usage reduces power plant emissions of pollutant gases.

How CFLs Work...

Standard incandescent light bulbs burn electricity to heat a filament until it glows white. A bright light is produced but approximately 90 percent of the electricity needed to heat the filament is lost as waste heat. The standard incandescent light bulb typically lasts about 1,000 hours. CFLs are more energy efficient than standard incandescent light bulbs because they do not produce waste heat. All fluorescent light bulbs use electricity to excite a gas; the energized gas reacts with the fluorescent coating on the inside of the bulb and the result is visible light.

2006 POWER CONTENT LABEL

ENERGY RESOURCES	LADWP Power* (projected)	LADWP Green Power** (projected)	2004 CA POWER Mix*** (for comparison)
Eligible Renewable****	6%	100%	5%
-Biomass & waste	1%	-	0%
-Geothermal	<1%	-	4%
-Small hydroelectric	4%	-	1%
-Solar	<1%	-	0%
-Wind	1%	100%	0%
Coal	48%	-	39%
Large Hydroelectric	6%	-	24%
Natural Gas	30%	-	33%
Nuclear	10%	-	0%
Other	<1%	-	0%
TOTAL	100%		100%

* 97% 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.