



Dear [insert customer name],

LADWP Account Number [insert acct #]

In June 2022, Los Angeles Department of Water and Power automatically credited your account on behalf of the State of California's California Water and Wastewater Arrearage Payment Program (CWWAPP). You will see these credit(s) noted on your next bill. The funds from CWWAPP were designated to assist Californians with eligible *unpaid* utility debt that was accrued during the COVID-19 pandemic between March 4, 2020 and June 15, 2021. Eligible sewer service customers will automatically see a CWWAPP credit. **No action is needed on your part.** CWWAPP is provided through funding from the State Water Resources Control Board using federal *America Recovery Plan Act (ARPA)* funds. For more information about this state program, please visit [www.ladwp.com/CAFunds](http://www.ladwp.com/CAFunds).

**CWWAPP credit applied to your account:** \$[insert from file]

LASAN has other financial assistance programs and payment options for customers:

- **LOW INCOME PROGRAM**

For low-income customers who are 62 years of age or older or are permanently disabled, the City offers a 31% discount on the Sewer Service Charge for the first 18 HCF of water per two-month billing period. The discount program applies only to single family dwellings.

[www.lacitysan.org/billing](http://www.lacitysan.org/billing)

- **LIFELINE**

Lifeline customers, because of low-income status and age or disability, receive a discounted rate for the Solid Resources Fee – otherwise known as the “trash fee.” Lifeline customer eligibility must be verified every two years to determine if the discounted rate should continue.

[www.lacitysan.org/lifeline](http://www.lacitysan.org/lifeline)

- **SEWER REPAIR FINANCIAL ASSISTANCE PROGRAM**

In order to identify and repair damages to sewer laterals, LASAN is offering two sewer lateral rebates on a first-come, first-serve basis until annual allocated funds are exhausted, to those who own residential, multifamily, commercial, and industrial property and pay a sewer service charge to the City of Los Angeles. One rebate is up to \$300 for CCTV (videotaping and condition assessment of the lateral) and the other is up to \$1000 for necessary repairs.

[www.lacitysan.org/slrebates](http://www.lacitysan.org/slrebates)

Again, no action is needed on your part. Receipt of this letter is confirmation that you are part of the program, and you will see a credit to your account in the coming months. If you have any questions or concerns, please call one of the following:

LADWP

[www.ladwp.com/cares](http://www.ladwp.com/cares)

1-800-DIAL DWP (1-800-342-5397)

LASAN

[www.lacitysan.org/service](http://www.lacitysan.org/service)

1-800-773-2489

Sincerely,

LA Sanitation & Environment  
Financial Management Division

