

SMART GRID L.A.

→ Smart Power Partners

Welcome to Smart Power Partners! Your Electric Meter Will be Upgraded

Dear LADWP Customer,

Beginning in Spring 2013 the Los Angeles Department of Water and Power (LADWP) will soon be in your area to upgrade your electric meter as part of the Smart Grid Regional Demonstration Project (Smart Grid L.A.). Through Smart Grid L.A., LADWP will begin to upgrade its electric grid with new technologies designed to improve the reliability, efficiency, and security of electric services provided to customers.

You are among 52,000 residential and business customers who will receive an upgraded meter as a Smart Grid L.A. "Smart Power Partner." As the program evolves, Smart Power Partners will have access to new energy management tools made possible through your new meter. Your participation in the demonstration project will help LADWP as it develops its citywide Smart Grid Program.

An LADWP Field Representative will be in your area to upgrade your electric meter beginning in Spring 2013.

Please refer to the frequently asked questions below for additional information about your new meter and to learn more about the Smart Power Partners program. If you have additional questions, please do not hesitate to contact an LADWP Customer Service Representative at 1-800-DIAL DWP (1-800-342-5397). You will receive more specific information concerning your scheduled meter installation in future communications from LADWP.

Why am I getting a new meter?

As part of ongoing efforts to improve our electrical infrastructure and provide better service to you, LADWP is replacing 52,000 electric meters with modern, two-way communication meters through the Smart Grid Regional Demonstration Project. Your new meter will ensure accurate meter reads, provide quicker notification of an outage at your home or business, and eventually provide access to a host of energy management tools that will help you better control your energy use and manage your energy costs.

Will I be charged for the new meter?

No. There will be no cost to you for the meter or its installation.

Will there be any changes to my service?

You will not notice any change because of the new meter. However, you may see improved response times, since the new meter will provide LADWP with immediate notification if you lose power at your home. As the program evolves, the upgraded service will provide you with tools and programs to manage your energy costs. If you have life support equipment, please contact Customer Service at 1-800-DIAL DWP.

How long will the installation take, and will you shut-off my power?

It will take only a few minutes for the LADWP service representative to change your meter. It will be necessary to shut off your electricity during this short period of time. After the meter is installed, you will need to reset the digital clocks on your appliances and/or electronics.

Do you need access to my property?

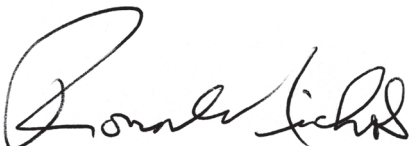
Electric meters are generally located on the outside of a single-family home. However, installation may require access to a customer’s property, such as a side or back yard. You can assist in this effort by making your electric meter accessible to us. This includes securing any pets away from the area near your electric meter. You do not need to be present for us to perform the work as long as we have unobstructed access to the meter. If access is not available during our first attempt to replace your meter, we will leave a note asking you to contact us to make arrangements for the installation.

How will I know if the worker is really an LADWP employee?

LADWP employees are easily recognized by their uniform and identification badges. However, you may contact LADWP at 1-800-DIAL DWP (1-800-342-5397) to verify the employment status of the workers before allowing anyone to enter your property.

For additional information about Smart Power Partners/Smart Grid L.A., please visit www.ladwp.com/smartgrid, e-mail the LADWP Smart Grid group at SmartGridLA@ladwp.com or contact LADWP Customer Service at 1-800- DIAL DWP.

Sincerely,



Ronald O. Nichols
General Manager

