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NEWS

LADWP REACHES \$44 MILLION OVERBILLING SETTLEMENT



PROTEST



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DEPUTY

The Los Angeles Department of Water and Power has settled a lawsuit brought on by about 1.6 million customers who were excessively charged during the rollout of a new billing system.

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By ABC7.com staff

Monday, August 17, 2015

LOS ANGELES (KABC) -- The Los Angeles Department of Water and Power settled a class-action lawsuit Monday brought on by about 1.6 million customers who were excessively charged during the rollout of a new billing system in 2013.

The landmark settlement will assure the return of over \$44 million to customers who were overbilled for water, electricity and other services.

Landskroner Grieco Merriman, LLC, said in a statement that the settlement also requires that the department invest \$20 million in a comprehensive overhaul of its billing system, establish new rules as to how the public utility bills its customers, and appoints an independent monitor to ensure compliance with the terms of the agreement over the next 18 months.

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Both the legal and moral obligation to right this injustice and resolve this matter in the best interests of the ratepayers."

LADWP customers will not have to file any claims to receive refunds, which will be paid out automatically.

DWP officials said the average rebate for customers would be relatively small, around \$10. The money will be credited to bills or refunded if the account is closed and must be completed by the end of next June.

The city is currently suing PricewaterhouseCoopers to try to recoup all the money for that botched system it installed.

City News Service contributed to this report.

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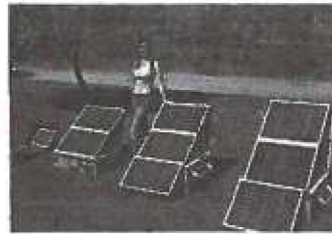
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LOAD COMMENTS



Jodie Hope <jodiehopecaldwell@gmail.com>

billing refund

2 messages

Jodie Hope <jodiehopecaldwell@gmail.com>

Mon, Nov 29, 2010 at 6:17 PM

Reply-To: jodiellhope@gmail.com

To: multifamily <multifamily@lacity.org>

PROTEST

Jodie Hope
1230 S. Sierra Bonita Ave.
Los Angeles, CA 90019

November 29, 2010

Bureau of Sanitation

RE: CAN 1161831742
ACCT. NO. 4-11-97179-00218-00-9001-1-01

To Whom It May Concern:

I am writing in regards to continual billing problems with the above referenced account. In 2009, I contacted LADWP in regards to the "MULTI-FAM BULKY ITEM FEE." I had been seeing this fee for some time on my bill and did not understand what it was for. I was told by LADWP representatives that "everyone gets charged that." Although, they were unable to explain what the fee was for.

In January of 2010, I again contacted LADWP and requested the fee be explained to me. At that time, I was told to contact the Sanitation Department at 800-773-2489. When I spoke to them, I was explained that the fee was for owners who had more than a 4 unit complex. However, I do not have more than 4 units on my property and had been charged for this fee for YEARS. I originally opened the account sometime in 2004! I was told at that time the account would be credited for the overcharged amount. In addition, the fee would no longer be on my bill.

I continued to see the MULTI-FAM BULKY ITEM fee on my bill and there was no credit for the overcharged bill.

On 4/5/10, I, again, contacted the Sanitation Department. I was told that the credit was "pending." However, I continued to see the fee on my bill and there was no credit for the overcharged year.

When I received my next LADWP bill, I saw that the fee was still on my bill. On 5/14/10, I contacted both LADWP and the Sanitation Department. I was told by the Sanitation Department that the credit had been submitted for approval already and the wait was for LADWP to process the credit and take off the fee.

On my next LADWP bill, I saw that the fee was still on my bill.

On 6/24/10, I contacted both LADWP and the Sanitation Department. I was told the credit would be on the next bill and that the Sanitation Department had forwarded the approval. I was told it was approved on 5/14/10 and had been

forwarded to LADWP on 5/21/10.

On 7/14/10, I contacted LADWP and the Sanitation Department. I was told the fee would not be on my next bill.

On my 7/19/10 bill, I noticed the fee was no longer on my bill! However, I never received the promised credit for the year that I was overcharged.

On 8/31/10, I contacted LADWP and spoke to "Charles" with "team 6." He said he would put the request for the credit for credit for the mulit-family fees that I was overcharged. He said he would send it to the Liason with the Sanitation Department.

On my 9/10/10 bill, I noticed that I have still not been credited for the overcharged MULTI-FAMILY fees.

At this time, I am requesting my account be credited for the overcharged MULTI-FAM BULKY ITEM fee going back to the inception of my service. In addition, I am still be charged for the MULTI-FAM BULKY ITEM fee since January 2010 when I notified LADWP and the Sanitation Department. I continued to be overcharged from January 2010 to July 2010.

I spoke to LADWP in October of 2011 and they informed me it is the Sanitation Department that needs to issue the Multi-family overcharged fees credit that I was promised. Therefore I am writing request someone from the Sanitation Department please handle this credit and please do so in a timely manner. This has been going on for way too long!

If you have any questions or concerns, please feel free to contact me at 310-590-8600 or the return address above. Thank you for your time and consideration.

Sincerely,


Jodie Hope

 **BOS refund.doc**
26K

Jodie Hope <jodiehopecaldwell@gmail.com>
Reply-To: jodiellhope@gmail.com
To: SAN.CallCenter@lacity.org

Mon, Nov 29, 2010 at 6:19 PM

[Quoted text hidden]

 **BOS refund.doc**
26K

PROTEST

City Clerk
200 North Spring Street, Room 395
Los Angeles, CA 90012

January 7, 2014

OWNER: Jodie Hope
PARCEL ADDRESS: 218, 218 ½, 220, 220 ½ 6th Avenue, Venice, CA 90291
SUBJECT: LADWP Water Rate Ordinance

Dear City Council Members:

I protest the proposed LADWP Water Rate increase.

How can this company even ask to increase rates?

The LADWP bill is my most expensive bill for my property (outside of my mortgage!). My grass is dead, the water undrinkable, customers wait on hold for up to an hour upon calling customer service, customers were over billed for millions. I myself was over billed for many years by this company and even upon bringing it to their attention did not resolve the problem for many, many months and I was never credited the full amount. Please see my correspondence to LADWP.

My God, look at their Facebook account. It is complaint after complaint. Over billing, bad customer service, you name it.


And as you should know council members, LADWP recently settled a \$44 billion class action lawsuit for overbilling their customers.

I myself was overbilled for many years and have included my correspondence to LADWP in my attempts to get the situation rectified. I was overbilled from 2004 to 2011. I contacted LADWP many times to identify this "multi-fam bulky item fee." LADWP could not explain it! I was told "everyone gets charged that." In fact, the fee is for multi family units of over 4 units. My property should never have been charged this fee.

When I requested a full refund, I was told that LADWP will only go back (I believe) 6 months. I don't recall the exact amount of months. But I had been overbilled for years! Not to mention, I had been trying to find out what this fee was for months and no one at LADWP could help me!

How LADWP can decide how long they are on the "hook" for improper billing is beyond anything I've ever dealt with when dealing with a professional company.

Clearly LADWP needs to step up their billing practices and not simply pass the cost on to the consumer. They have been doing this for years and now they want to do it by raising the rates?

BY  CITY CLERK
DEPUTY

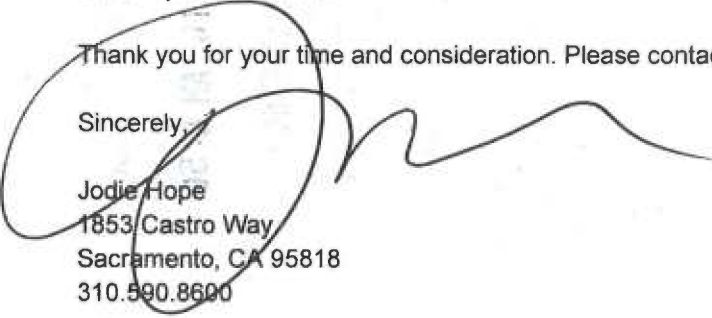
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Just take a moment to look at all of the terrible reviews there are! Whether it be Facebook, Yelp, etc. No one is happy with their service from LADWP. This company not only over bills their customers on a regular basis, but also does not offer the slightest bit of decent customer service , we can't drink the water and now a rate increase? No Way!

Shall the consumer pay for the steak dinners, private contracts, misappropriation of funds, over billing, undrinkable water, LADWP scandals, horrible customer service, & general bad press because of all of the screw ups? I think not!

Thank you for your time and consideration. Please contact me if you have any questions or concerns.

Sincerely,



Jodie Hope
1853 Castro Way
Sacramento, CA 95818
310.590.8600

Enclosures: 11/29/10 email to LADWP
11/29/10 letter to LADWP
LADWP in the news

PROTEST

1.10.16

Henry Valdez

8916 FLASHMAN AVE

Arleta, Ca. 91331

Acct. # 390 4621000

LADWP Water Rate Ordinance

I Henry Valdez protest the
proposed rate changes.

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LADWP WATER RATE ORDINANCE

OWNER/BILL PAYER: SANDY J. SAND

PARCEL ADDRESS: 6319 ELLENVIEW AVENUE
WEST HILLS, CA 91307

PROTEST

I PROTEST

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January 5, 2016

TO: City Clerk

200 N. Spring St., Room 375
Los Angeles, CA 90012

PROTEST

From: Beth Phillips Simpson
4427 Vantage Ave.
Sawtooth Cdf, CA 91004

RE: LAOUP Water Rate Ordinance

I protest the proposed rate changes.

I am, and continue to be committed to conserving water - so much so that these types of tiered rate / usage changes penalize me for having always been very water conscious.

Planning and saving for cyclic replacements of aging pipes & infrastructure should have been ongoing and anticipated properly.

Beth Phillips Simpson

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BY  DEPUTY

January 4, 2016

PROTEST

Lillie Jackson
755 East 74th Street
Los Angeles, CA 90001

City Clerk
200 North Spring Street, Room 395
Los Angeles, CA 90012

Re: LADWP Water Rate Ordinance


To Whom It May Concern:

I am contacting you to tell you that I am **protesting** the LADWP proposed rate change. Please deny it. Thank you

Sincerely,



Lillie Jackson

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Henry Roque
7840 Ledge Ave.
Sun Valley, CA 91352

December 30, 2015

Los Angeles City Clerk
200 North Spring St. Room 395
Los Angeles, CA 90012
Regarding:
Proposed LADWP Water Rate Ordinance

PROTEST

Dear Los Angeles City Council:
I protest the proposed water rate for the Los Angeles Department of Water and Power.

Sincerely,



BY  DEPUTY

CITY CLERK

2016 JAN 14 AM 8:56

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I Protest. LADWP Water Rate Ordinance

DLGA NACCARATO
17109 Escalante Dr
Encino CA 91436

PROTEST

I protest !!

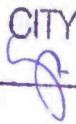
LADWP Water Rate Ordinance

Owner:

Bryan and Myrna Davis
12400 Bradford Place
Granada Hills, CA
91344-1507

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MARY Culver, 6934 TELLICO AV
Van Nuys. CA 91406

I Protest LADWP Water Rate Ordinance

I PROTEST
Rate

I PROTEST

MARY CULVER

LADWP Water Rate Ordinance.

January 10, 2016

Name of Customer on Record: Sung Jae Lee

Parcel Address: 17467 Cohasset St, Van Nuys, CA 91406

Statement of Protest:

I protest the proposed water rate restructure and increases

PROTEST

BY  DEPUTY

CITY CLERK

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REC'D
CITY CLERK'S OFFICE

PROTEST

January 11, 2016

Lawrence Gordon owner of 655 firth avenue, 667 firth avenue, and 687 firth avenue located in los angeles 90049 protests the LADWP Water Rate Ordinance proposal.

Sincerely,



Lawrence Gordon

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CITY CLERK

LA DWP Water Rate Ordinance

January 10, 2016


Name of Customer on Record: Sung Jae Lee

Parcel Address: 14018 Addison St., Sherman Oaks, CA 91423

Statement of Protest:

I protest the proposed water rate restructure and increases

PROTEST

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Marvin M. Portner & Eleanor Haspel-Portner
Holly G. and C. Clawde Trust
865 Napoli Drive
Pacific Palisades, CA 90272-4515
January 8, 2016

PROTEST

I protest the LADWP Water Rate Ordinance.

Eleanor Haspel-Portner
Marvin M. Portner

BY  CITY CLERK
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LADWP Water Rate Ordinance

To the city clerk,


I protest the proposed rate increase for water. My address is:

12516 Woodgreen St.

Los Angeles, CA 90066



Nicholas Magnone

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PROTEST

Salvador G. Hermosillo
908 Rector Pl
Los Angeles, CA 90029

e-mail: sghermosillo@gmail.com
Home: 323-412-9128
Cell: 213-300-8632

December 19, 2015

Los Angeles City Clerk
200 North Spring Street, Room 395
Los Angeles, CA 90012

PROTEST

Dear Sir or Madam:


I protest the LADWP Water Rate Ordinance.

Name of Owner: Salvador Hermosillo Guijarro

Parcel address: 908 Rector Place, Los Angeles, CA 90029

Very respectfully,


Salvador G. Hermosillo

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Los Angeles City Council
Room 340, City Hall
200 N. Spring St., Rm 395
Los Angeles 90012

PROTEST

RE: Statement of protest of water rate restructure


I address the Council as an architect and environmental consultant to alert the Council to a serious problem that the DWP skips over. The Council should be aware that information furnished by the DWP may be dis-informative and inaccurate. The DWP has an ongoing problem of transparency. Indeed, the recent water report had several errors of fact, the most egregious of which is mistaking chromium 6 for chromium 3 and labeling it harmless. Or perhaps categorizing this dangerous contaminant as harmless, in the recent Water Report, is more of an obfuscation by the DWP to hide a serious issue from the public.

In fact, it is now admitted by officials that a major reason for the water shortage is the contamination of valley wells with chromium six. This contamination was brought to the attention of state and local authorities by Dr. Lyons, over ten years ago, which asked then Sen. Tom Hayden to support the state agencies in closing many of the wells; unfortunately he refused to do so, possibly because he did not want to risk offending the investment community. Today the investors are awash with money and seek avidly for opportunities for investment, but the contaminated valley wells are now finally closed, to the dismay of investors looking for opportunities, due to public and state concern. And unfortunately resulting in the water shortage that the DWP still refuses to address, but seriously impacts development and growth.

There is nothing in the proposal that suggests that mitigation of the chromium problem will be addressed, yet this should be the centerpiece of the proposal. In effect, the public is being asked to subsidize investors who require an ample supply of water by somehow making more of this contaminated commodity available. Although exactly how this is to be accomplished, we are asked to trust the DWP. In fact, the DWP may have no idea how to accomplish this, since no one has until now found a solution that would make the chromium six disappear. The proposal should be turned down until the DWP is transparent and specific as to how it intends to address the problem and spend the public's money.

William Firschein AIA
41 Westminster Avenue
Venice, CA 90291
310.310-3485

1.10.16

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BY



DEPUTY

PROTEST

I, BOBEC VOLARIK, PROTEST
THE PROPOSED LADWP
WATER RATE ORDINANCE:

BOBEC VOLARIK

18531 MAYALL ST. #A

NORTHridge, CA 91324

 01/09/2016

BILL R. TETIS
23405 CALIFA ST
WOODLAND HILLS, CA 91367

I PROTEST LADWP WATER RATE ORDINANCE

REGARDS,



I VOTE

I PROTEST "8" LADWP WATER
RATE ORDINANCE



January 8, 2016


LADWP Water Rate Ordinance

Felix Tzum
2239 Duval Street
Los Angeles CA 90031

I. Protest the LADWP Water Rate
Ordinance.

PROTEST

Felix Tzum

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BY  DEPUTY

PROTEST

ATRICIA KANE ST
15237 Des By Ca
S Herman Oaks 91403
LA DWP +
LA DWP Water Rate Ordinance

MARGARET PORTER
22324 Golden Canyon Circle
Chatsworth, CA 91311

"I protest LA DWP WATER
RATE ORDINANCE"
Margaret Porter

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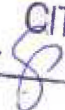
PATTI ELIAS
1424 Vassar Ave
Canooga Park CA 91303
I protest LA DWP WATER
RATE ORDINANCE

From: CAROL D Sweetb
7412 CALVIN AVE.

I protest,
LADWP Water Rate Ordinance

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BY  DEPUTY

PROTEST

Name of owner & address (parcel address)

Carmen Otto
13845 Victory Blvd,
Van Nuys, CA 91401

I protest the LADWP Water
Rate Ordinance) increase.

The rate needs to stay the same
or be decreased.

Carmen Otto
1-9-16

SO WERE TOLD TO CONSERVE WATER,
AND WE THE PEOPLE OF THE CITY OF
LOS ANGELES AS GOOD CITIZENS DID!
NOW THE DWP BLATANTLY WANT TO
PENALIZE US FOR CONSERVING WATER,
BY RAISING THE FEES.

NOT ACCEPTABLE, ENOUGH IS ENOUGH

DeLute Street
9124 CREBS AVE.
NORTH RIDGE, CA 91324

PROTEST

I Protest NO

Rozzy Press
6200 Be Seto Ave #34212
Woodland Hills, Ca.
91367

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BY [Signature] DEPUTY

Dear Madam or Sir:

I protest the rate
increase being proposed
by the LADWP for water
rates. This new LADWP
Water Rate Ordinance is
an unfair burden on families!
Sincerely,
Dr. Paul Dowling

EUGENE LIROFF
20055 MARSHA ST
WOODLAND HILLS CA 91367

I PROTEST
LADWP WATER RATE
ORDINANCE


FROM:
RICHARD A. NIXON
9602 LANGDON AVE
NORTH HILLS, CA
91343

I PROTEST:

LADWP WATER RATE
ORDINANCE

PROTEST

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I protest the LADWP
Water Rate Ordinance

Shannon Edwards #316
5440 Lindley Ave
Encino, CA 91316



ANTONETTE VENETOS
5643 050 AVE
WOODLAND HILLS CA 91367

I PROTEST THE PROPOSED
WATER RATE INCREASE. THANK YOU.



We **Protest** the proposed LADWP Water Rate Ordinance
Restructure and Increase.

Service Customer and Location:

James Weston

1939 S. Gaffey St.

San Pedro, CA 90731

(562)712-5362

westonjimmy@hotmail.com



PROTEST

BY _____ DEPUTY

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Jodie Hope
1230 S. Sierra Bonita Ave.
Los Angeles, CA 90019

November 29, 2010

Bureau of Sanitation

RE: CAN 1161831742
ACCT. NO. 4-11-97179-00218-00-9001-1-01

To Whom It May Concern:

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In January of 2010, I again contacted LADWP and requested the fee be explained to me. At that time, I was told to contact the Sanitation Department at 800-773-2489. When I spoke to them, I was explained that the fee was for owners who had more than a 4 unit complex. However, I do not have more than 4 units on my property and had been charged for this fee for YEARS. I originally opened the

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