



Los Angeles Department of Water and Power
Board of Commissioners
111 Hope Street
Los Angeles, California 90012

March 16, 2017

LADWP Board of Commissioners:

The Hollywood Hills West Neighborhood Council (HHWNC) appreciates the 90-day extension provided by the LADWP Board of Commissioners to review the Customer Bill of Rights, particularly after the very limited time offered to review the policy before it was first presented to the Commission.

While the HHWNC believes this Customer Bill of Rights is a valiant first step to improving customer relations, the policy does not include many quantifiable goals to guarantee progress can be effectively measured. The HHWNC would like to ensure that this Customer Bill of Rights is implemented, and compliance is measured and reported to customers.

Since this is a living document to be revisited every two years, the HHWNC expects that outreach will be conducted prior to each two-year review of the policy to ensure customers can provide feedback on progress. The HHWNC would also like to see tangible metrics provided at that time to demonstrate LADWP's progress towards the goals outlined in the Customer Bill of Rights. Additionally, LADWP should consider having a third party measure its compliance against benchmarks to indicate progress and allow for that progress to be communicated with the community.

Regarding the commitment that bills exceeding three times the average historic use will be automatically reviewed, customers should be made aware of that review process since details are not provided in the Customer Bill of Rights. For instance, will the bills be reviewed before a notice is sent to the customer? Will a meter reading be required? The process should be clearly outlined as part of the Bill of Rights so customers understand what they can expect from this review process.

Finally, the HHWNC believes that it would be beneficial to include a clear procedure for customers to contact LADWP regarding complaints or lack of compliance with the Customer Bill of Rights. Any feedback or complaints should be recorded and made available to the Commission and customers as a means of tracking progress.

The HHWNC recognizes that the creation of the Customer Bill of Rights as an important first step in improving LADWP's customer relations but expects that progress will be tracked to ensure this policy is followed.

Sincerely,

Anastasia Mann
President, Hollywood Hills West Neighborhood Council

cc. CommunityRelations@ladwp.com

7095 Hollywood Blvd, Box 1004 Los Angeles, CA 90028-8911