

Ethnic Small Business Toolkit



**Resources for a smooth transition
to 100% renewable energy for
Small Businesses in the
City of Los Angeles.**

May 2023

ACKNOWLEDGMENTS

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As a land grant institution, we pay our respects to the Honuukvetam (Ancestors), 'Ahihirom (Elders), and 'Eyoohiinkem (our relatives/relations) past, present, and emerging.

Thank You!

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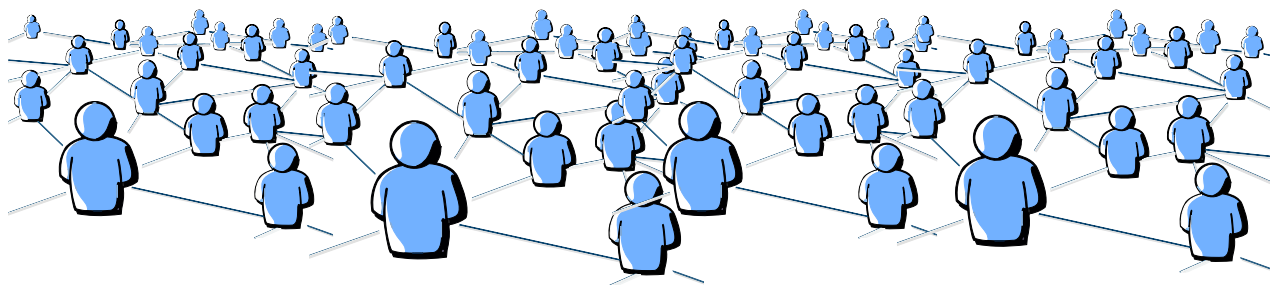
All information comes from the Los Angeles Department of Water and Power and the City of Los Angeles.

INTRODUCTION

The Center for Neighborhood Knowledge and the Latino Policy and Politics Institute at the University of California, Los Angeles (UCLA), alongside the Los Angeles Department of Water and Power (LADWP), completed a study to understand the concerns, priorities, and attitudes of Small Ethnic Owned Businesses (EOBs) and their transition to 100% renewable energy by 2035.¹

Small Ethnic Owned Businesses are at the center of our study because they are a critical foundation of our economy. They bring culture, wealth, and employment to the communities they are a part of. In the City of Los Angeles alone, there are over 400,000 entrepreneurs, 3 in 5 are people of color, and 1 in 3 are minority-owned enterprises.

In the face of worsening economic inequality due to COVID-19 and climate change, it is important that Small Ethnic Owned Businesses entrepreneurs remain in business and thrive. EOBs are essential to our communities and economic recovery. In the move to 100% renewable energy, we do not want our Small Ethnic Owned Businesses in Los Angeles to be left confused, forgotten, or without help.



Source

1. "LA100: The Los Angeles 100% Renewable Energy Study," NREL.gov, n.d., <https://www.nrel.gov/analysis/los-angeles-100-percent-renewable-study.html>.

WHAT IS CLIMATE CHANGE?

Climate change refers to the long-term changes in global temperatures and our Earth.² Our activities as humans are causing worldwide temperatures to rise faster than ever.

What does energy have to do with climate change?

Burning fossil fuels creates greenhouse gas emissions (pollution) like carbon dioxide that act like a blanket wrapped around the Earth, trapping the sun's heat and raising temperatures.³

Climate change brings intense droughts, water scarcity, intense fires, rising sea levels, flooding, extreme weather conditions, and the extinction of plants and animals.⁴

Climate change impacts our health: asthma, water-borne illnesses, heat-related illnesses, injuries from extreme weather, and declines in mental health.⁵

Sources

2. "What Is Climate Change?," United Nations (United Nations, n.d.), <https://www.un.org/en/climatechange/what-is-climate-change>.
3. "What Are Fossil Fuels?," What Are Fossil Fuels?, n.d., <https://ocean.si.edu/conservation/gulf-oil-spill/what-are-fossil-fuels>.
4. "Water - at the Center of the Climate Crisis," United Nations (United Nations, n.d.), <https://rb.gy/fyxyk>
5. "Climate Change and Health," World Health Organization (World Health Organization, n.d.), <https://www.who.int/news-room/fact-sheets/detail/climate-change-and-health>.

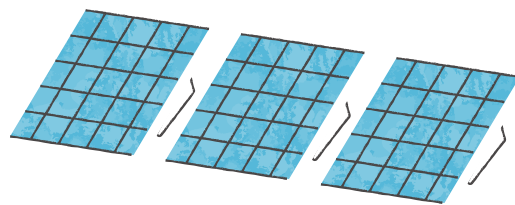
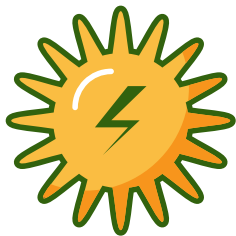


WHAT DOES "100% RENEWABLE ENERGY BY 2035" MEAN?

Achieving 100% renewable energy by 2035 means using wind, solar power, and batteries (**clean energy**) to meet Los Angeles's need for energy, instead of using coal, petroleum, or natural gas (**non-renewable energy**) by the year 2035.⁶

Non-renewable energy is energy that comes from sources that will run out during our lifetimes. There is only a limited amount of coal, natural gas, and petroleum that exists on Earth. These energy sources also cause harm to our Earth and health.

Clean energy means energy produces less pollution than non-renewable energy. There is not a limited amount of Sun or wind - these energy sources are abundant, and we can make use of them during our lifetime.



Source

6. "Renewable Electricity Futures Study." NREL.gov, n.d. <https://www.nrel.gov/analysis/re-futures.html>.

"WHAT IF I AM A RENTER?"

If you rent your business location, you can still participate in the programs that are listed in this toolkit!

In the applications, if there is a place for landlords to provide a signature, this means that approval is needed from them.

There are two ways to receive the signature:

1. You can directly speak with the landlord about the program that you are interested in
2. If you do not feel comfortable speaking with the landlord, you can reach out to the LADWP Small Business Support Group (information located on page 23) for assistance. They can speak with your landlord and explain the program that you are interested in!



WHAT CAN SMALL ETHNIC OWNED BUSINESSES DO TO HELP IN THE TRANSITION TO RENEWABLE ENERGY?

Your small business is essential to our culture, economy, and way of life. By participating in energy-saving programs, you will help Los Angeles transition to 100% renewable energy. Your participation will contribute to the effort to improve the health of our Earth and community.

By using the resources this toolkit provides, you will be working towards making 100% renewable energy in Los Angeles by 2035 a reality.

We thank you for the work that you do and the work you will continue to do in this community effort to ensure a greener, cleaner, and more sustainable world.

***WELCOME TO YOUR
ETHNIC SMALL
BUSINESS TOOLKIT!***



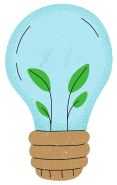
**ENERGY
SAVING
PROGRAMS
FOR
COMMERCIAL**



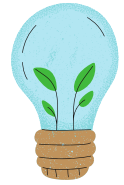
PROGRAM #1 - COMMERCIAL DIRECT INSTALL PROGRAM

All forms and information can be found at <https://rb.gy/cjefm>

LADWP's Commercial Direct Install Program is for businesses whose average monthly electrical demand is 250 kilowatts (kW) or less. If you lease a building for your business, you will need to get permission from your landlord but are STILL eligible. Participating in the program will give you upgrades to your lighting system so it can save more energy and also provides LED Exit Signs for **FREE**.



How to Apply ***4 easy steps***



- 1** Call the Commercial Direct Install Program Representative at 1 (877) 714 - 1254
- 2** You will receive a follow-up call from a trained Energy Service Representative (ESR) to make an appointment for a **FREE** energy assessment at your business.
- 3** After seeing the areas where you can save energy, the ESR will recommend the energy saving equipment you need, and if you agree, will have you sign an Authorization Form.
- 4** After signing the form, another appointment will be scheduled to install the **FREE** energy-saving equipment. Your business can stay open at the time of the installation!

Done!

By participating, you received FREE energy-saving upgrades for your business that will save you money and help our environment.

PROGRAM #2 - FOOD SERVICE PROGRAM

All forms and information can be found at www.ladwp.com/foodservice

Save Money on Food Service Equipment

If you buy equipment like ovens, griddles, steam cookers, holding cabinets, glass/solid door refrigerators, freezers, or icemakers, that are energy-saving for your business, LADWP has this rebate program to provide you with financial aid.

HOW TO APPLY

Your business must be located within LADWP service territory

You must be an LADWP commercial electric customer in good standing

Equipment must meet all other requirements in the program application

Application packet includes:

- Non-Residential Rebate Application
- Food Service Program Supplemental Form Part B
- W-9 Form
- Proof of Purchase (invoice or receipt)

Email the application packet to foodservice@ladwp.com
AND also mail the application to:

LADWP NON-RESIDENTIAL PROGRAMS
ATTN: FOOD SERVICE PROGRAM
111 N. HOPE ST., JFB Room 1057
LOS ANGELES, CA 90012-2607

If you have any questions, please contact the Food Service Program by email at foodservice@ladwp.com or by calling (213) 367-4134

PROGRAM #3 - COMMERCIAL LIGHTING INCENTIVE PROGRAM (CLIP)

All forms and information can be found at <https://rb.gy/ey48u>

Provides reimbursements for newly purchased energy-saving lighting and controls.

Requirements:

- An LADWP commercial electric account in good standing that averages monthly electrical use above 200 kW
- Qualifying equipment should receive LADWP approval **BEFORE purchase, installation, and operation**
- Your lighting project should achieve a minimum of 10% energy savings
- You are responsible for meeting all program requirements and for complying with state/county/city governments, rules, and regulations BEFORE installation (if you are in need of any permits, LADWP will let you know)

Some examples of projects:

- LED Interior Ceiling Mounted, Downlight, and Highbay Fixtures
- Occupancy Sensors and Daylight Controls
- New Induction Lamps and Fixtures
- High Performance Reduced Wattage Fluorescent Lamps



How to Apply

- Three ways to get an application:



Downloading the application from www.ladwp.com/CLIP



Emailing clip@ladwp.com



Calling (213) 367-4215

Email the CLIP Spreadsheet to clip@ladwp.com, AND mail the CLIP application packet to:

LADWP NON-RESIDENTIAL PROGRAMS
Attn: CLIP
111 N. Hope St., JFB Room 1057,
Los Angeles, CA 90012-2607

PROGRAM #4 - CUSTOM PERFORMANCE PROGRAM (CPP)

All forms and information can be found at <https://rb.gy/7beu>

Pays you to install energy-saving equipment, including high-efficiency cooling equipment, variable speed drives, lighting and controls, CO monitoring systems, RCx measures, and more!

Participation Requirements

- Must be an LADWP commercial electric customer in good standing
- All projects require a PRE-INSPECTION of the existing equipment
- The newly installed equipment MUST replace the existing equipment

How to Apply

Forms to submit BEFORE starting your project

1. Completed Efficiency Solutions Non-Residential Program Application Form (Part A)
2. Complete the CPP Supplemental Form (Part B)
3. Authorization Form (only if you are a vendor, contractor or submitting on behalf of an LADWP customer)
4. CPP Excel Workbook (Energy Savings Calculation, Energy Model, or Measurement and Verification plan)
5. Completed and signed IRS Form W-9
6. Photos of existing equipment
7. Any other project-specific documents (new equipment specification sheets)

Ways to turn in your application:



Mail:
LADWP Efficiency Solutions Non-Residential Programs
Attn: Custom Performance Program
111 N. Hope Street, JFB Room 1057
Los Angeles, CA 90012

OR



e-mail to custom@ladwp.com

After turning in your application:

- CPP Program Manager will contact you to confirm your application
- LADWP will schedule a pre-inspection check-in
- Before starting your project, you need to wait for LADWP approval
- Projects not completed within a year of approval can be canceled
- After finishing and completing additional forms, LADWP will conduct a post-inspection
- Can take 8-12 weeks to receive payment once your energy savings are confirmed

RESIDENTIAL PROGRAMS AND REBATES



PROGRAM #1 - AC OPTIMIZATION PROGRAM

All forms and information can be found at <https://rb.gy/n8lnz>

LADWP offers the AC Optimization program to residential AND commercial customers to help them save on their cooling costs.

The AC Optimization Program provides FREE services by certified professional heating, ventilation, and air conditioning technicians from approved, licensed contractors to analyze and provide basic maintenance and efficiency services for cooling systems.

FREE SERVICES

- Replacement or cleaning of standard air filters
- Outdoor coil cleaning
- System diagnostic test
- Refrigerant charge adjustment (up to 2 lbs. of refrigerant will be provided)
- Installation of smart, Wi-Fi-enabled thermostat
 - If your home does not have Wi-Fi or if you would rather not have a smart thermostat installed, an AC system or Heat Pump alternative can be installed



How to Apply



www.ladwpactuneup.com

to request a list of participating contractors that service their area

OR



(833) 280-8100

call the AC Optimization Program's call center to request a referral to a participating contractor

Eligibility and Requirements

- You must be a residential/commercial LADWP customer with an active electric account
- Tenants must have their landlord's permission to participate
- Multi-Residential property tenants should speak to their property manager. Property managers should then contact the program Call Center at (833) 280-8100 for more information
- Central AC systems must be a minimum of 1 year old and working
- Window, wall, portable, mini-split, and swamp cooler systems are NOT eligible
- AC systems must NOT have been optimized through an LADWP program within the last 2 years
- To receive a thermostat, customer must have their system optimized, and cannot have an existing smart thermostat (available ONLY to residential customers)

LADWP Follow-Up

By mail, you will receive:

- Confirmation of services provided and the results of any system diagnostic tests
- Information about how to operate your AC system to achieve maximum efficiency
- A customer satisfaction survey
- Additional LADWP program information

PROGRAM #2 - HOME ENERGY IMPROVEMENT PROGRAM

All forms and information can be found at <https://rb.gy/0cyy>

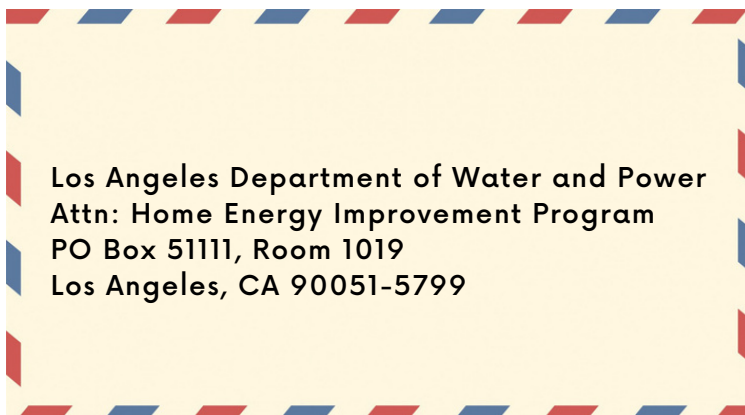
To reduce water and energy costs, LADWP is offering residential customers this FREE program to improve the energy and water performance in their homes.



HOW TO APPLY

- You only need to complete a ONE-PAGE application
- If you have a landlord, they will need to initial section 3 of the application to approve

Mail your application to the address shown below (make a copy before mailing for your records)



Home Energy Improvement Program Application

HOME ENERGY IMPROVEMENT PROGRAM		For Office Use Only												
HOW TO APPLY: <input type="checkbox"/> Section 1 LADWP ACCOUNT HOLDER INFORMATION <input type="checkbox"/> Section 2 PROPERTY INFORMATION <input type="checkbox"/> Section 3 TESTING AUTHORIZATION AND RELEASE <input type="checkbox"/> Section 4 ACCOUNT HOLDER'S SIGNATURE		2. Mail HIEP Application to: LADWP - Room 1019 PO Box 51111 Los Angeles, CA 90051-5799 ATTN: HOME ENERGY IMPROVEMENT PROGRAM												
SECTION 1: LADWP ACCOUNT HOLDER INFORMATION Name of LADWP Electric Account Holder: _____ Service Address: _____ Unit No: _____ Service City: _____ Zip Code: _____ Daytime Telephone No: () _____ Mailing Address (if different than above): _____ City: _____ State: _____ Zip Code: _____ Alternate Telephone No: () _____ Email Address: @ _____ LADWP Account Number: _____ Contact Person (if other than account holder): _____ Contact Person Daytime Telephone No: _____ Contact Person Email Address: _____		APFR: _____ Council District: _____ SAC <input type="checkbox"/> Y <input type="checkbox"/> N DAC <input type="checkbox"/> Y <input type="checkbox"/> N												
SECTION 2: PROPERTY INFORMATION <table border="1"> <thead> <tr> <th colspan="4">PROPERTY TYPE</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Owner</td> <td>Type of Dwelling:</td> <td><input type="checkbox"/> Single Family</td> <td><input type="checkbox"/> 2 - 4 Units</td> </tr> <tr> <td><input type="checkbox"/> Renter</td> <td></td> <td><input type="checkbox"/> Condominium/Townhome</td> <td>Total Number of Units: _____</td> </tr> </tbody> </table> Has LADWP the Gas Company, or another organization installed (at no cost) energy efficiency items in the residence, this includes replacement of light bulbs, showerheads, installation of weather-stripping, smoke and carbon monoxide alarms? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, provide month & year: _____			PROPERTY TYPE				<input type="checkbox"/> Owner	Type of Dwelling:	<input type="checkbox"/> Single Family	<input type="checkbox"/> 2 - 4 Units	<input type="checkbox"/> Renter		<input type="checkbox"/> Condominium/Townhome	Total Number of Units: _____
PROPERTY TYPE														
<input type="checkbox"/> Owner	Type of Dwelling:	<input type="checkbox"/> Single Family	<input type="checkbox"/> 2 - 4 Units											
<input type="checkbox"/> Renter		<input type="checkbox"/> Condominium/Townhome	Total Number of Units: _____											
RENTERS: Application will not be processed if the Property Owner's contact information is not provided below. Authorization and approval from Property Owner/Manager must be received prior to participating in the program. Property Owner/Manager Name (if different from the LADWP account holder): _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone No: _____ E-mail: _____														
SECTION 3: ASBESTOS - LEAD - MOLD - TESTING AUTHORIZATION AND RELEASE READ AND INITIAL (REQUIRED FOR PARTICIPATION) I understand that by installing this form, I am granting the Los Angeles Department of Water and Power (LADWP), its employees, agents, and assigns permission to enter my residence, which is eligible to receive home energy improvement services. I also understand that if ASBESTOS, LEAD and/or MOLD are found anywhere in my residence or on the premises, I may be ineligible to receive further services under this program. I further understand that it is NOT the responsibility of the LADWP to remove, remediate, eradicate, or abate any ASBESTOS, LEAD and/or MOLD found in my residence, and I WILL HOLD RESPONSIBILITY to take whatever steps deemed necessary and appropriate to remove and dispose of these, and any other hazardous substances found on my premises. Waiver of Damages: Applicant waives, releases, and discharges LADWP from any claims for injury, loss or damage which may result from any defective condition of the premises or which may otherwise arise by reason of the use of this property for the purpose of conducting tests that are designed to detect the presence of ASBESTOS, LEAD and/or MOLD while confirming eligibility for HIEP services. Property Owner/Manager Initials: _____ Date: _____ Tenant Initials: _____ Date: _____														
SECTION 4: ACCOUNT HOLDER'S SIGNATURE I understand that the information contained in this application is being utilized to determine my eligibility to participate in the Home Energy Improvement Program which is being offered to LADWP residential customers. I declare under penalty of perjury that the foregoing information provided by me is correct and true. Finally, I understand that this program may be modified, suspended or terminated without notice, and is being offered on a first-come, first-served basis until the program ends or funding is no longer available. Signature (must be LADWP Electric Account holder): _____ Title or position of signatory: _____ Date: _____ Telephone No: _____														

<https://rb.gy/0cyy>

PROGRAM #3 - EFFICIENT PRODUCT MARKETPLACE

All forms and information can be found at <https://rb.gy/dyca>

An online marketplace that has a selection of popular energy-efficient brands available at many stores and online retailers with pricing and rebate information.

Some products are available for purchase directly through the Marketplace and do not require a rebate application. The rebate is provided as an instant discount at checkout through a partnership with Enervee and Lightbulbs.com. Look for the shopping cart icon next to eligible products.

HOW TO APPLY

EFFICIENT PRODUCT MARKETPLACE APPLICATION

FOR QUICKER REBATE PROCESSING, submit online at [ladwp.enervee.com](https://rb.gy/dyca)

Please Note: If you wish to bundle multiple rebates into a single rebate payment, a paper application must be submitted.

1. Applicant must be an LADWP residential electric service customer. Please read the Terms and Conditions for complete details on qualifications before applying. For questions, contact the Efficient Product Marketplace team at epm@ladwp.com or call 1-855-665-9469. Office hours: Monday-Friday, 7 a.m. to 4 p.m.
2. Before purchasing a product, be sure it is eligible for a rebate (See Terms & Conditions #7 "Eligibility Requirements") and is on the eligible list at energystar.gov or ladwp.enervee.com.
3. Purchase and install your qualifying energy efficient product(s). Verify your documents have all the required information at the time of purchase (See Terms & Conditions #4 "Documentation").
4. Attach proof of purchase (copies of paid invoice or receipt) to this application. Note: These documents will not be returned.
5. Sign, date, and mail application with supporting documents.

APPLICANT INFORMATION				
LADWP ACCOUNT NUMBER (at Installation Address)		MAILING ADDRESS (if different from Service Address)		
LADWP CUSTOMER NAME		CITY / STATE / ZIP CODE		
SERVICE ADDRESS		EMAIL ADDRESS		
CITY / STATE / ZIP CODE		HOME PHONE	ALTERNATE PHONE	
REBATE INCENTIVES				
Rebate Item	Incentive	Quantity	Purchase date	Make/Model
LED Lamps ENERGY STAR® Limit 20 per program year	\$2.50			
Refrigerator ENERGY STAR®/ENERGY STAR® Most Efficient Limit 2 per program year	\$65/\$75			
Window-Mounted Room Air Conditioner ENERGY STAR® Limit 2 per program year	\$50			
Advanced Power Strip Tier 2 Limit 4 per program year	\$15			
Television ENERGY STAR®/ENERGY STAR® Most Efficient Limit 4 per program year	\$10/\$25			
Programmable Thermostat Web-enabled/Smart Limit 2 per program year	\$50/\$75			
Program Glossary:				
ENERGY STAR®: A government-backed labeling program that makes it easy for consumers to identify and purchase energy efficient products without sacrificing performance and features. Visit www.energystar.gov for more information and for qualifying products. ENERGY STAR® Most Efficient: An extension of the ENERGY STAR® brand, it represents the most efficient products among those that qualify for the ENERGY STAR® in a given year. Visit https://www.energystar.gov/products/energy_star_most_efficient for more information and for qualifying products. Web-enabled Thermostat: Connected to Wi-Fi and allows users to make temperature adjustments remotely from other Wi-Fi enabled devices. Smart Thermostat: Connected to Wi-Fi and allows users to make temperature adjustments remotely from other Wi-Fi enabled devices. In addition, it can learn, mimic, and predict user behavior to make automatic temperature adjustments based on that behavior. Tier 2 Advanced Power Strip: Terminates the electrical load of master and peripheral devices when sensors detect inactivity for a specified amount of time.				

I certify by my signature that: (1) I have purchased product(s) that meet the Eligibility Requirements; (2) I have read and understand the Terms and Conditions; (3) I have provided information that is true and correct; (4) I understand that LADWP may, at their discretion, during normal business hours and with reasonable notice, inspect the installation of any device for which I received a rebate.

Customer signature _____ Print name _____ Date _____

Rebates, in the form of a prepaid Visa card, can be expected within 60 days of LADWP receiving your application. Incomplete applications and inspections (if required) may increase the timeframe for you to receive your rebate.

Before purchasing your product, be sure to check product eligibility lists at energystar.gov or marketplace.ladwp.com.

Two ways to submit your application for purchased and installed products:

1. Find online at <https://rb.gy/dyca> (Quicker rebate processing and no forms to mail)
2. Mail (Application and Receipt):

LADWP Efficient Product Marketplace
P.O. Box 51111, Room 1019
Los Angeles, CA 90051-0100

You will receive a pre-paid Visa card after approval by LADWP.

✱ If you want to bundle more than one rebate into a single rebate payment, you MUST submit a paper application through mail



WATER CONSERVATION PROGRAMS



PROGRAM #1 - WATER CONSERVATION REBATE PROGRAM

All forms and information can be found at <https://rb.gy/gfbl2>

Both Commercial and Residential customers can apply for the program.

EXAMPLES OF PROJECTS



**High Efficiency
Tank Toilet**



**Plumbing Flow
Control Valve**



**Rotating Sprinkler
Nozzle for Irrigation**



**Air Cooled
Ice Machine**



**Cooling Tower
Controller**

How to Apply

Go to <http://socalwatersmart.com> to apply for a rebate reservation online:

- You must get a rebate reservation BEFORE you purchase your equipment
- Except for High-Efficiency Toilets and Urinals, all rebates are matched to the price of the equipment
- The receipt for the equipment bought must have the date on or after your confirmed reservation date
- You have 60 days to complete your project and submit your application form, or your reservation will be canceled
- Customers using recycled water are NOT ELIGIBLE to receive LADWP rebates

If you plan to do a plumbing retrofit, a permit from the City of Los Angeles Department of Building and Safety is required

- Call 1-888-524-2845 or go to ladbs.org for plumbing permits & information

**For more information on water conservation programs, go to
www.bewaterwise.com**

PROGRAM #2 - FREE WATER CONSERVATION DEVICES

All forms and information can be found at <https://rb.gy/bbqdp>

FREE ITEMS FOR RESIDENTIAL AND COMMERCIAL CUSTOMERS



**Bathroom
Faucet Aerators**



Showerheads



**Toilet Leak
Detection Dye Tablets**



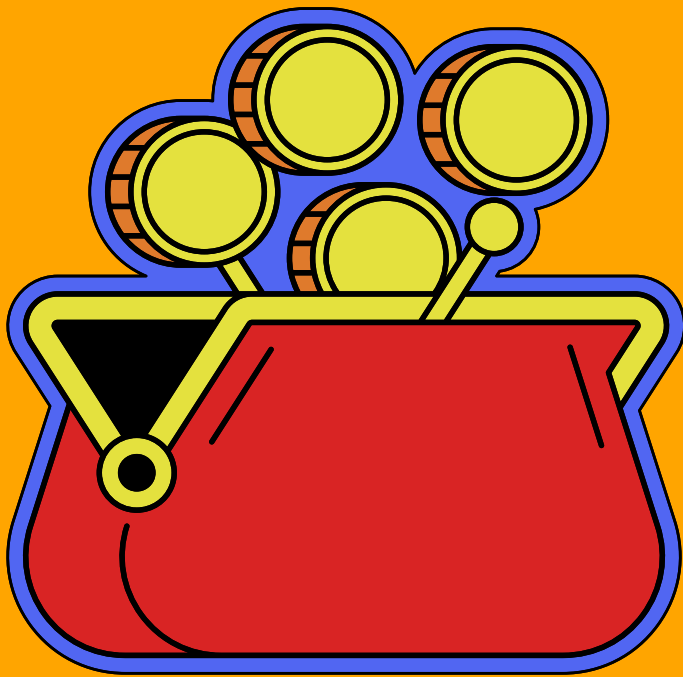
**Kitchen
Faucet Aerators**

How to Apply

If you are interested in these free items, you can:

- call 1-800-544-4498 and press "5" or
- email waterconservation@ladwp.com
 - Provide your address, phone contact, and the devices you would like

FINANCIAL ASSISTANCE



PROGRAM #1 - PAYMENT ARRANGEMENTS

All forms and information can be found at <https://rb.gy/1990>

Late to paying your bill? No worries! Residential and Commercial customers with past-due balances can make a payment plan with the LADWP.

To enroll in a Pay Plan, go to your Account Summary (log in) and click on "Pay Plan Options" near the bottom of the page <https://rb.gy/1990>

Account Eligibility Requirements

- Not enrolled in Automatic Payment Service (cancel before creating Pay Plan if you are enrolled)
- Current Balance of more than zero (no negative balance)
- No active Pay Plan or Payment Arrangement
- No combination of residential and commercial service addresses on one account

How to Apply: Pay Plan Options

Option #1 – 15% Initial Payment / 6 Months Pay Plan

- Up to 6 months to pay the outstanding balance
- 15% of the outstanding balance is required for the first payment
- The first payment must be paid within seven 7 calendar days

Option #2 – 25% Initial Payment / 8 Months Pay Plan

- Up to 8 months to pay the outstanding balance
- 25% of the outstanding balance is required for the first payment
- The first payment must be paid within 7 calendar days

Option #3 – Payment Extension

- Request an additional amount of time to pay your account balance in full
- Extends the current balance due date to 2 days before the next bill

Option #4 – 10% Initial Payment / 12 Months Pay Plan

(This option is only available for Low Income and Lifeline Rate customers)

- Up to 12 months to pay the outstanding balance
- 10% of the outstanding balance is required for the first payment
- The first payment must be paid within seven 7 calendar days



PROGRAM #2 - DISCOUNT PROGRAMS: EZ-SAVE

All forms and information can be found at
<https://www.ladwp.com/ladwp/faces/LowIncomeDiscountProgram>

1. EZ-SAVE

The EZ-SAVE Program provides a bill discount on electricity, water, and sewer services to income-qualified customers.

No proof of income is required (but they randomly select customers to be randomly verified).

If the EZ-SAVE program does not provide as much coverage as you need, you can call 1-800-342-5397 to sign-up for Extended Payment Arrangements.

How to Apply

Submit the ONE PAGE application to apply!

<https://www.ladwp.com/ladwp/faces/LowIncomeDiscountProgram>

A) Online:

Log in to your LADWP account or create a new online account at ladwp.com to get access to the application.

B) Mail or Fax

Print and fill out the application, then mail:

LADWP
 EZ-SAVE Program, Room L63
 PO Box 515407
 Los Angeles, CA 90051-6707

Or fax it to (213) 241-1465

Los Angeles
Department of
Water & Power

**EZ-SAVE Program
Application**
(Formerly Low Income Discount Program)

EZ-SAVE Program, formerly known as Low Income Discount Program, provides a bill discount on electricity, water and sewer services to income-qualified residential customers. Before completing this application, please review the eligibility requirements at ladwp.com/EZSAVE and confirm that you are eligible. If your application is approved and you are enrolled in the program, you may be required to verify your eligibility.

When your application is complete, submit it to us by fax or mail:
 Fax: (213) 241-1465
 Mail: LADWP, EZ-SAVE Program, Room L63, P.O. Box 515407, Los Angeles, CA 90051-6707

If you prefer to apply online, visit:
ladwp.com/EZSAVE

1. Applicant Information:

Account Number: (Required) New Applicant: or Renewal:

LADWP Customer of Record Name: Last Name Initial
 First Name

Service Address: Street Number Only Street Name
 Apartment Number

Home Telephone Number: Mobile Telephone Number:

2. Income Information:

Number of People Living in Household: Total Adults Children

Combined Gross Annual Household Income: \$

3. Terms and Conditions:

The information I have provided in this application is true and correct. I agree to provide proof of EZ-SAVE Program eligibility if asked or be removed from the program. I will notify LADWP if my household is no longer eligible for EZ-SAVE Program. I understand that if I receive the discount without qualifying for it, I may be required to pay back the discount I received. By affixing my signature, I expressly consent to LADWP sharing the information that qualifies me for EZ-SAVE Program with other utilities or agencies for the purpose of enrolling me in their similar low income assistance programs. I authorize credit reporting agencies and other data providers to provide my personal credit profile and other pertinent information to LADWP to determine eligibility for EZ-SAVE Program; this will not affect my credit score. I understand that I may be subject to an audit performed by the City of Los Angeles and that any information provided by audit may be used to determine EZ-SAVE Program eligibility or may be used to evaluate performance of EZ-SAVE Program.

Signature Date

04/2022

PROGRAM #3 - DISCOUNT PROGRAMS: SENIOR CITIZEN/DISABILITY LIFELINE RATE

All forms and information can be found at <https://rb.gy/1qre3>

This is a program that the City of LA Office of Finance offers to senior and disabled citizens to eliminate their electric and other utility bills.

REQUIREMENTS

1. Must be a Senior Citizen - 62 years of age or older, or
2. Individuals with disabilities - considered to have a disability if you are unable to participate in activities because of any medically determined physical or mental impairment which can result in death or lead to an indefinite time
3. The combined adjusted gross income of all members of a household in which you live in is less than \$47,650 for the previous year
4. The amount of tax charged on your utilities is NOT paid by a public agency or from funds received from a public agency specifically for the payment of the tax

REQUIRED DOCUMENTS

- Proof of Age - attach a copy of your California State Driver's License, Calif. State Identification Card, or other proof of age
- A copy of the entire City of Los Angeles Department of Water and Power (LADWP) bill showing your name WITH your address
- A copy of the entire Gas bill showing your name with your address
- A copy of the entire telephone bill with your name, address, Los Angeles City Tax, and, if relevant, the page showing the long-distance carrier
- Proof of income for you and each household member - For the year before the fiscal year the exemption is applied for, provide them a copy of the California Resident Income Tax Return Form 540, Social Security Benefits Statement, award letter of the amount of SSI benefits received, award letter from General Relief, or Cal Works/AFDC (entire copy).
 - If none of the above are applicable, you must provide a NOTARIZED LETTER stating income.
 - They will NOT accept copies of checks from any County, W-2, Statement of Earnings and Deductions [pay stub], or the Federal Income Tax Return Form 1040.

IF YOU ARE AN INDIVIDUAL WITH DISABILITIES, please submit:

- Proof of disability - a recent (within the last 2 years) certification signed by a doctor confirming that you are physically and/or mentally disabled, which can result in death or lead to an indefinite time, so, you are unable to engage in heavy employment

HOW TO APPLY: 1 OF 4 WAYS

In-Person:

City Hall
Appointment Only, CLOSED on Fridays

200 N. Spring Street, Room 152
Los Angeles, CA 90012
(Public entrance on Main Street)

Via Email:


finance.lifelineprogram@lacity.org

Via Fax:

(213) 978-1548

By mail:

Office of Finance
Utility Tax Exemption Unit
P.O. Box 53233
Los Angeles, CA 90053-0233



**ADDITIONAL
RESOURCES**



SMALL BUSINESS RESOURCES

THE LADWP SMALL BUSINESS SUPPORT GROUP

Helps small and micro business customers by connecting them to the right program to address their needs.



Call
(800) 864-4409



Email
sbs@ladwp.com

Empowering Small Business Website

- Website: <https://smallbiz.ladwpsbs.com/>

Empowering Small Business Newsletter

- Newsletter: https://rb.gy/pm5j_
- Click on your industry to sign up for the e-newsletter
- For information specific to small businesses and LADWP news/energy conservation programs

All forms and information can be found at
<https://www.ladwp.com/sbs>

SMALL BUSINESS RESOURCES

Economic Opportunity Grant Program

- LA County has \$54 million in grants for micro businesses, nonprofits, and small businesses through the Economic Opportunity Grant Program (EOG)
- The application process is now open at <https://eog.smallbizla.org/>

Child Care Grant Program

- Website: <https://ewddlacity.com/index.php/recovery/cip>
- Residents of the City of Los Angeles may receive childcare assistance through this program!

LocateLA Tool

- Website: <https://business.lacity.org/resource/locatela>
- It helps you find the perfect property if you are looking for a new location for your business in the City of Los Angeles

Business Promotion Bill Credit

- Website: <https://www.ladwp.com/bpbc>
- If you have a new business or your business recently relocated to the City of Los Angeles, this program is for possible discounts for the first three years of LADWP commercial services

Community Sponsorship

- Website: <https://www.ladwp.com/communitysponsorship>
- LADWP considers sponsorship requests from 501(c)(3) nonprofit organizations for programs and events that support promoting LADWP products and services, such as conservation or rebate programs for LADWP customers

Local and Government Resources

- LADWP provides links to other local and governmental resources for economic development and small businesses
- Go to <https://ladwp.com/sbs> and click on the Local & Government Resources link

CONTACT LADWP



Residential Customer Service 1-800-342-5397

- Monday – Friday: 7am – 7pm
- Saturday: 7am – 2 pm
- Sundays and Holidays: Closed
- Available 24/7 for emergency and outage calls

Commercial Customer Service 1-800-499-8840

- Monday – Friday: 7am – 6pm

