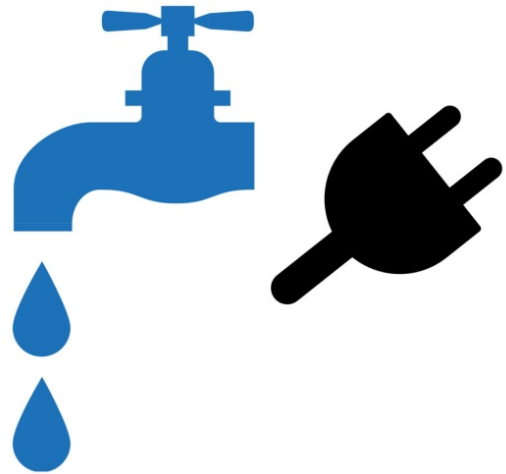


LADWP Will Not Disconnect Water and Power Service During COVID-19 Emergency Response



LOS ANGELES (March 24, 2020) — As Mayor Eric Garcetti announced yesterday evening, to help our customers get through any financial hardships that may occur as a result of the Coronavirus/COVID-19 pandemic, LADWP has deferred disconnections for non-payment during this crisis. Customers who receive a disconnect notice should disregard the letter and not panic. While letters may still be sent out as our systems catch up with this emergency, the City will not shut off water or power to residents of Los Angeles during the local emergency.

LADWP also offers extended and flexible payment plans. Any customer experiencing a financial hardship can request a payment plan online at www.ladwp.com > My Account. LADWP is also working to restore water and power service to a small number of residential customers whose services were disconnected within the last 30 days due to non-payment.

If customers are able to pay their utility bill, they should continue to do so. But our first concern is to make sure that all Angelenos have the essentials they need to get through this crisis.

For more on the City of Los Angeles' response during the COVID-19 pandemic, visit <https://corona-virus.la/>. For information on LADWP's COVID-19 response, visit www.ladwpnews.com.

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