



Los Angeles
Department of
Water & Power

LADWP News

For the City of LA's COVID-19 response, visit corona-virus.la.gov/
(<https://web.archive.org/web/20200407030344/https://corona-virus.la.gov/>)

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



Image of a faucet with water coming out of it
and a power plug.

(<https://web.archive.org/web/20200407030344/https://s3-us-west-2.amazonaws.com/ladwp-jtti/wp-content/uploads/sites/3/2020/03/24141939/utility.jpg>).

****For the Spanish version of the news release, please scroll down.***

Para ver el comunicado de prensa en español, favor de desplazarse hacia abajo.

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 (<https://web.archive.org/web/20200407030344/http://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/> (<https://web.archive.org/web/20200407030344/https://corona-virus.la/>). For information on LADWP's COVID-19 response, visit www.ladwpnews.com (<https://web.archive.org/web/20200407030344/http://www.ladwpnews.com/>).

LADWP no Desconectará el Servicio de Agua y Energía Durante la Respuesta de Emergencia COVID-19

LOS ÁNGELES (24 de marzo de 2020) — Como anunció el alcalde Eric Garcetti ayer por la tarde, para ayudar a nuestros clientes a superar cualquier dificultad financiera que pueda ocurrir como resultado de la pandemia de Coronavirus/COVID-19, LADWP ha discontinuado las desconexiones de servicio por falta de pago durante esta crisis. Los clientes que reciban una notificación de desconexión deben ignorar la carta y no entrar en pánico. Las notificaciones todavía pueden ser enviadas mientras nuestros sistemas de cobro se pongan al día con esta emergencia, pero la ciudad no cortará el agua ni la energía a los residentes de Los Ángeles durante la emergencia local.

LADWP también ofrece planes de pago extendidos y flexibles. Cualquier cliente que tenga dificultades financieras puede solicitar un plan de pago en línea en www.ladwp.com (<https://web.archive.org/web/20200407030344/http://www.ladwp.com/>). > Mi Cuenta. LADWP también está trabajando para restaurar el servicio de agua y la energía a un pequeño número de clientes residenciales cuyos servicios se desconectaron en los últimos 30 días debido a la falta de pago.

Si los clientes pueden pagar su factura de servicios públicos, deben seguir haciéndolo. Pero nuestra primera preocupación es asegurarnos de que todos los Angelenos tengan lo esencial que necesitan para superar esta crisis.

Para obtener más información sobre la respuesta de la ciudad de Los Ángeles durante la pandemia COVID-19, visite <https://corona-virus.la/> (<https://web.archive.org/web/20200407030344/https://corona-virus.la/>). Para obtener información sobre la respuesta COVID-19 de LADWP, visite www.ladwpnews.com (<https://web.archive.org/web/20200407030344/http://www.ladwpnews.com/>).

###

Contact Us

To email Customer Service :

www.ladwp.com/CustomerService

(<https://web.archive.org/web/20200407030344/mailto:>)

To report a power outage or water main break :

Call 1-800-DIAL-DWP (1-800-342-5397)

You may also go to www.ladwp.com/outages

(<https://web.archive.org/web/20200407030344/https://www.ladwp.com/outages>)

to report a power outage.

Media Resources

Submit a Media Inquiry

(<https://web.archive.org/web/20200407030344/https://www.ladwpnews.com/newsroom/>)

Photo Gallery

(<https://web.archive.org/web/20200407030344/https://www.ladwpnews.com/photo-gallery/>)

Video

(<https://web.archive.org/web/20200407030344/https://www.ladwpnews.com/video/>)

© 2020. Powered by Jetty (<https://web.archive.org/web/20200407030344/http://www.jettyapp.com/>). [Manage My Subscriptions \(https://web.archive.org/web/20200407030344/https://www.ladwpnews.com/ladwp-will-not-disconnect-water-and-power-service-during-covid-19-emergency-response/?manage-my-subscriptions\)](https://web.archive.org/web/20200407030344/https://www.ladwpnews.com/ladwp-will-not-disconnect-water-and-power-service-during-covid-19-emergency-response/?manage-my-subscriptions).