



Northwest San Pedro Neighborhood Council

"Your Community Voice"

January 10, 2017

Mel Levine, President
Board of Water and Power Commissioners
Department of Water and Power of the City of Los Angeles
111 North Hope Street, Room 1555-H
Los Angeles, CA 90012

Mayor Eric Garcetti
City of Los Angeles
200 N. Spring Street
Los Angeles, CA 90012

Joe Buscaino
Councilman, District 15
638 S. Beacon, Room 552
San Pedro, CA 90731

Central San Pedro Neighborhood Council
1840 S. Gaffey Street, Box 212
San Pedro, CA 90731

Coastal San Pedro Neighborhood Council
1840 S. Gaffey Street, Box 34
San Pedro, CA 90731



Re: Customer "Bill of Rights" Time Extension Request

Dear Representatives.

At the Northwest San Pedro Neighborhood Council Board and Stakeholder Meeting on January 9, 2017, our board approved a motion to petition more time to respond to the Los Angeles Department of Water and Power (LADWP). The wording of the motion follows:

The Los Angeles Department of Water and Power rolled out a Customer "Bill of Rights", presented by Mayor Garcetti, On Tuesday, January 3.

The document contains some laudable goals with respect to customer service, review of service bills which seem excessive, and apparently promises to reduce service outages during any calendar year.

On the other hand, the laudable customer service improvements seem like practices which should have been in place for years, the bills which will receive review must be at last **three**

Ray Regalado
President

Lee Williams
Vice President

Melanie Labrecque
Treasurer

Cynthia Gonyea
Secretary

times the bill for a comparable previous period, and the promise to reduce service outages is not accompanied by any explanation of capital expenditure commitments.

In other words, the entire document seems quite specific, but is not specific in the least about how the goals will be achieved, let alone how they will be paid for.

The Department's intention was to champion the proposal on a Tuesday and have it approved by the Water and Power Board by the end of the week. Questions and complaints meant that cooler heads prevailed and extended the comment period from 48 hours to 14 days.

It is important for Neighborhood Councils to weigh in on this document because this is not like improving customer service at Wal-Mart or Macy's. Many of the residential and business customers of the DWP are also its owners, as taxpayers. One of the main functions of Neighborhood Councils is to present to the departments of government in this city the opinions and input of the NC's stakeholders, in this case representing and made up of DWP's customers and owners.

The attempt by the City to formalize corrections to the disastrous DWP missteps and self-inflicted wounds of recent years is a matter of fundamental public interest. The Neighborhood Councils need an opportunity to read, digest, and comment on the "Bill of Rights" in an orderly manner, which will inform their constituents, and perhaps improve the quality of the new commitment to service.

The DWP may find that its owners/customers are less interested in a "Bill of Rights", than in having their "Bills Done Right".

The Northwest San Pedro Neighborhood Council respectfully but urgently requests an additional forty-five days for deliberation on this important issue as the DWP moves forward. This request should apply to all neighborhood councils.

We look forward to your response.

Sincerely,



Ray Regalado, NWSPNC President
On behalf of NW San Pedro Neighborhood