



CARES Utility Grant Assistance Program

Community Based Organizations Workshop

October 29, 2020

AGENDA

- Program Overview and Discussion
 - Purpose
 - Qualifying Customers
 - Application Process
 - Schedule
- LADWP Outreach Plan Overview and Discussion
- CBO Initial Outreach and Assistance Ideas
- Next Steps and Future Touchbase Sessions

PROGRAM OVERVIEW

- Overview
 - \$500 grant assistance
 - Up to 100,000 qualified customers who have been impacted by COVID
- Purpose
 - City of LA received Federal funds from the CARES Act to address the COVID-19 pandemic
 - The CARES program stipulations prohibit funds to be applied directly toward reducing customers' LADWP debt, because LADWP is a government agency
 - City Council developed the CARES Utility Grant Assistance Program to assist customers with their overall utility bills and is requesting LADWP's assistance to administer the program

PROGRAM OVERVIEW

- Qualifying Customers
 - Active residential LADWP customers who reside in the city of Los Angeles and who:
 - Are currently enrolled in one of the following programs:
 - Low Income Discount
 - Lifeline
 - Life Support Equipment Discount
 - Physicians Certified Allowance Discount

Or who self-attest that their current income matches the Low Income Discount program eligibility criteria

HOUSEHOLD SIZE	MAXIMUM ANNUAL GROSS INCOME*
1	\$34,480
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240
Each Additional Person	\$8,960

PROGAM OVERVIEW

- Application Process
 - Application submittals through ladwp.com only
 - Ladwp.com/UtilityCARES
 - Application period: November 2 (12:01 a.m.) through November 15, 2020 (11:59 p.m.)
 - Self-attestation for customers not currently enrolled in a discount program
 - Submittal of COVID impact documentation
- Application Review Process
 - Removal of duplicate applications
 - Last application submitted will be used
 - Verification of active status and residency within Los Angeles city limits
 - Identification and prioritization of those enrolled in a discount program
 - Review of COVID impact documentation for qualifying applications
 - Lottery selection if qualifying applications exceed 100,000

PROGAM SCHEDULE

- Application Submittal Period: November 2 – November 15
- Application Review Period: November 16 – December 2
- Customer Notification Period: December 11 – December 30
- Customer Survey Period: December 11 – December 20
- Check Distribution Period: December 14 – December 18
- Check Cashing Period: 180 Days from Issuance
- Check Cashing Reminder Notifications: Monthly from January to May 2021

Questions

APPENDIX

- Reasons Impacted by COVID
 - Workplace closure or reduced hours due to COVID-19, including layoff, termination, loss of working hours
 - Business closure or other economic impacts of COVID-19
 - Sickness with COVID-19 or caring for a household or family member who is sick with COVID-19
 - Medical costs for you or a household member who is ill with COVID-19
 - Extraordinary out-of-pocket childcare expenses due to school closures
 - Compliance with a recommendation from a government health authority to stay home, self-quarantine, or avoid congregating with others during the state of emergency
 - Other reasonable expenditures stemming from government-ordered emergency measures
 - Any additional factors relevant to a household member's reduction in income as a result of the COVID-19 emergency

APPENDIX

- Examples of COVID Impact Documentation
 - Copy of household member(s) notification of job loss/termination from employer during the eligible pandemic period (March 27, 2020 to present) or
 - Copy of household member(s) notification of furlough from employer during the eligible pandemic period (March 27, 2020 to present) or
 - Copy of household member(s) notification of reduction of hours and/or pay from employer during the eligible pandemic period (March 27, 2020 to present) or
 - Copy of household member(s) approval for Unemployment Insurance benefits during the eligible pandemic period (March 27, 2020 to present) or
 - Copy of bills showing extraordinary expenses for household due to COVID-19 (March 27, 2020 to present), including childcare, medical expenses, or other expenditures stemming from government-ordered emergency measures or
 - A signed self-certification that includes the name of the household member and a narrative confirming the economic impact during the eligible pandemic period (March 27, 2020 to present) or
 - A signed self certification that includes the name of the self-employed household member, the name and nature of the business, and narrative confirming economic impact on self-employment during the eligible pandemic period (March 27, 2020 to present).

APPENDIX: LADWP.COM REGISTRATION

The screenshot shows the LADWP website interface. At the top, there are navigation links for 'Water Outages', 'Power Outages', 'Contact Us', 'About Us', and 'COVID-19 Response'. A search bar and 'Español' link are also present. The main content area features a 'New Look Coming Soon to LADWP.com!' announcement, a 'My Account' login section with fields for 'Username' and 'Password', and a 'Log In' button. Below the login section are three columns for 'Residential Customers', 'Commercial Customers', and 'Partners Business to Business', each with a list of services and a 'View more' link. A 'Current Topics' section highlights 'LADWP CARES Utility Grant Assistance' with a 'Learn More' button. At the bottom, there are links for 'Contact Us', 'News & Media', 'Careers', 'Privacy / Terms', 'Sitemap', and 'About Us', along with social media icons for Facebook, YouTube, and Twitter.

You must log in to your LADWP online account to apply

APPENDIX: LADWP.COM REGISTRATION

LADWE > Online Registration

Online Registration

Account Details
* Indicates required field

NOTE: If you have a pending Turn On Service Request, your service account WILL NOT be accessible online until AFTER your turn on service date.

* Enter your Account Number [How to find your Account Number](#) Have more than one Account? You'll be able to add more Accounts at the end of the registration process.

* Enter your 4-digit Access Code [How to get your Access Code](#)

[Need Help? Contact Us](#)

Site Feedback

APPENDIX: LADWP.COM REGISTRATION

If you do not already have an online account, you will need your account number and Access Code to Register for My Account

How to find your Account Number

You may locate your Account Number on the front page of your bill. It is located at the top center of the page.



How to get your Access Code

The Access Code number is required when accessing your account online and over the phone. It may be the last four (4) digits of the primary account holder's Social Security Number, last four (4) digits of the Federal Tax ID associated with this account, or Personal Identification Number.

For inquiries regarding your Access Code, please call Customer Service.

Residential customers: 1-800-DIAL-DWP (1-800-342-5397)

Commercial customers: 1-800-499-8840

APPENDIX: ONLINE APPLICATION

The screenshot displays the LADWP website's user interface. At the top, there are navigation tabs for 'Residential', 'Commercial', and 'Partners'. The main header features the LADWP logo and a search bar. A 'My Account' dropdown menu is open, showing options like 'Payment Arrangements', 'Discount Rates', 'Assistance Programs', 'Share Project', and 'LADWP CARES'. The 'My Account' section contains login fields for 'Username' and 'Password', a 'Log In' button, and a 'Remember me' checkbox. Below this is a 'Current Topics' section with a highlighted 'LADWP CARES' link and a 'Learn More' button. The footer contains social media icons and copyright information.

- Have supporting documents **combined into a single file for submission (maximum size of 5MB)** and ready for upload.
- Acceptable file formats include JPG or JPEG (Joint Photographic Experts Group) images or PDF (Portable Document Format).
- You will not be able to save a partial application and your session time is limited to 30 minutes.
- Access the application from the **Financial Assistance** menu at LADWP.com

APPENDIX: ONLINE APPLICATION

The screenshot shows the LADWP website's Financial Assistance section. The main heading is "Financial Assistance" and the sub-heading is "LADWP CARES". A sidebar on the left lists "Payment Arrangements", "Discount Rates", and "Assistance Programs" (with "LADWP CARES" selected). A "Terms & Conditions" overlay is displayed in the foreground, containing the following text:

customers are urged to cash the check as quickly as possible.

Terms & Conditions

By applying for this program, you are declaring under penalty of perjury that:

- You are the utility customer whose name appears in the application, an LADWP-authorized responsible party for the account in this application, or authorized under the laws of this State to sign legally binding documents on behalf of the utility customer.
- You have not had experienced a loss of income related to COVID-19 or the safe-at-home order and are experiencing financial hardship/difficulty.
- All the information provided in the application is true and correct to the best of your knowledge. You understand that this is a temporary program related to the COVID-19 emergency and that it may be suspended or terminated at any time.
- You understand that applications are selected at random and you are not guaranteed a check from this program.
- You understand that you may be asked to provide documentation of income loss and financial hardship upon request, and that if you are found to have provided false information, you will be required to pay back any benefits received. Any personal information provided to LADWP may be considered public records subject to public disclosure by requesting parties, pursuant to the California Public Records Act, though certain confidential information may be redacted prior to disclosure to requesting parties.
- Any personal information provided to LADWP may be considered public records subject to public disclosure by requesting parties, pursuant to the California Public Records Act, though certain confidential information may be redacted prior to disclosure to requesting parties.

[Program Opens for applications on Nov 1](#)

- After reviewing the program terms and conditions, you can access the application from the link at the bottom of the page

APPENDIX: ONLINE APPLICATION

The screenshot shows the LADWP website's sign-in page. At the top, there are navigation tabs for Residential, Commercial, and Partners. Below these are links for LADWP Home, News & Media, Outage info, Careers, About Us, and Español. A contact number, 1-800-DIAL DWP (1-800-342-5397), and a Contact Us button are also visible. The main content area is titled 'Sign In' and contains the following text: 'To access the page you requested, please log in:'. Below this, there are two columns of text. The left column says 'If you're currently a LADWP customer and have already registered your LADWP account online, please log in:' and includes input fields for Username and Password, a 'Log In' button, and a link for 'Forgot Username or Password Login/Website Issues?'. The right column says 'If you're currently a LADWP customer but have not yet registered your account online, please do so now.' and includes a link for 'What's an online account?'. Below the right column, there is a list of benefits for registered users: 'As a registered user you can: • Make payments • View past statements • View your usage history • Sign up for paperless billing And more...'. At the bottom of the sign-in section, there is a 'Register for LADWP Online Account' button. Below the sign-in section, there is a 'New customers' section with the text 'You can request new meter and/or power service for your home' and a 'Turn On Service' button.

Residential Commercial Partners

LADWP Home News & Media Outage info Careers About Us Español

1-800-DIAL DWP (1-800-342-5397) Contact Us

LA DWP

Sign In

To access the page you requested, please log in:

If you're currently a LADWP customer and have already registered your LADWP account online, please log in:

Username

Password

[Forgot Username or Password Login/Website Issues?](#)

If you're currently a LADWP customer but have not yet registered your account online, please do so now.

[What's an online account?](#)

As a registered user you can:

- Make payments
- View past statements
- View your usage history
- Sign up for paperless billing

And more...

New customers

You can request new meter and/or power service for your home

- Log in to your LADWP My Account

APPENDIX: ONLINE APPLICATION

Account Summary

Pay Bill

View Bill

Bill & Notification History

Payment History

View Historical Usage

Request a Service

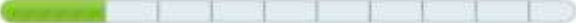
Automatic Payment Service

My LADWP Waiver

Rebates & Programs

My Profile

LADWP CARES Utility Grant Assistance Program

Start  Complete






* Indicates required fields.

Account: [REDACTED]
Service Address: [REDACTED]

LADWP and the City of Los Angeles are here to help our customers and their household members who have been financially affected by COVID-19. If you have recently lost your job or your income has changed, you may qualify for a one-time \$500 payment through the LADWP CARES Utility Grant Assistance Program (CUGAP).

NOTE: The application period is only between November 2 - 15, 2020. Funding is not guaranteed and may be limited due to exhaustion of funds or if provided with insufficient documentation. Please make sure your application is complete with the correct documentation.

You may qualify for the program if **all** of the following conditions are true:

1. You have an active Residential LADWP account for an address within the City of Los Angeles.
2. You provide proof to LADWP that you (or a member of your household) have experienced a loss of income related to COVID-19 or the safer-at-home order, AND
3. Your household income meets one of the following income conditions:
 - a. Either your LADWP account is currently enrolled in one of the following:
 - Low Income Discount Program, 
 - Lifetime Program, 
 - Life Support Equipment Discount, or 
 - Physicians Certified Allowance Discount (PCAD) program 
 - OR your current income meets the Low Income Discount Program qualifications. 

To determine which document(s) you will need to submit, please review the list of acceptable documentation for COVID-19 impacted.

For more information, please refer to the LADWP CARES Utility Grant Assistance Program landing page.

Your session will timeout after thirty (30) minutes of inactivity.

I have an electronic copy of the required documentation readily available to attach to this online form and would like to proceed with the online application process.

APPENDIX: ONLINE APPLICATION

LADWP > Residential > My Account > Rebates & Programs

My Account

Hello [Redacted] Log out

Site Feedback

Account Summary

Pay Bill

View Bill

Bill & Notification History

Payment History

View Historical Usage

Request a Service

Automatic Payment Service

My LADWP Wallet

Rebates & Programs

My Profile

LADWP CARES Utility Grant Assistance Program

Start  Complete

* Indicates required fields.

* LADWP Account Number

[Redacted]

* Service Address

[Redacted]

* Make check payable to

[Redacted]

* Mailing Address
(checks will be mailed here)

[Redacted]

* E-Mail Address

[Redacted]

Note: If you wish to edit your contact e-mail address, please make changes under My Profile.

By selecting this, I understand that any changes I make to the name registered under this account or to the mailing address prior to the time of check processing will be reflected on the check details.

Cancel

Previous

Next

APPENDIX: ONLINE APPLICATION

Account Summary
Pay Bill
View Bill
Bill & Notification History
Payment History
View Historical Usage
Request a Service
Automatic Payment Service
My LADWP Wallet
Rebates & Programs
My Profile

LADWP CARES Utility Grant Assistance Program

Start Complete

* indicates required fields.

Account: [REDACTED]
Service Address: [REDACTED]

Program Qualifications:

* 1. Please select one:

Currently enrolled in one of the following:
Low Income Discount Program
Lifeline Program
Life Support Program
Physicians Certified Allowance Discount (PCAD) Program

OR:

Current income is in line with Low Income Discount Program qualification criteria

Low Income Discount Program Qualification Criteria		
HOUSEHOLD SIZE	MAXIMUM ANNUAL GROSS INCOME	MAXIMUM MONTHLY GROSS INCOME
1	\$34,480	\$2,873.33
2	\$34,480	\$2,873.33
3	\$43,440	\$3,620.00
4	\$52,400	\$4,366.67
5	\$61,360	\$5,113.33
6	\$70,320	\$5,860.00
7	\$79,280	\$6,606.67
8	\$88,240	\$7,353.33
Each Additional Person	\$8,960	\$746.67

By selecting this, I attest my household's current income is in line with the Low Income Discount Program qualification criteria

Cancel Previous Next

If you are currently on a discount program, select the first radio button

OR
If you not currently on a discount program, verify that your current household income meets the qualification criteria and select the second radio button

APPENDIX: ONLINE APPLICATION

LADWP - Residential - My Account - Rebates & Programs


My Account

Hello [Redacted] | Log out

Site Feedback

- Account Summary
- Pay Bill
- View Bill
- Bill & Notification History
- Payment History
- View Historical Usage
- Request a Service
- Automatic Payment Service
- My LADWP Wallet
- Rebates & Programs**
- My Profile

LADWP CARES Utility Grant Assistance Program

Start  Complete

* Indicates required fields.

Account: [Redacted]

Service Address: [Redacted]

Program Qualifications:

2. Have experienced a loss of income related to COVID-19 or the safer-at-home order, and are experiencing financial hardship and difficulty paying your water and power bills. (Select at least one)

<input type="checkbox"/> Workplace closure or reduced hours due to COVID-19, including layoff, termination, loss of working hours.	<input type="checkbox"/> Extraordinary out-of-pocket childcare expenses due to school closures.
<input type="checkbox"/> Business closure or other economic impacts of COVID-19.	<input type="checkbox"/> Compliance with a recommendation from a government health authority to stay home, self-quarantine, or avoid congregating with others during the state of emergency.
<input type="checkbox"/> Sickness with COVID-19 or caring for a household or family member who is sick with COVID-19.	<input type="checkbox"/> Other reasonable expenditures stemming from government-ordered emergency measures.
<input type="checkbox"/> Medical costs for you or a household member who is ill with COVID-19.	<input type="checkbox"/> Any additional factors relevant to a household member's reduction in income as a result of the COVID-19 emergency.

APPENDIX: ONLINE APPLICATION


LADWP » Residential » My Account » Rebates & Programs

My Account

Hello [Redacted] Log out

Site Feedback

LADWP CARES Utility Grant Assistance Program

Start  Complete

Account: [Redacted]
Service Address: [Redacted]

Qualifying Documents

* Indicates required field.

For program qualification, please upload the supporting documents (refer to the list of examples of acceptable proof of COVID-19 impacts).

Acceptable file formats include JPG or JPEG (Joint Photographic Experts Group) images or PDF (Portable Document Format).

Multiple pages or images must be combined into a single file for submission.

NOTE: Keep copies of all submitted documents for your records. You may be asked to provide additional documentation of income loss and financial hardship upon request. Applicants unable to provide proof of income, if requested, agree to pay back any benefits received through the program.

Applicants without the necessary documentation will be considered ineligible without further notice to the applicant.

Attachments

* File Upload No file chosen (Max 5 MB)

APPENDIX: ONLINE APPLICATION

LADWP - Residential - My Account - Rebates & Programs


My Account

Hello [Redacted] | Log out

State Feedback

- Account Summary
- Pay Bill
- View Bill
- Bill & Notification History
- Payment History
- View Historical Usage
- Request a Service
- Automatic Payment Service
- My LADWP Wallet
- Rebates & Programs**
- My Profile

LADWP CARES Utility Assistance Program

Start  Complete

* Indicates required fields.

Account: [Redacted]
Service Address: [Redacted]

Declaration

By selecting this, I declare under penalty of perjury that:

- I am the utility customer whose name appears in this application, an LADWP-authorized responsible party for the account in this application, or authorized under the laws of this State to sign legally binding documents on behalf of this utility customer.
- My household has experienced a loss of income related to COVID-19 or the safer-at-home order, and am experiencing financial hardship difficulty.
- All the information I have provided in this application is true and correct to the best of my knowledge.
- I understand that this is a temporary program related to the COVID-19 emergency and that it may be suspended or terminated at any time.
- I understand that applications are selected at random and I am not guaranteed a check from this program.
- I understand that I may be asked to provide documentation of income loss and financial hardship upon request, and that if I am found to have provided false information, I will be required to pay back any benefits received.
- Any personal information provided to LADWP may be considered public records subject to public disclosure by requesting parties, pursuant to the California Public Records Act, though certain confidential information may be redacted prior to disclosure to requesting parties.

APPENDIX: ONLINE APPLICATION

- Confirm details of your application and print or save a copy for your records
- You will receive an email notification that your application was received (be sure to check your spam email and/or whitelist LADWP to ensure you receive future notifications)
- We will notify all customers as to whether they received an award by December 30, 2020

My Account | 760.811.1188

Account Summary

- Pay Bill
- View Bill
- Bill & Subscription History
- Account Status
- View Address & Usage
- Account & Services
- My Account Settings
- My Account History
- Account & Programs
- My Profile

Review Your Details

Please verify the information you provided. Please do not enter blank or null information unless instructed. If you need to change your application, click on the "Update" button to continue your application.

LADWP Account Setting

- Service Address
- Service check requests to
- Billing Address
- Other bill forwarded to
- Other Address

Program Qualification

Eligible customers receive 20% off their normal (Prepaid Program) electricity billings.

HOUSEHOLD SIZE	MAXIMUM ANNUAL GROSS INCOME	MAXIMUM ANNUAL NET INCOME
1	\$30,400	\$9,072 (30%)
2	\$39,400	\$12,612 (32%)
3	\$48,400	\$16,152 (33%)
4	\$57,400	\$19,692 (34%)
5	\$66,400	\$23,232 (35%)
6	\$75,400	\$26,772 (36%)
7	\$84,400	\$30,312 (36%)
8	\$93,400	\$33,852 (36%)

Your Additional Person: 0 \$0.00 \$0.00

Declaration

I am applying for the LADWP Energy Peak Incentive Program. I am a California resident and I am applying for the program. I am applying for the program. I am applying for the program. I am applying for the program.

Qualifying Document

Declaration

I am applying for the LADWP Energy Peak Incentive Program. I am a California resident and I am applying for the program. I am applying for the program. I am applying for the program. I am applying for the program.