



FOR IMMEDIATE RELEASE – Friday, November 22, 2013

COUNCILMEMBER ENGLANDER CALLS FOR A MORATORIUM ON DWP TO STOP SENDING SHUT OFF NOTICES

LOS ANGELES— Los Angeles City Councilmember Mitchell Englander submitted a motion today requesting the Department of Water and Power (DWP) suspend the issuance of disconnection notices pending correcting problems with the newly implemented billing and customer service system.

Since the implementation of DWP's new Customer Information System (CIS), thousands of customers have received inaccurate bills and overcharges. Problems with the CIS stem from a variety of software glitches and estimations protocols that misinterpret service data.

The DWP is aware of the matter and is working diligently to address it. However, the DWP also acknowledges that correction measures may take several billing cycles to fully integrate.

“I continue to receive an unprecedented level of phone calls from DWP ratepayers who are unable to resolve billing conflicts or inaccuracies and are being subjected to hour and half telephone hold times and long lines at DWP service centers,” said Councilmember Englander. “The fear of disconnection from vital utilities, particularly during the holiday season, is unfair to those who are essentially unable to resolve these problems due to inadequacies within the DWP's new billing and customer service system. While DWP is attempting to resolve these problems, it seems only appropriate that a moratorium be placed on disconnections.”

MEDIA CONTACT:

Stephanie Saporito
Communications Director
Cell (818) 421-5961
Email: Stephanie.Saporito@lacity.org

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