

**Contact:** Darlene Battle, Public Affairs  
(213) 367-1368; Email: Darlene.Battle@ladwp.com

**For Immediate Release**

Gale Harris, Public Affairs  
(213) 367-1415; Gale.Harris @ladwp.com

## **LADWP Warns Customers of Con Artists Posing as Bill Collectors**

*The Utility Does Not Call Active Customers to Collect Payments*

**Los Angeles (May 4, 2006)**— The Los Angeles Department of Water and Power (LADWP) warns its customers to be aware of con artists posing as LADWP employees to collect money for water and electric services. Customers should not provide callers with any personal information because if the LADWP calls a customer, the representative will already have a copy of the customer's bill with the pertinent details. Additionally, there is little reason for an employee to enter a customer's home except for a pre-scheduled service call made at the customer's request.

According to Betty Carleton, LADWP acting director of customer service, "LADWP does not routinely initiate collection calls to our active residential customers who have current service and we never call customers to ask for credit card or banking information. It also is not a practice of the LADWP to call a customer regarding a delinquent bill and then offer a \$20 credit to the account for any inconvenience."

Carleton says that customers who have questions about their bills should call 1- 800 DIAL-DWP. She reminds city residents to not open the door for anyone claiming to be an LADWP employee if a prior service appointment had not been made. "In this instance, it is wise to first get the name of the person, request to see their LADWP ID and call the LADWP to verify that the person is an employee and is authorized to make a service visit," Carleton said.

*The Los Angeles Department of Water and Power, established more than 100 years ago to provide water and electric service to the city's residents and businesses, serves more than 3.8 million people in Los Angeles. For more information about the LADWP, log on to [www.ladwp.com](http://www.ladwp.com).*

###