



Response to January 2025 Pacific Palisades Wildfire

C.F.#25-0006-S20

Los Angeles City Council

04/21/25

Palisades Customers Billing Status

Approx. 4,700 properties in the Palisades area were identified as destroyed.

Approx. 6,400 customer calls during and after the fire.

Last customer billing dates for Palisades: Late December 2024/Early January 2025

Billing paused January 8, 2025.

Immediate pause of all collection activities

Customer accounts with destroyed properties identified using:

- LA Fire Department assessments
- City Building & Safety red-tag records
- Internal LADWP field reports

How We're Helping Our Customers

- No customer whose home was destroyed will be billed for any consumption that occurred on or after January 7, 2025.
- A \$50 Flushing credit for the "Do Not Drink" impacted areas will be applied to water bills of customers whose homes were not destroyed, after they resume service.
- Extended payment arrangements available based on individual customer needs
- Solar Customers: 920 Customers (916 Residential/4 Commercial)
 - Customers that rebuild on site will retain all banked credits.

Ongoing Support & Next Steps

Dedicated Customer Service support for impacted residents

Continued alignment with other city recovery efforts.

Assisted LA City Public Works with notifying about Right of Entry deadline with email and text messages

Meter reading & billing of customers expected to resume in June 2025

LADWP remains committed to providing empathetic and timely support to affected customers.

Questions