

## DOCKETED

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**On 8/12/16 Workshop on Barriers of Low-Income and Disadvantaged Communities**

*Additional submitted attachment is included below.*



# Home Energy Improvement Program



## Description:

LADWP's new Home Energy Improvement Program (HEIP) offers free energy efficient upgrades for residential customers and their families, designed to reduce their energy bills by making their homes more energy efficient.

Through the program, an assessment of a customer's home will be performed by one of our trained technicians to identify the most appropriate and effective improvements available.

The program builds upon the success of a grant-funded home weatherization program, which was instituted by LADWP for a limited period.

## Benefits:

- Reduced utility costs
- Increased comfort
- Reduced maintenance costs
- Healthier and safer indoor environment

## Qualifications

- Applicants must be an LADWP residential customer
- Program is on a first-come, first-served basis, so ACT NOW!

## How to Apply

Customers must complete a one-page application at [www.ladwp.com/heip](http://www.ladwp.com/heip).

For renters, the owner/manager must also sign the application allowing a customer to participate in the program, and approve all work to be performed.

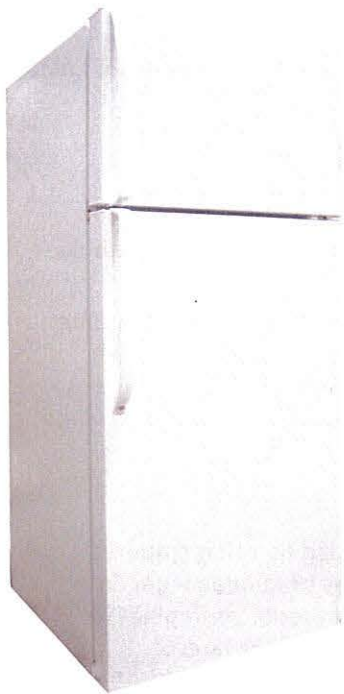
**For More Information** Visit: [www.ladwp.com/heip](http://www.ladwp.com/heip)  
Email: [HEIP@ladwp.com](mailto:HEIP@ladwp.com) Call: 1-888-822-8497

**Please note:** This program shall at all times be subject to change or termination without notice.





# Refrigerator Exchange Program



## Description

The Los Angeles Department of Water and Power's (LADWP) Refrigerator Exchange Program provides new energy-saving, Energy Star® rated refrigerators in exchange for qualified older model refrigerators, **FREE** of charge.

When the new refrigerator is delivered, the old unit will be removed and recycled in an environmentally friendly manner.

## To qualify, the old refrigerator must be:

1. Located in the LADWP service territory
2. At least 10 years old
3. A minimum of 14 cubic feet
4. In working condition
5. Used as the primary unit – not for storage
6. Plugged into a properly grounded outlet. All refrigerator outlets must be properly grounded with a 3-prong plug in accordance with Article 250.113(3)(a) of the National Electrical Code.

## Additional Information

LADWP will replace as many qualified primary-use refrigerators as the recipient owns. The size of the refrigerator being replaced will determine the size of the replacement unit.

The Refrigerator Exchange Program offers two models, a 15.5 cubic foot and an 18.1 cubic foot. To view the features of the models being offered visit: [www.ladwp.com/lirep](http://www.ladwp.com/lirep).

LADWP's contractor, Appliance Recycling Centers of America (ARCA), will perform the exchange.

## Saves

- **Money** – Estimated savings of \$60 annually on refrigerator operating costs
- **Energy** – Energy Star® rated refrigerators use half the electricity of non-Energy Star® rated models
- **Environment** – Using less electricity reduces the emission of greenhouse gases

**To qualify, participants must be an LADWP electric customer and belong to one of the following groups:**

### Multi-family or Nonprofit Customers

- A Qualified Multi-Residential or Mobile Home Community
- A Civic Organization
- A Community Organization
- A Faith-Based Organization
- An Educational Institution

### Income-qualified Customers

- Low Income Discount Rate Customer
- Lifeline Discount Rate Customer

### For more information:

**Contact LADWP:** 1-888-388-6642, **email:** [lirep@ladwp.com](mailto:lirep@ladwp.com) or **visit the website:** [www.ladwp.com/lirep](http://www.ladwp.com/lirep)

### For more information:

**Contact ARCA:** 1-800-722-9340, **email:** [cs@arcainc.com](mailto:cs@arcainc.com) or **visit the website:** [www.ladwp.com/lirep](http://www.ladwp.com/lirep)