

Dear Customer,

A class action lawsuit was filed in the Superior Court of California, captioned Jones v. City of Los Angeles, No. BC577267, which alleges that customers of the Los Angeles Department of Water and Power (the "LADWP") were overbilled or otherwise damaged by the defective implementation of the LADWP's new billing system, or were damaged as a result of participating in the LADWP's solar incentive program (the "Lawsuit").

In connection with the Settlement of the Lawsuit, the Court has appointed an independent billing system monitoring expert to verify LADWP data and establish that the mechanism for identifying affected accounts is accurate and reliable.

As a Settlement Class Member, you are entitled to receive 100% of the overcharges as well as other damages you may have incurred that are causally related to the overcharge. If your account includes more than one property, and you would like to review the data with respect to each property, please submit a written request to the Claims Administrator at LADWP Billing Settlement Claims Administrator P.O. Box 43449 Providence, Rhode Island 02940-3449 within 10 days of receipt of this letter.

- (1) If you agree with the amounts stated above, no further action is required. You will be credited or refunded the above amounts after final approval of the Settlement by the Court.
- (2) If you believe you have been damaged by the LADWP in any other way (in addition to the overcharge amount stated above), you may be entitled to recover some or all of those other damages. In order to receive any such damages, **you must submit a Claim Form postmarked no later than June 5, 2017**. You may also submit a Claim Form electronically on or before June 5, 2017. A Claim Form is included with this letter and can also be obtained at www.ladwpbillingsettlement.com.

Your Claim Form will be reviewed and you will be notified by letter of the amount of money, if any, you will receive in connection with your claim.

If you disagree with the claims determination, you will have **30 days to request an independent review by the Special Master**. To do so, send a signed letter that: (i) states that you dispute your settlement award as determined by the LADWP; (ii) explains the reasons you dispute this amount and what amount you believe you are entitled to and why; and (iii) attaches copies of all documents that support your position. Send your request for independent review per mailing directions on the Class Notice.

- (3) **If you wish to exclude yourself from this Settlement, you must do so no later than June 5, 2017**. If you exclude yourself from the Settlement, you will not be eligible for any settlement benefits, including receipt of the amount indicated in this letter, or to submit a claim for any amount, and you will waive all rights to object to the settlement. However, you will retain your right to sue the LADWP either by yourself or through counsel for the claims resolved in this Settlement. For directions on how to exclude yourself from the Settlement, please refer to the Class Notice included with this letter or call 1-844-899-6219.

If you have questions regarding this letter or your options under the Settlement, you may call 1-844-899-6219.

Sincerely,

Settlement Administrator