

Dear Customer,

A class action lawsuit was filed in the Superior Court California, captioned *Jones v. City of Los Angeles*, Case No. BC577267, which alleges that customers of the Los Angeles Department of Water and Power (the "LADWP") were over-billed or experienced other billing errors that were caused by, and are related to, the defective implementation of the LADWP's new billing system or incurred damages 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. The LADWP has conducted a search of its internal records and has not identified you as a member of any Subclass.

Although you were not identified as having been damaged, you may still submit a Claim Form in order to receive a monetary credit or a refund if you believe that you were: (i) incorrectly assessed a charge associated with your power, water, sewage or sanitation services at any time from September 3, 2013 to December 30, 2016, that is not covered by any of the Subclasses listed in the Settlement; or (ii) otherwise damaged as a result of your participation in the LADWP's solar incentive program at any time from February 13, 2010 to December 30, 2016.

In order to determine the amount of the credit or refund, if any, that you may be entitled to receive, **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.

Additionally, you should provide the documents specified in the Claim Form in order to receive a credit or refund. If you do not submit a Claim Form and the requested documentation by the date specified, you may not receive a credit or refund, if one may be owed to you.

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.

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 or, to submit a claim for any amount, and you will waive all rights to object to the settlement. However, you will retain the right to sue 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