

Dear Customer,

As you may be aware, a class action lawsuit was filed in the Superior Court of 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 overcharged 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 LADWP is writing to inform you that, as of the date of this letter, there is a pending field work investigation(s) for the account identified above. 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.

The purpose of the field work investigation is to investigate if any conditions exist that might have caused utility overcharges or other damage to you.

Once the field work investigation has been completed, the LADWP will inform you, by letter, of its determination in connection with this field work investigation. **A claim for damages that results from the findings of a field work investigation can be initiated by filing a claim form postmarked within 60 days of the date of the determination letter.**

If you have questions regarding this letter, you may contact the Claims Administrator at 1-844-899-6219 and ask for assistance.

Sincerely,

Settlement Administrator