



Mar Vista Community Council



Regular Meeting of the Board of Directors

Tuesday, January 10, at 7:00 P.M.

Mar Vista Recreation Center Gymnasium
11430 Woodbine Street, Mar Vista, CA 90066

AGENDA

1. **Call to order and Welcome** – Chair (1 min)
2. **Presentation of flag and Pledge of Allegiance** (1 min)
3. **Approval of December 13th, 2016 Board of Directors Meeting Minutes** (public comment permitted; 1min per speaker) <http://marvistacc.org/files/161213-BOD-draftMINUTES.pdf>.
4. **Public Comment & Announcements** - for items not on the agenda (max 1 min each unless waived by the Chair)
5. **Community Memorial Observations**
6. **Elected Officials and City Department Reports** (max 1 min. each unless waived by the Chair)
 - a. Mar Vista Recreation Center – Director tracie.field@lacity.org
 - b. [CD 5](#) – Councilmember Paul Koretz, rep by joseph.galloway@lacity.org
 - c. [CD 11](#) – Councilmember Mike Bonin, rep. by Field Deputy Len.Nguyen@lacity.org
 - d. [LA City Board of Public Works](#) - Liaison to CD 2, 5, 11, Commissioner joel.jacinto@lacity.org
 - e. [Mayor of Los Angeles](#) – Eric Garcetti, rep. by Daniel.tamm@lacity.org
 - f. [2nd Dist. L. A. County Board of Supervisors](#) - Supervisor Mark Ridley Thomas, rep. by Karly.Katona@bos.lacounty.gov
 - g. [CA Assembly 54](#) - Assembly Member Sebastian Ridley-Thomas **rep not assigned**.
 - h. [CA Assembly 62](#) - Assembly Member Autumn Burke, rep by District Director Robert.Pullen-Miles@asm.ca.gov
 - i. [US 33](#)– Ted Lieu, rep. by joey.apodaca@mail.house.gov
 - j.– [US 37](#) - Karen Bass, rep by District Director Maral V. Karaccusian maral@mail.house.gov
 - k. Department of Neighborhood Empowerment (DONE), rep by jasmine.elbarbary@lacity.org
7. **Presentation:** Venice Blvd. Great Streets Pilot Program Presentation – by Jessie Holzer, Mobility Deputy for Councilmember Mike Bonin (20 minutes)
 - What is the Great Streets Initiative
 - Venice Blvd outreach process and results
 - Pilot project elements
 - "Before" data collection
 - Implementation and "after" data collection
8. **Liaison Reports** (Public comment permitted; 1min per speaker)
 - a. [Mar Vista Bi Monthly LADOT/CD11/LAPD Traffic Committee](#): Linda Guagliano lindaquag@netzero.net
 - b. [DWP MOU](#): Chuck Ray
 - c. [LANCC](#): Joseph Galloway
 - d. [One Water LA](#): Christopher McKinnon
 - e. [WRAC](#): Rob Kadota/Joseph Galloway
 - f. [WRAC LUPC](#): Sharon Commins

- g. [City Budget Advocates](#): Holly Tilson, Joseph Galloway
 - h. [Recode LA](#): Sharon Commins
 - i. [Animal Services](#): Tom Ponton
 - j. [Fall Festival](#): Albert Olson
 - k. [Friends of Historic FS 62](#): Albert Olson
 - l. Mar Vista Celebrates 90: Open
 - m. [Mar Vista Chamber of Commerce](#): Sarah Auerswald
9. **Officer Reports** (Action items included with public comment permitted; 1min per speaker)
- a. Chair - Rob Kadota
 - b. First Vice Chair – Sarah Auerswald
 - c. Second Vice Chair – Joseph Galloway
 - d. Secretary – Melissa Stoller
 - e. Treasurer – Holly Tilson
 - i. Report on current financial status
 - 1. November bank statement
 - 2. Pending/approved expenditures
 - ii. **APPROVAL** of November Monthly Expense Report (MER)
 - iii. **APPROVAL** of 2016-17 budget adjustments
10. **Committee Reports** - (may include motions to refer action items to the appropriate MVCC committee where desirable; public comment permitted)
- a. **Homeless Solutions Ad Hoc Committee** – Robin Doyno & Susan Klos, Co-chairs, Joe Cuanan, Vice-chair
 - b. **Website Ad Hoc Committee** – Sarah Auerswald, Chair
 - c. **Planning and Land Use Management Committee** – Damien Newton, Chair; Michael Millman & Latrice Williams, Vice-chairs
 - d. **Transportation & Infrastructure Committee** – Ken Alpern, Chair; Michelle Krupkin, Vice-chair
 - e. **Aging in Place** - Sherri Akers, Tatjana Luethi & Birgitta Kastenbaum, Co-chairs
 - f. **Committee on Public Safety** – Bill Koontz, Chair; Elliot Hanna, Vice-chair
 - g. **Community Outreach Committee** – Sarah Auerswald, Chair; Joseph Galloway, Vice-chair
 - h. **Green Committee** – Melissa Stoller, Jeanne Kuntz & Sherri Akers, Co-chairs
 - i. **Great Streets Ad Hoc Committee** – Michelle Krupkin & Greg Tedesco, Co-chairs
 - j. **Education, Arts and Culture Committee** –Robin Doyno & Paola Cervantes, Co- chairs; Lenore French, Vice-chairs
 - k. **Airport Committee** – Holly Tilson & Martin Rubin, Co-chairs
 - l. **Elections and By-laws Committee** - Rob Kadota, Chair; Holly Tilson, Vice-chair
 - m. **Bicycle Committee** - Mitchell Rische, Chair
 - n. **Recreation Open Space Enhancement Committee** – Jerry Hornof & Tom Ponton, Co-chairs
 - o. **Historic FS 62 Ad Hoc Committee** – Rachel Swanger & Roy Persinko, Co-chairs
11. **Zone Director Reports** – (may include motions to refer action items to the appropriate MVCC committee where desirable; public comment permitted)
- a. Zone 1 – Ken Alpern
 - b. Zone 2 – Damien Newton
 - c. Zone 3 – Melissa Stoller
 - d. Zone 4 – Greg Tedesco
 - e. Zone 5 – Michelle Krupkin
 - f. Zone 6 – Holly Tilson

12. **New Business** - Action items, which may include motions to refer items to the appropriate MVCC committee where desirable; Public comment permitted, 1 min per speaker unless waived by the Chair). Items may be received and filed by consent if no discussion or public comment.

CONSENT CALENDAR: Directors may request removal of any item from the consent calendar.

MVCC approves Items 12.a-h on consent.

- a. **FUNDING MOTION: Storquest Administrative Fee** (submitted by Executive and Finance Committee)

MVCC approves reimbursing Rob Kadota \$20 for Administrative Fee paid to Storquest when opening an account to rent a storage unit for the MVCC.

- b. **FUNDING MOTION: Meeting Materials Printing** (submitted by Executive and Finance Committee)

MVCC approves payment of \$49.03 to Copyland for printing of November meeting materials.

- c. **FUNDING MOTION: PO Box Rental** (submitted by Executive and Finance Committee)

MVCC approves payment to of 134 to USPS for yearly rental of PO Box #66871 at the Grandview post office.

- d. **POLICY MOTION: FAA Cease and Desist Order** (submitted by Executive and Finance Committee)

The Mar Vista Community Council appreciates and supports Councilmember Mike Bonin's letter to the FAA (see Addendum B) protesting their interim cease and desist order against Santa Monica and encourages FAA representatives to accept Councilmember Bonin's invitation to come and experience firsthand Santa Monica Airport's negative impact on quality of life in North Westdale as well as other Mar Vista neighborhoods.

- e. **POLICY MOTION: Proposed development at 12444 Venice Blvd** (submitted by Executive and Finance Committee)

The Mar Vista Community Council continues to be concerned about this development and directs the Chair to send a letter reiterating our concerns originally expressed in a policy motion approved at the August 9, 2016 Board of Directors meeting (See Addendum A). MVCC thanks those—including the West Mar Vista Neighborhood Association—whose diligence resulted in extending the appeals deadline to January 23.

- f. **POLICY MOTION: Proposed Small Lot Subdivision at 3230-3238 S Barrington Ave.** (submitted by Planning and Land Use Management Committee)

MVCC does not support of the project as currently conceived ("DEMOLISHMENT OF TWO (2) SINGLE-FAMILY HOMES AND THE CONSTRUCTION OF TEN (10) NEW SMALL LOT HOMES WITH EXPEDITED PROCESSING."). MVCC wishes to ask the developer to consider reducing the number of units from 10 to 8 which could allow for the removal of roof decks, more ground level open space, increased guest parking, and a full mitigation plan for the alley.

MVCC also asks the city to complete a circulation study for the corridor for this and other.

- g. **POLICY MOTION: Access to Children's Playgrounds** (director's motion submitted by Sherri Akers)

The Mar Vista Security Council opposes the following motion by Councilmember Mitch O'Farrell that would limit adult access to children's playgrounds in Los Angeles Parks.

"In order to provide for a safe environment in our children's playgrounds, the City should limit access to children and parents or guardians accompanying a child. Other municipalities have adopted similar laws to enhance child safety and provide law enforcement officers and the public with clear regulations as to who may be present in a children's playground. I THEREFORE MOVE that the Office of the City Attorney, with the assistance of the Department of Recreation and Parks, be requested to prepare and present a draft ordinance that limits access to a children's playground within a City park to children and parents or guardians accompanying a child. I FURTHER MOVE that the Department of Recreation and Parks post signage at children's playgrounds subject to the new law. I FURTHER MOVE that the Board of Recreation and Park Commissioners be requested to consider and act on the proposed ordinance."

We respectfully request that:

- The City Council provide evidence that this policy has improved park safety in municipalities that have adopted similar laws.
- The City Council provide a budget showing the cost of implementing signage for this ordinance
- Advise how the Police Department would support this policy
- An assessment of the security currently provided in our City Parks

Other communities are expanding park playground areas to support our senior community, and we encourage the City of Los Angeles to do the same

h. **POLICY MOTION: Proposed LADWP Customer Bill of Rights** (director's motion submitted by Melissa Stoller)

With regard to the proposed LADWP Customer Bill of Rights (see Addendum A), the Mar Vista Community Council

- Strongly objects to the impossibly short time allowed for deliberation and comment by Neighborhood Councils and urges extension well beyond the current comment deadline of January 17. NCs need three months to respond to issues like this that arrive out of nowhere.
- Urges inclusion of no-cost access to a robust dispute resolution service, like the Better Business Bureau, in the "DWP Stakeholder Bill of Rights." by The INDEPENDENT DWP Office of Public Accountability should administer this service and its cost should be covered by the DWP but NOT as part of the minimum funding for the OPA in the City Charter.

A LADWP Customer Bill of Rights is long overdue. However, DWP customers and Los Angeles' 96 Neighborhood Councils need to be certain that these policies are adequately focused to truly benefit the **ratepayers**, and not the City's politicians, bureaucrats, outside contractors, or other special interests.

12. **Grievances**, if any, received

13. **Future agenda items**

14. **Public Comment**

16. **Adjournment**

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- * **PUBLIC INPUT AT NEIGHBORHOOD COUNCIL MEETINGS** – *The public is requested to fill out a "Speaker Card" to address the Board on any agenda item before the Board takes an action on an item. Comments from the public on agenda items will be heard only when the respective item is being considered. Comments from the public on other matters not appearing on the agenda that are within the Board's jurisdiction will be heard during the General Public Comment period. Please note that under the Brown Act, the Board is prevented from acting on a matter that you bring to its attention during the General Public Comment period; however, the issue raised by a member of the public may become the subject of a future Board meeting. Public comment is limited to 2 minutes per speaker, unless adjusted by the presiding officer of the Board.*
 - * **PUBLIC POSTING OF AGENDAS** - *MVCC agendas are posted for public review at Mar Vista Recreation Center, 11430 Woodbine Street, Mar Vista, CA 90066*
You can also receive our agendas via email by subscribing to L.A. City's Early Notification System at <https://www.lacity.org/subscriptions>
 - * **THE AMERICAN WITH DISABILITIES ACT** - *As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Sign language interpreters, assistive listening devices and other auxiliary aids and/or services, may be provided upon request. To ensure availability of services, please make your request at least 3 business days (72 hours) prior to the meeting you wish to attend by contacting chair@marvista.org.*
 - * **PUBLIC ACCESS OF RECORDS** – *In compliance with Government Code section 54957.5, non-exempt writings that are distributed to a majority or all of the board in advance of a meeting may be viewed at our website, <http://www.marvista.org>, or at the scheduled meeting. In addition, if you would like a copy of any record related to an item on the agenda, contact secretary@marvista.org.*

* **RECONSIDERATION AND GRIEVANCE PROCESS** - For information on MVCC's process for board action reconsideration, stakeholder grievance policy, or any other procedural matters related to this Council, please consult the MVCC Bylaws. The Bylaws are available at our Board meetings and our website, <http://www.marvista.org>.

ADDENDUM A: Proposed development at 12333 Venice Blvd. 08/09/17 Policy Motion

Executive Summary: The MVCC opposes the proposed development as is, but will strive to work with both the developer and the City of L.A. to create a development more in character with the neighborhood, and which best meets the City goals of affordable housing, transit-oriented development, and Great Streets Initiative. A Site Plan Review and a public hearing called by the Director of Planning is called for by the MVCC.

Whereas, the Mar Vista Community Council (MVCC) has been a leader in promoting affordable housing, transit-oriented development, environmental law, the Great Streets Initiative, and appropriate mitigation with respect to all Planning decisions in the City of Los Angeles; and

Whereas, the proposed mixed-use development for 12444 Venice Blvd. (DIR-2016-304-DB-SPR) calls for a seven-story, 88-foot-height, 77-unit project with over 2000 square feet of ground floor retail but providing only 75 parking spaces; and

Whereas, this proposed development for 12444 Venice Blvd. ("the Development") has a height entirely out of character for the surrounding neighborhood, and sets an alarming if not dangerous precedent with respect to overdevelopment on Venice Blvd. (one of the City of Los Angeles' designated Great Streets) in that it almost guarantees parking spillover and inappropriate impacts on both the residential and commercial neighbors both immediately and regionally adjacent to the proposed development; and

Whereas, the Development has no safeguards for the residential and commercial neighbors with respect to environmental impacts, height impacts, inappropriate misinterpretation and precedent for affordable housing laws, and appropriate mitigation with respect to transit benefits in lieu of sufficient parking, and threatens both legal and political efforts of the City to promote consensus and political will to create more affordable housing, mass transit initiatives, and sustainable urban infill; and

The Mar Vista Community Council must therefore, in fulfilling its proper and appropriate role as a duly-elected Neighborhood Council to protect the rights, environment, and quality of life of all its stakeholders, OPPOSE the Development as currently planned BUT WILL STRIVE TO WORK WITH both its developers and the City of Los Angeles to, at this site:

- 1) Support a project that is more consistent with the intent and implementation of City and State environmental, CEQA, affordable housing, and transit-promoting laws and ordinances; and
- 2) Establish, with a Site Plan Review, the proper environmental review so as to determine the full environmental impacts of the currently-proposed Development; and
- 3) Support a project that is planned and implemented after appropriate meetings with, and input from, the Mar Vista Community Council and any relevant neighbors and neighborhood associations, as well as the CD11 Councilmember and his staff, including a public hearing to be called by the Director of Planning (and which has also been requested by Councilmember Mike Bonin, because the proposed Development may have a significant effect in changing the character of this neighborhood; and
- 4) Support a project that has sufficient subterranean parking, and can therefore both minimize or eliminate overflow parking impacts on its neighbors, and has appropriate height/transportation mitigations consistent with the region; and
- 5) Support a project that is consistent with, and not a distraction or distortion from, the intent of affordable housing, alternative and multimodal transportation initiatives, the Great Streets Initiative (particularly that which the MVCC has for years and is still working on for Venice Blvd.), and environmental laws promoted by the City of Los Angeles; and
- 6) Support a project that, with the use of subterranean parking, can be of lower/appropriate height and with sustainable environmental and infrastructural impacts, and can enhance both the profitability of the Development yet be also consistent with the economic/environmental health of its residential and commercial neighbors.

ADDENDUM B: Mike Bonin Letter to FAA



MIKE BONIN
City of Los Angeles
Councilmember, Eleventh District

December 16, 2016

Kevin C. Willis, Director
Office of Airport Compliance and Management Analysis
Federal Aviation Administration
800 Independence Ave SW
Washington DC 20591

RE: FAA Cease and Desist Order to the City of Santa Monica

Dear Mr. Willis:

I'd like to invite you down to Los Angeles, to take a stroll with me through what I'm convinced is one of the most beautiful neighborhoods in America. It's called North Westdale, and it's beautiful not because everything there is perfect rather because it's a vibrant community of families, young couples, senior citizens and others that care for each other and work hard to make this a great place to live. It might be perfect, in fact, if not for the idling jet that sits on the runway at Santa Monica Airport (SMO) a hundred feet away, spewing its toxic emissions directly into these homes.

When I first took that stroll down these neighborhood blocks surrounding SMO, I was struck by two things. The first is how incredibly close these jets are to homes. Being the Los Angeles City Councilmember that also represents Los Angeles International Airport (LAX), I am well aware of the FAA's close watch over unwarranted incursions into the areas immediately east and west of those runways that should be kept clear for safety reasons. I not only respect it, but I've also supported the efforts of airport officials to keep that area clear. So it boggles my mind that, even as it guards the Runway Protection Zone at LAX, FAA continues to allow Santa Monica Airport to operate outside of even this most basic of safety requirements, literally allowing jet operations a hundred feet away from residential buildings.

The second thing that struck me on my walk through the neighborhood is how much this airport impacts the daily lives of the residents there. When children play outside, it can only be for a short period of time, and not during the hot summer months when the choking pollution makes it impossible to enjoy more than a few minutes of our amazing California sun. It's common practice in this neighborhood to close all your windows, and completely shut yourself off from the outside on the worst pollution days. We often talk of airport impacts in terms of numbers and cold, hard facts, but you won't understand what any of that means until you take this walk with me down what will look to you like an empty and abandoned neighborhood until you realize that the families are very much there, it's just that they've retreated into their homes to seek shelter from the jet fumes.

Westchester Office
7166 W. Manchester Boulevard
Los Angeles, CA 90045
(310) 568-8772
(310) 410-3946 Fax

City Hall
300 N. Spring Street, Room 475
Los Angeles, CA 90012
(213) 473-7011
(213) 473-6926 Fax

West Los Angeles Office
1645 Corinth Avenue, Room 201
Los Angeles, CA 90025
(310) 575-8461
(310) 575-8305 Fax



I began writing this letter to communicate my outrage and condemn FAA's recent interim cease and desist order to the City of Santa Monica, and to express my anger and disappointment over what seems to be your agency's relentless effort to disenfranchise the voters of Santa Monica and bring pollution and noise as close as you can to the people I represent in Venice and West Los Angeles. But it occurred to me that you may just not know what you're doing.

It occurred to me that you may not understand how many lives you're impacting here around SMO. How many families change their daily routine to accommodate the idling jet, which in turn is changing it's own routine and holding on the tarmac to accommodate an even larger jet taking off miles away at LAX. It occurred to me that you, actually, may not know that there are homes a hundred feet away from the end of this runway, directly in the path of any jet that might be coming in for an emergency landing. Your job is to keep people safe, and you may not realize that you're not doing your job well here at SMO.

So I invite you down to Los Angeles to see for yourself why the voters of Santa Monica saw fit to issue their elected representatives clear direction to manage and limit airport uses at SMO, and why those of us that represent the residents surrounding this airport in Congress, at the state legislature, city councils, and every level of government are speaking with one voice to urge you to allow this City to determine its own future for its airport. I invite you to come hear why we so strongly support Santa Monica's efforts to implement the will of its voters under Measure LC, including the recently adopted Airport Leasing and Licensing Policy, action to evict the existing Fixed Based Operators (FBO), and exercise of its right right to establish its own City operated FBO service.

Come see for yourself. Understand the consequences of the orders you issue from Washington, D.C. Listen to the stories of those that live with this airport every day, and then rescind your cease and desist order.

Regards,



MIKE BONIN

Councilmember, 11th District

cc: Congressman Ted W. Lieu, United States House of Representatives, 33rd District of California
Joey Apodaca, Congressman Ted W. Lieu's Office, United States House of Representatives
Glen A. Martin, Western-Pacific Regional Administrator, Federal Aviation Administration

MB:op

ADDENDUM C: LADWP Customer Bill of Rights

Water and power are essential to life and our economy. LADWP is committed to providing our customers with the highest quality water and power, with prompt, consistent and easily accessible customer service. We will approach our business practices in a collaborative way with the interest and needs of our customers in mind. We will proactively seek the best outcomes for our customers. We will provide our services in a safe, reliable and cost-effective manner that is sustainable and environmentally responsible.

Our Service Commitment to Our Customers

1. Quick, Clear and Consistent Customer Service

Our Service Philosophy

- Customers should be treated with courtesy, honesty, empathy and respect.
- Customers should find it easy to access services and information, including billing and usage data.
- Every question deserves an answer, and inquiries should be responded to promptly and followed up to completion.
- Customers should be informed of progress and receive updates about the status of requests.
- Service hours and locations should be convenient to customers.
- Customers should receive clear, accurate and consistent information.
- Customer interactions should be simple and streamlined, and continuously improved.
- Automated service options should be continuously expanded for customer convenience.

Our Service Level Commitments

- Call wait times shall not exceed three minutes on average.
- LADWP will respond to account related questions received via email within 24 hours or next business day of receipt.
- LADWP will send 95% of bills, on average, within three business days of meter read.
- Bills that exceed three times the average historic use for the same billing period will automatically be reviewed. If a customer receives a bill that is three times their average historic billing period use due to an inaccurate meter reading, they will receive a \$25 bill credit and the bill will be corrected.
- Customers who do not provide access to their meter for an actual meter read will be informed at least twice and at least 10 days before service is disconnected.
- LADWP will replace defective meters within 90 days of it first being reported or discovered by LADWP.
- Requests to start a new residential account will be processed within one business day (or on the day requested by the account holder) or the connection fee will be waived.
- Customers who sign up for paperless billing for the first time will receive a one-time \$10 credit and an additional one-time \$15 credit if they also sign up for auto pay at that time, through December 31, 2018.
- New business service connections of 200 amps or less shall be completed within 10 business days after approved final inspection is received by LADWP or customer will receive a one-time \$25 credit.
- Solar interconnections for residential projects 10 KW or less shall be within 10 business days after approved final inspection is received by LADWP or the customer will receive a one-time \$25 credit.

2. Reliable, Safe and Sustainable Power

Our Service Philosophy

- Customers should receive reliable power, meeting or exceeding the reliability of comparable utilities.

- Ratepayer money will support substantial investments to operate and maintain, upgrade or replace power infrastructure to ensure continued reliability, cost effectiveness and environmental performance.
- Our Service Level Commitments
- On average, customers will experience no more than one unplanned outage annually, lasting less than two hours, as reported through standardized industry metrics for frequency and duration.
- LADWP will provide notification of power outages and expected service restoration on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.

3. Reliable and High Quality Water

Our Service Philosophy

- Customers should receive safe and reliable water that meets or exceeds mandated water quality levels.
- Ratepayer money will support substantial investments to operate and maintain, upgrade or replace aging water infrastructure to ensure continued reliability, cost effectiveness, and environmental performance.

Our Service Level Commitments

- On average, 98% of water customers will experience no service interruptions annually.
- LADWP will provide notice of water outages with an explanation and information on expected service restoration in person or on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.
- Water system leaks will be investigated and assessed within four hours of LADWP becoming aware of a potential pipe break, and will be prioritized for repair based on severity.
- Respond to water quality customer complaints before the end of the next business day.
- Water quality information will be publicly available online.

4. Collaborative Operations and Programs

Our Service Philosophy

- Rebate and incentive programs should be tailored for all of our customers, including renters, property owners and small and large businesses irrespective of economic, social or cultural differences.
- Rebate and incentive programs should be developed to primarily assist in lowering customer power and water bills and reducing environmental impacts.
- LADWP will collaborate with its customers to ensure services are designed and managed to meet customer needs.
- LADWP will make every effort to provide the maximum amount of cost-effective investment in energy efficiency and water conservation programs available to benefit customers.

Our Service Level Commitments

- Rebates and incentive programs will be easy to access and completed applications reviewed within 30 days.
- LADWP is committed to budgeting and issuing rebates that encourage customers to help us meet longterm 15% energy efficiency and 25% water conservation goals.

The service levels established herein are subject to the express reauthorization by the Board of Water and Power Commissioners every twenty-four months. All service level commitments are effective starting February 1, 2017. Customers must request to receive waivers and credits. Service levels apply to services during non-emergency operations and normal operating conditions. These service levels supersede any previously established service levels on the subjects addressed in the Customer Bill of Rights. All services are subject to customer compliance with all of the appropriate rules for service, permits, regulations, ordinances or other applicable terms and conditions for the particular service. This Customer Bill of Rights is not intended to, does not, and should not be implied to create any legal rights or remedies beyond those set forth in the Rules Governing Water and Electric Service, which are the legally binding rules between LADWP and its customers.