

LANCC - Saturday November 7, 2020 10:00am

(PRELIM NOTES) as submitted by Adriana De La Cruz

Call to Order:

Roll call of Officers:

Approval of the minutes from October:

Discussion (presentations):

LADWP presentation on LADWP Cares Utility Grant Assistance Program. More information at www.ladwp.com/UtilityCares . Angie Ruiz manager from the LADWP presented on the LADWP Assistance Program. Community based organizations in an effort to get the word out on this program. Presented a few slides and there was more info on this (workshop they had) purpose is to get \$500 grant assistance 50 million to give and up to 100 thousand customers to receive the funds from the Cares Act. Program funds will be applied directly to LADWP bill. Utility assistance program and the department has been asked to administer the program. Need to be enrolled in one of our existing discount programs or they can self-attest they meet the low-income requirements as most customers will not have the proper documentation at hand during the quarantine. As of 8am we had only about 8 thousand, looking to garner more interest in customers to apply. No strings attached grant. Which is available, on NOV 15th the applications close (may extend it because we have not received) – 200 dedicated resources to review and the money must be allocated prior to the end of the year so the deadline has been accelerated. Paperwork can be submitted on line. For those that have technical problems the department is relying on community interest groups to help facilitate. Information was posted on the LADWP social media accounts and encourage each NC to post it on their social media accounts for stakeholder. Question: Terrence Gomes, are there debt forgiveness for those customers who cannot pay their bill which may exceed \$500. Reply: Angie R, it is a good beginning and we have doubled the amount of time for a customer to pay their bill, in addition to may alternatives ways to pay down their bill. Question: Cindy Cleghorn, what type of documentation are you asking from customers (tax documents). Reply: Angie R, there were residents that were unable to obtain customers so we have now a self-attestation form to help with that, a layoff letter or from the Employment Development Department (EDD), which states how they were impacted, which may be acceptable, enough to verify your eligibility. Question: Tony Wilkinson, the federal government insists there is some connection with a negative fiscal impact on the customer from COVID. Reply: Angie R – it can be a variety of documents and the best thing to do is to submit as many

documents to help prove the eligibility requirements. Comment: Terrence Gomes will encourage NC's to post on their social media accounts.

RAQUEL BELTRAN – Empower LA General Manager, wanted to talk about our budget cut and what alliances would be affected (Budget Advocates) as well as the future budget cuts will affect the work product with the NC's. Raquel stated the department will continue to communicate. Is aware of expectations and will share information on how the department is proceeding. Distributed and shared the proposed organization plan and how they would approach services to the system and DSW work that had utilized staffers. Right now we have two individuals at DSW full-time and by February we can get those two staffers back. At the moment we have two staff members on leave , Erica Peyton and Jasmine on leave and Betty is retiring. There will be some strategic planning to help with shifts (NEA availability to help out as a team). We examined what neighborhood councils need, some need more support than others while some just need to maintain and are independent and self-reliant, which the department supports. No new projects on the horizon, we scaled back, they are planning a civic youth, funds for a LESSON FOR GOOD GRANT, \$30K which was matched by the innovation and performance committee. That is designed by a perpetual feedback model. Helpful to be able to work with professionals and emphasis I have is listening to neighborhood councils. They do a lot to get feedback and she is aware that not all NC's feel they are listened to – hopefully this grant will help. Bringing most projects to a close. Implementation projects to a close, there were fiscal restraints. IPC will still support but cannot support others. HANDBOOK in review – that training will help with best practices to engage with the public. We have a 2018 NC reform with a list of contact people in department who are able to receive calls from NC'S the draft is being circulated and should be done by months end. Committed to the website project and have a revision cycle and looking at the feedback that came from that project. Contracts are already set up for the vendors of them making modifications hope to be ready by February. The VIDEO project we have 4-5 videos and Mitch (works with HBO) is ready to make those revisions to help advance the work of your NC. In terms of alliances, we are committed to support alliance at meetings with an NEA be present once a quarter, you can choose which month you feel is needed and of course still, support in between meetings. Mike Fong is present.

Question session. Mike Fong won his community college seat. Q: Tony Wilkinson, our police dept got cut by 1/3rd. Suggest we start contacting our elected council person asking for the NC SYSTEM needs a budget increase, needs a restoration, in comparison to the rest of the city. Loves the training programs, ANN MARIE SOCIAL MEDIA, And COMMITTEES in south LA. Thanks but we all need to ask for a budget increase. Raquel: training we will continue to do and thanks for the participation and feedback, which we see as a high priority and support.

Rachael Rose Luckey, RVNC – secretary in July of 2017 – has been asking for help with their NC email list. Understand dept cannot share email lists. Have a simple webpage on the site that has a listing of all the NC's with a simple link to their signup pages for their email lists – is that part of that website update. That page could be promoted in the dept weekly newsletter. Raquel replies – not sure if someone from RVNC has a participant in the website workshop. Use some of the data specific to each NC website, know your community page. She knows this is on the list for the webmaster to change on that website, it is on the to do list

Cindy Cleghorn – would not be able to have the staff connected us to other city departments. Regarding planning 101 training and tracking that for our NC committees has though included board members. Want to emphasize the importance and the Dec 16th deadline ** most projects are building and safety, would not be – really need to find a way to connect these – enforcement of building permits – and what about funding for future events, we are held back from getting things processed from a level manner. If there was some way, we can work on this – bus bench or banner program and all the steps to get there – and advertising events, the partnership from each dept that takes away the liability for fairs etc. promoting the NC system. Raquel – planning 101 workshops, we are trying to catch up with BONC policy did not apply to board members, we recommend – the language was for planning committees or equivalent – the equivalent for those NC's that do not have planning committees it will be the board that is responsible to take this. The boards themselves may be obligated if they have this language in their bylaws. There was a lot of discussion on how to best address this issue – it will not be up – each NC needs to let us know which board members are designated to be obliged to take the course – which will soon to be uploaded on cornerstone. So please send that list to us. We have had meetings with the one in Bel Air where they wanted to participate in a blood drive with Cedars, the city clerk denied that due to compliance for COVID 19 restrictions, SAFER LA executive order. A lot has changed since March and April, the city clerk has scheduled some workshops regarding changes (virtual events). ZOOM presentative on the horizon, city clerk will have a presentation around the issue, with the ZOOM corporation. Glenn has offered to put a round table discussion with NC's that will be taking place, hopefully a platform with our needs – governance and parliamentary procedure. Mike Fong – updates on planning 101 workshops in NOV and DEC and will be sharing that info. Appreciate the chairs of the planning and land use and other board members who participated.

Glenn Bailey – question – the chat was inadvertently off. If you want to share LANCC@EmpowerLA.ORG or to me and Terence. Regarding Jasmine she is already on leave and expected to return in FEB. there will be NEA reassignments, effective last week. The city clerk did hold their event workshop last week. The NC's need to work with their NEA as some virtual events do require some vetting such as candidate forms. There will be one more and

should attend that event. NC BYLAWS, each revision as regards to ordinance and community interest would be added in – in regards to the exception of a few NC's add-ons, youth seat is more problematic, with election candidate filing date opening in region 5 next week, is there enough time to make this adjustments as there may be some NC's is such an adjustment may be deemed as a board structure change – these things need to be prioritized. Raquel – as it relates to the overall process, that is underway, implementation of City council. The sensitivity of NC's touching their bylaws, as it relates to the city council schedule and their approving the ordinance and election schedule, these ordinances and the language will be circulated in the NC did have the opportunity to weigh in and there was some level for each NC to comment. In addition, NEA's did speak to each board, there are some NC's that made those changes before the deadline in anticipation of the board structure changes prior to approval of the ordinances. NEA should speak specifically to their need to speak at a meeting and agendaize that. Allow the NC to receive a presentation from the NEA how the ordinance will impact them. We know there are a couple of areas that require more unique considerations and we hope to work with this. Glenn replies – with regards to limiting the youth seat to one and the 14-17, came rather late in the process after all the reforms and many had already gone by. It will be a challenge for some folks that have a diff age beyond the 17 they want young people involved but college age students. This new ordinance precluded the high school age. The ordinance is done and approved says Raquel.

Lou Caravella – complained of lack for transparency – filed claims about covering up some things DONE says that this in regards to several cover ups – training neighborhood councils why should be trust these up – Raquel thanked him for raising those two points – clarifying info for the benefit of the audience here, a member of his board filed a grievance for allegations using the city process a request for investigation – specific board members were named – in Dec of last year – the city attorney – it is expected of all board members are expected to participate – in August finally came to a close – because not all individuals cooperated and made themselves available, determined the allegations were unsubstantiated – labor relations division from the city attorney – Mike Feuer – the department – we had the option to not remove the individual – we did not bear judgement or the merits of the investigation – as it relates to the broader training for equity training we will be working with the CIVIL AND HUMAN RIGHTS Commission to develop that training.

Bob Gelfand – I was a witness – DONE interfered with the legal operation with the NC – every time you have a complaint was to remove the chair – don't do that because it can cause a lawsuit. Comments directly to Tony Wilkinson, Bob says they are an occupied army. What I say to DONE and the general manager if you want to engage with us in honesty and candor, we can work with that. If the funding of DONE pass more rules BONC, then we defund DONE is more useful and

meritorious than defunding the LAPD. We were in favor of reform of LAPD behavior. What is going on with Done and BONC is really sad and a real disappointment and we are tired of being lied to. I believe another TONY is righting about the legal right of BONC to change their bylaws. It doesn't say that. Please don't waste my time in what you did at central San Pedro NC, we all saw it. The one who needs to be told NO is this. The first one to have a permanence was Costal San Pedro who has been around a long time. Regarding Central San Pedro.

Laura Meyers – Although there are concerns of how these bylaw changes are to be made – how to insert the language, we are asking that we keep our definition and add the community interest stakeholder, would have to ask if we can do that. Sometimes the NC can figure out the right solution and when we asked Adriana our NC that they ask the question. The department can trust the NC more on this. That planning 101 training, we only have an appointed chair and cochair, we logged in and took the training. Some of our board took it. The planning dept has already a link to register and another to watch it. It froze and three hours later it said I took the training. There is a glitch and there seems a disconnect. It really should run better. Trying not to get the mixed message, since our committee structure is any person who shows up is a member of the committee, then the board has to be seconded and land use matters, repeated message take the training. DONE has not sent that message. I would ask that DONE say please board members take that training.

Jennifer Goodie – must belong to an organization that has a physical address that meets there. Is there a way that all neighborhood councils have to the name of all board members onto their agendas. And also if there are Board members who have not taken the trainings and made violations in voting on motions, because my NC has been doing it. The zoom info must be on the agenda so we can get it. The bylaws having the new verbiage (RESEDA), the department doesn't have to get inserted. Some NC's need wot work on translation . MACARTHUR park has it to translate their bylaws. Pushing hard on this to get it DONE. Raquel – yes bylaws is a priority. Board agenda list of board members you can present to BONC and can see if the commission is open to that. Jennifer: Each NC webpages not having the required info – Raquel: some of that is tied into the records retention policy. Not a good arrangement – we are going to be coming forward introducing a policy to zoom – when we present a policy, we introduce it - the BONC decides how they want to do this, as 90 days being the average. The draft digital media policy, the released draft agenda for BONC. That policy was expected to be approved per that meeting. Raquel – social media policy is not my expectation that the policy will be approved, it is a complicated subject area. We look carefully at other department policies regarding social media. It will be a huge drain on resources, and they are struggling with this area. What may occur is if this will be happen. The department presented – there are critical problems relating to social

media and we were under pressure to try to resolve this. The department is open to this. GOODIE says the department overreached. Raquel: We are responding to this – from social media crisis, this is the first step to ask to help this issue. Dept does not make censure motions, we do not take sides – we will comment on concerns if there is a concern to this.

Terrence Gomes - NC have to create our own retention policy. There is no records retention policy that has been approved by BONC, each NC is at liberty to have its own record policy. We could to that – city's records policy should be applicable to that. No legal bind because they are meeting the requirement.

Tony Wilkinson – with bylaws changes, he feels it is a bad city motion – new community interest – removed the charter granted – cannot change it now before the election – what the ordinance requires – think you may have overstepped and need the clarification. Since the days of Greg Nelson, the people who come to ask for your help, are almost always dissidents and trouble makers and cannot get resolution – the reaction typically is the minority complaints. Maybe guidance standards instead of rules. “Doing a great effort in.”

The Chair of Porter Ranch Neighborhood Council and that grievance process – I had thought the Done rep was not allowed to speak at the beginning – the president told him not to - and that president has since resigned – 4.5 hour recorded session – no bylaws code of conduct – etc. there have to be some kind of rules – the NEA was not present during the process- 20 people commented – at the end of the day – allowed this to happen – ruined my opinion on the NC – so get it in check – three people take someone down. Complained.

Raquel says, there is nothing we can do from preventing board to present the censure motion. We do express concern to moments if their presentation of motion is inconsistent with other concerns. The ability to grieve a censure motion (for example the person named in the Porter Ranch censure motion - was able to file a grievance in the dept portal) now which the dept only certifies the filing to determine all information was included in the filing of the grievance, from there it goes straight to an independent panel for review. It has been certified and will be moving on to a regional panel of peers – NC council of peers. Negotiations and compromises and honors to try to resolve issues amongst yourselves. It is not a requirement an NEA rep there – we are asking Neighborhood Councils to allow them to make remarks in the beginning of the discussion of a censure motion. When they make their decision, not passing judgement on the merits of the censure motion. The DONE NEA was present, he asked the president to speak and the president said when we get to that agenda item, the DONE NEA had left the meeting – time constraints.

Laura Meyers regarding zoom format and passcode – participatory zoom meetings not by webinar. Calling it a passcode when the rest of the city is required. We changed it as a zoom meeting code – depending upon the device they may need that code to get into the meeting. Need to have a conversation on the specific topic of zoom – wouldn't want a policy that makes it harder. Raquel: some NC requires a passcode and if it's not on the agenda is a violation of the brown act to make it open to the public. Which may be part of the policy.

Gary Fordyce – concur with Glenn Bailey did attempt to speak on the censure but was asked to wait and by the time the item came up he was no longer present. Your dept or the city attorney has a say if a censure has merits to proceed. The events at Porter Ranch was a travesty. Three of the board members could not participate because of training. One recused. There was only a vote of 5 or 6 to approve that censure. Much concern of proper oversight. That one person the accused could not vote. Quorum how is quorum determined to you count the grievant, the complainants should not be allowed to vote as they already filed their complaint. In the end it will be interesting to see what the panel determines.

Call In user 2 – unidentified stakeholder, comment on zoom. As a stakeholder only attend via land line – and unfortunately, unable to that the number dialed is not supportive of this meeting – accessing toll free numbers – Jennifer Goodie will speak to whomever is setting up this meeting – not allowed to access her particular numbers is not connected to the meetings. There are zoom issues. There are issues. They cannot even attend the meeting.

Glenn Bailey, there is a setting that can Enable toll free numbers – should be a must. Maybe that should be a setting that the Department can enable.

David Roccella – thank Raquel to answer these hard questions great bravery to face the music with this group. We don't like webinar, they are meetings, and I would like to hear on Bob's comment on censure. This is a viral underground disease and affecting how we are all getting along. Keep doing the hard work Raquel.

Raquel – website session on how committed you were to the session you had two devices you did not quit and stuck with it. Website changes.

NOV 12th hack for LA – was not in the monthly profile and the calendar. Please send it out.

Bob Gelfand – censure – on how bad it was – and they went ahead and passed it – any three people can slander anyone they don't like – the person should get two more friends and file a

censure motion – and it can expand from there. If you want to pass this motion, we cannot stay out of it. The next censure motion we pass will be against the DONE staffer.

Lou Caravella – done was thinking of removing this board member was not your place as all based on accusations, legitimacy that you can prove to them to put in a false accusation or ruin a reputation, if you don't like an NC you can do the same thing if DONE keeps interfering on that – the department sent the NC to change the officers when one of the officers would – looking out for your interest – already – labor relations investigation – by indicating this decision was theirs – they could have made that change in officers afterwards – your board made a commendable decision not to move forward and let that decision, remove that individual as a board – shared a caution – plea did not want that process to be interfered with – if there is one that has been filed – we do expect board members to participate and cooperate – is an expectation

Terrence: thank you for your attendance – Hack for LA.

LYDIA GRANT – Rocket Rules – new things available – youth page and turned it into a page to keep their kids busy – virtual tours on it to keep kids busy during quarantine – ROCKET RULES we used as a partner – graphics and videos for free – on the earthquake safety activity comes out in multiple languages – how to properly wash their hand – Wildfire Safety activity book – free multiple videos for our pages – ROCKET is the mascot – they send them out 150 books for \$90 dollars, on today's agenda was the link to their website – is available to us – reach out the families – great way of outreach and each NC is family friendly. Our NC page we have SUNLAND TUJUNGA NEIGHBORHOOD COUNCIL YOUTH social media. Contact them directly (Rocket Rules). Have been to our congress before handing booklets out.

MIKE FONG: next meeting BONC meeting – social media policy – number of items policies is the main one for now – there is also regular city clerk elections, and funding division – they will be there on BONC as well

GLENN – regarding the proposed social media policy we have been given 90 plus days and you can do that as an individual legal and social media related- we have time to get this on your NC agenda, you can take an action as a board – you can file a community impact statement on this policy directly to the Neighborhood commissioners on their portal – we got NOV and Dec up to the JAN and first meeting in FEB to make that determination.

Rachel – when are the CIS are filed is there a place to go on the website to see who has filed on a particular issue or does it just go to them or is there public access to these.

Fong replies – Every commissioner now can receive community impact statements – also BONC will be attached to the agenda.

Cindy Cleghorn – there is a meeting today at 1:30pm – all are welcome 870 0053 7082 is the meeting ID – hope that there are some folks that regularly attend we need to bring in folks that represent the 99 NC – emphasis we need you – this is an opportunity where we launch ahead and into this year – NC we are trying to get funding requests for a full live event in 2021 or perhaps in 2022. The NC congress la .com website has the contribution form.

Liz Amsden – read a statement aloud. While the city cannot be held responsible

Jack H – comments on the budget – we are going to have a messy situation over the next few years – see huge cuts – DONE being on the target list and our allocation of funds will take a hit also, do you have questions? We had a region 7/12 several budget advocates stepped down. Mentioned budget advocate rescheduled to a later date.

Question ; Bob Harbor Alliance had a report that claimed some friction going on – are the budget advocates healthy or unhealthy? For all of us neighborhood councils we have a deficit, how to deal with it – is there an issue with salary increases is the continuation of this – city council reps recall authority long since time

Jack H – city council have been negligent approving labor agreements – and pushed through the city council then approved by consent – will have to go behind the police and fire department except police defunded \$150 million – will they try to sell the parking lots and meters and assets – and investments that belong to proprietary depts and other monies squirreled away – to balance the budget- any tax increases? Perhaps

There is **tribunes** a new group has formed – that claims to say they will be a bottom up issue – weather they have the man power or resources to do this I don't know. Couple of people not being elected as budget advocate or cochair – went to north hills east panorama city echo park – proxy from an NC – might be a challenge – so will be meeting about this later today. Pissing contest with Raquel they took our p-card and cannot work with city watch – disagrees because they run political ads which jack says challenges free speech. So they violate first amendment rights for this. It is a relatively new group, 15-20 years the budget advocates there are other people who have good knowledge of the budget and other departments.

Rachael rose – when the budget advocates put out the white paper every year – it is intimidating – is it possible at all to as things are decided break things down in sections – for example of labor agreements – a determination just on that – more digestible components instead of submitting the whole body of work instead of putting out the white paper. Jack says – the white paper is the over view of the budget and recommendations of radical transparency. Very helpful in talking to the city departments , this year we will not be discussing it – will try to be more critical analysis. If it all comes out at once, it comes out in FEB the white paper – so your suggestions and comments are right on. We are attempting to get stuff out more manageable.

Raquel: As these decisions go into city council meetings, we would like to get your viewpoint so we can plan on how to participate in upcoming meetings.

Tony – about the TRIBUNES – I personally expressed my opinion, that the city recognized deliberative body the only one – the budget advocates – we cannot give away the city recognized authority to another TRIBUNES – no we can go for the proxy – it's an unfortunate choice – we have an officer who is one of the people – north hills east president – echo park DS can't remember which is – this is not a broad movement – those persons have applied for future tutelage for office people – member of DS – TONY is a member – not an NC revolt – dissident wants to do their own thing.

David Rockello – thanks for clarifying. Stay collegial and even though here are two diff groups you should be able to work together the more eyes on something the better. Have the tribunes come and have a forum with the budget advocates. We can get a better feel for this.

Sid – all this time the city council did not have a plan B – regarding the office – counting on an election without a backup plan. The other question is the part of a plan to reduce their salaries – are they going to take a hit? (The salary decrease 10% decrease in mayor and city council members.

Let's discuss it regarding city watch -taken away the p-card will not pay city watch any money. The LA times will have something to say about this. Says Jack.) – the mayor said safer at home order – he knew there would be reduced revenues in sales tax and hotel tax, the virus has shut us down 7 months – mayor has a hiring freeze and each dept reduce their budgets by 3 percent. And as part of the mayor's plan, furloughed employee's 10 percent pay cut, unions became upset about the separation incentive program, an early retirement incentive with a \$10,000 cash inducement. The city has to pay out your sick pay and paid time out stuff employees accumulated. Savings 2.6 million dollars.

11 furlough days on employees. 15 million dollars in cost over runs a month. Added to the coffers. The short fall has been 146 million and 75 million a month in over expenditures, any savings they

done has been overrun by the city's inability to (SEPARATION INCENTIVE PROGRAM). Note article by LIZ Amsden in city watch earlier last week.*** COVID expenses they are not being reimbursed for - 150 million building and safety fund hope to get reimbursed. To fund this. Hoping to get reimburse. They hit the reserve fund for some money which is now below the 5 percent they like to say is the minimum.

Glenn – that's revenue 50 million less per month – income. The expenditure of 75 million leave a 25 million deficit. A listen to the once a quarter – one of the council meetings emergency management dept – you now have less than 50 percent of employees still there – if there another emergency will you be able to mobilize the command center – we do not have enough staff to mobilize a command center (earthquake or disaster). Oct 20th formed the TRIBUNES, advertised as neighborhood council alliances. In order to be an alliance you need to be vetted how widespread your participation is etc. false advertising, they are recognized alliance. Having been involved in the budget advocate process in the past – DONE will need to deploy staff to them. Budget advocates can respond to correct the record, the issue of giving a proxy, inquiries the NC the ability to be giving that – at least until the legal question is answered by the city attorney. Does that preclude them – tow budget reps per NC lots to look into. Making certain assertions is not accurate.

Cindy Cleghorn -any thoughts of doing a community wide survey of a budget work – LA DVS Stuff. Currently elected officials will be moving on to Washington. Years ago we met to reignite city watch. Commend you it has come this far and solution we can keep this communication going. We need a mechanism and city watch has come a long way.

Lauren Echo Park – believe we no longer have budget advocates – take this info back to my NC – is there someplace I can direct people drop a link – tribunes – they are parallel to budget advocate – we don't have so we need a presentation to follow up. There was a lot of confusion term alliance is used to build capacity and not to. Connie stepped down and Richard Courtney but has never given a report. Jack figured out who can be the budget rep. budgetadvocates.ORG

Tony Wilkinson – concerns me is that one give a proxy to some organization we are not allowed to participate to budget advocates they did not think it through, from original history, hierarchy, everyone has two budget reps, president and treasurer of each NC. Then they elect budget advocates. There is so much work to be done, but if you are not hearing from them attend the meeting and bring it back yourself. One of the things – was no regular reporting from the budget rep.

Jack H. - The dissidents were some reps and advocates.

The controversy is the PROXY. – in 2003/4 budget advocates were there since ages – and got a boost in the LANCC –

TRIBUNES:

President – JOSH NADEL – palms NC – was a budget rep was not elected as budget advocate region 11

VP is John DiGregorio – president of Panorama City

Connie Acosta – member of the Echo park NC

Tracy Brown – budget advocate – south LA

BOB Gelfand - Bylaws of LANCC – no legal problem with the group forming something called the Tribunes. Go ahead and do your work, and do it, but that DONE doesn't have authority over alliance – LEN SHAFFER city ordinances – pushed it through.

Glenn – done recognized.

Gary Fordyce – very colorful roman times. Dismay of the advocates counter argued against. Palms has been postponed. They counter argue they can give as many as you wish. Legally authoritative practicing law.

Jennifer Goodie – we welcome you to join in any group you wish, you can reach out to Liz, jack or myself. Welcome to get involved. I know I can go to any other meeting.

Lauren from Echo Park. Says I know I can look into as many as I wish.

APPENDIX: LADWP.COM REGISTRATION

If you do not already have an online account, you will need your account number and Access Code to Register for My Account.

How to find your Account Number

You may locate your Account Number on the front page of your bill. It is located at the top center of the page.



How to get your Access Code

The Access Code number is required when accessing your account online and over the phone. It may be the last four (4) digits of the primary account holder's Social Security Number, last four (4) digits of the Federal Tax ID associated with this account, or Personal Identification Number.

For inquiries regarding your Access Code, please call Customer Service.

Residential customers: 1-800-DIAL-DWP (1-800-342-6357)

Commercial customers: 1-800-499-8843

- Application Submittal Period: November 2 – November 15
- Application Review Period: November 16 – December 2
- Customer Notification Period: December 11 – December 30
- Customer Survey Period: December 11 – December 20
- Check Distribution Period: December 14 – December 18
- Check Cashing Period: 180 Days from Issuance
- Check Cashing Reminder Notifications: Monthly from January to May 2021

1. Alex Helou, Assistant Director, Los Angeles Sanitation Services, presentation on the exciting things happening at LASAN and the status of the recycling program in the City of Los Angeles.

