

Los Angeles  Department of Water & Power

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*General Manager*

January 5, 2015

Mr. Steven C. Markoff

Subject: August 29, 2014

Dear Mr. Markoff:

I first want to apologize to you and your family on behalf of the Los Angeles Department of Water and Power (LADWP) for the August 29, 2014 events at your residence involving our meter reader. We admit that our meter reader struck your dog, and it is fortunate there was no need to consult a veterinarian. Again, you have our sincere apology.

LADWP management and staff have discussed your request that we change current meter reader policy and rules to prohibit the entry by meter readers onto private property posted with no trespassing or restricted access notices without an appointment. As you may know, the Department serves a population of four million customers and a basic part of our business is the reading of both water and electric meters. A very important part of the practical business relationship between us and our customers includes the ability of meter readers to enter onto private property during regular business hours. We have discussed your request for a policy and rule change and cannot agree to it.

In your case, a review of this matter indicates that we complied with all of our policies, practices, and procedures, nevertheless in an effort to address your concerns and best serve you, LADWP did install a radio frequency meter so that the meter can be read remotely and without regular entry onto your property by a meter reader. The same alternative would be available to other property owners on an as needed basis.

I do want to thank you for your patience and cooperation regarding this matter. On behalf of the LADWP and myself, we wish you the very best.

Sincerely,

  
Guy Lipa, *Chief of Staff*  
Los Angeles Department of Water and Power

**Los Angeles Aqueduct Centennial Celebrating 100 Years of Water 1913-2013**

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