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Date: December 10, 2009  
To: Oakridge Residents  
From: William Herriott, District Superintendent  
Subject: Los Angeles Department of Water and Power  
Oakridge Mobile Home Park Restoration

The Los Angeles Department of Water and Power (LADWP) is continuing to work with Councilmember Richard Alarcon's Office, Housing and Community Development (HCD), Oakridge Management, Southern California Gas Company, Verizon Phone Company, and Time Warner Cable to collectively ensure all residents may return to their homes at Oakridge Mobile Home Park (OMHP) with all of the utility connections they should expect.

Some returning residents suffered from intermittent power or entire power outages due to loose internal connections found on their meter pedestals. LADWP has worked with those customers and Oakridge Management to resolve those outages and ensure repairs were completed. However, the remaining customers that received power from new meter pedestals prior to Monday December 7, 2009 and have not had repairs made following an outage will be contacted by Oakridge Management to have their power disconnected for more detailed inspections and or repairs. An HCD inspector and a LADWP crew must be scheduled through the Park to de-energize the pedestal so that the park may disassemble the pedestal and verify the internal connections are all set to the proper torque. The park has been in contact with the manufacturer and will be working out the corrections with the manufacturer's representative. Once that has been accomplished the pedestal will be re-energized and the customer should not be affected by any power outages due to equipment failure from the pedestal.

Also there have been some changes made to the steps required to gain power listed below to help clarify who is responsible for specific items and at which point in the process that these steps take place.

#### Residential Service Installation

In order to serve you with power, these steps must take place at OMHP. Please read over the sequence of steps below that must be completed for you to move your home in and receive power.

### Water and Power Conservation ... a way of life



- Step 1. Review the OMHP, park requirements on their web-Site at, <http://www.projectoakridge.com>.
- Step 2. Once a home has been set-up on the lot, the homeowner's dealer or dealer's contractor must contact the HCD inspector to inspect both the home and the electrical connection to the new pedestal.
- Step 3. The HCD Inspector will either release the home and pedestal connection or require corrections for state code requirements. If there are corrections, your dealer will be notified as to what to do to correct them. However, if the home passes the inspections, the HCD Inspector will inform LADWP that you are ready for service. Also at this time the dealer or dealer's contractor must also contact the Oakridge Park Management's designee to advise the park when the home has been approved by the state and the meter pedestal has a blue state seal.
- Step 4. The park will install the required concrete pad around the pedestals and contact the LADWP inspector informing LADWP that the pedestal is secure and ready for inspection. The LADWP inspector will not set up an inspection date unless LADWP has received notification from the HCD and Oakridge Park that the pedestal is ready for inspection.
- Step 5. LADWP will inspect the pedestal and accept it or require safety modifications for electrical code compliance issues. If corrections are required, the LADWP inspector will re-inspect the pedestal after LADWP is notified corrections were completed.
- Step 6. Following LADWP inspection approval the service cable and meter may be installed if the homeowner has made application with LADWP's commercial office.
- Step 7. LADWP's Service Planning will release the meter. (Note: power will not be turned on to the new home unless the homeowner has completed an application to reinstate electrical service).

Application for Service

Contact LADWP at 1-800-342-5397 or 1-800-432-7397 for the hearing impaired. Mention that you are a resident of the Oakridge Mobile Home Park that was affected by Sylmar Sayre Fire. When you speak to a Customer Call Center Representative, please inform the representative of your unit number/lot number. Inform them that you are making application for service and the unit number you presented them may be found on the CIS billing system. a meter number is probably not yet assigned to your lot according to their records. The representative should be able to assist you in making your application off of this information. A new account service charge is being waived. Returning residents that had special billing such as life support, life line, low income or disability will not have to go through the process of providing proof, your information should be carried over to your new account. Comments have been placed on all accounts for the representative to view this information however if you have trouble making application please ask to speak to the on shift supervisor.

If you have any questions or require further information, you may contact me at (818) 771-4008 or by email at [William.Herriott@ladwp.com](mailto:William.Herriott@ladwp.com).