TABLE OF CONTENTS

WELCOME TO THE CITY OF LOS ANGELES........................................................................................................... 1

WELCOME TO THE LOS ANGELES DEPARTMENT OF WATER AND POWER ...................................................... 3

CHAPTER 1 - HISTORY OF THE CITY OF LOS ANGELES ...................................................................................... 5

CHAPTER 2 – WHO ARE THE KEY LADWP PLAYERS? ......................................................................................... 11

I. BOARD OF WATER AND POWER COMMISSIONERS ...................................................................................... 11
II. GENERAL MANAGER’S OFFICE ...................................................................................................................... 11
III. CHIEF OPERATING OFFICER ....................................................................................................................... 12
IV. JOINT SYSTEM .............................................................................................................................................. 14
V. FINANCIAL SERVICES SYSTEM .................................................................................................................. 16
VI. POWER SYSTEM ........................................................................................................................................... 17
VII. WATER SYSTEM .......................................................................................................................................... 19

CHAPTER 3 - OTHER KEY CITY PLAYERS ........................................................................................................ 21

I. ELECTED OFFICIALS .......................................................................................................................................... 24
II. APPOINTED OFFICERS .................................................................................................................................... 25
III. CITY DEPARTMENTS ..................................................................................................................................... 26

CHAPTER 4 - HOW DID I GET HERE? ................................................................................................................ 27

I. TYPES OF APPOINTMENTS .............................................................................................................................. 27
A. Regular ............................................................................................................................................................. 27
B. Full-time .......................................................................................................................................................... 27
C. Half-time ........................................................................................................................................................ 27
D. Emergency Appointment .............................................................................................................................. 28
E. Exempt ........................................................................................................................................................... 28
F. Limited Appointment ....................................................................................................................................... 28
G. Intermittent Appointment ............................................................................................................................. 28
H. Temporary Training ......................................................................................................................................... 28
I. Bid Appointment ............................................................................................................................................ 28

II. EMPLOYMENT SCREENING .......................................................................................................................... 29
A. Medical Screening ......................................................................................................................................... 29
B. Drug and Alcohol Testing ............................................................................................................................ 29
C. Immigration Reform and Control Act of 1986 ........................................................................................... 29
D. Fingerprints .................................................................................................................................................... 29
E. Certificates/Licenses ...................................................................................................................................... 29

III. OTHER TYPES OF EMPLOYMENT ............................................................................................................. 30
A. Employment of Minors .................................................................................................................................. 30

IV. CAREER OPPORTUNITIES .......................................................................................................................... 30
A. Civil Service Hiring Process ........................................................................................................................ 30
B. Transfer ......................................................................................................................................................... 31
C. Bid ................................................................................................................................................................. 31

V. PERFORMANCE .............................................................................................................................................. 32
A. Probationary Period ....................................................................................................................................... 32

CHAPTER 5 - WHAT ARE MY RESPONSIBILITIES? ............................................................................................. 33

I. ATTENDANCE .................................................................................................................................................... 33
II. EMPLOYEE CONDUCT ................................................................................................................................... 33
CHAPTER 9 - HOW DO I GET PAID?

I. WORK SCHEDULES .......................................................... 55

CHAPTER 6 - POLICIES AND PROCEDURES ................................ 37

I. POLICIES ........................................................................... 37
   A. Equal Employment Opportunity Services ........................................ 37
   B. Discrimination Free Workplace .......................................................... 37
   C. Sexual Orientation Discrimination ...................................................... 38
   D. Americans with Disabilities Act ......................................................... 38
   E. Drug and Alcohol Policies ................................................................. 39
   F. Workplace Violence ........................................................................... 40
   G. Smoking .......................................................................................... 40
   H. Seatbelts ........................................................................................ 41

II. WORKING RULES .................................................................. 41
   A. LADWP Administrative Manual ....................................................... 41
   B. City Charter .................................................................................... 41
   C. Administrative Code ........................................................................ 41
   D. Civil Service Rules .......................................................................... 42
   E. Policies of the Personnel Department ................................................. 42
   F. Mayor’s Executive Directives ............................................................. 42

CHAPTER 7 - WHAT HEALTH AND SAFETY MEASURES ARE IN PLACE? ........................................ 43

I. CORPORATE SAFETY ................................................................ 43

II. JOINT SAFETY INSTITUTE ...................................................... 44

III. EMERGENCY OPERATIONS ORGANIZATION (EOO) .................. 44
    A. Office of Emergency Management .................................................... 45

IV. BUILDING EMERGENCIES ...................................................... 45
    A. Pre-Emergency Suggestions ............................................................ 45
    B. Fires and Emergencies .................................................................... 45

V. WHAT IS EXPECTED OF ME DURING AN EMERGENCY? ............ 46
    A. Obligation to Our Customers .......................................................... 46
    B. Employee Responsibilities .............................................................. 46
    C. Operational Plans .......................................................................... 46
    D. Facility Plans ................................................................................ 47

VI. INJURY ON DUTY ................................................................... 47
    A. Workers’ Compensation .................................................................. 47
    B. Limited “Light” Duty Program ........................................................ 49
    C. Vehicle Accident ............................................................................ 49

CHAPTER 8 - HOW DO WE COMMUNICATE? ....................................... 51

I. TELEPHONE USE AND PROTOCOL ......................................... 51
   A. DWPPhone ................................................................................. 51
   B. Out-of-Office Messages ................................................................. 52
   C. Long Distance Calls ...................................................................... 52
   D. Cellular Telephone Policy and Guidelines ....................................... 52

II. ELECTRONIC MAIL (E-MAIL) ................................................... 52

III. CITY MAIL ............................................................................. 53

IV. LADWP BULLETIN BOARDS ...................................................... 53

CHAPTER 9 - HOW DO I GET PAID? .............................................. 55

I. WORK SCHEDULES .......................................................... 55

Rev. 081209
B. Tuition Reimbursement ................................................................. 74
C. Technical/Craft Training ............................................................ 74
D. Safety Training ......................................................................... 74
E. Joint Training Institute ............................................................... 74

VII. CONVENIENCES ..................................................................... 75
A. Parking ...................................................................................... 75
B. Transportation ......................................................................... 75
C. Cafeteria on Premise ................................................................. 76
D. Credit Union ........................................................................... 76

VIII. SPECIAL EMPLOYEE PROGRAMS ............................................. 77
A. Suggestion Plan ........................................................................ 77
B. Special Events ......................................................................... 77
C. Mini-Bond Program ................................................................ 77
D. U.S. Savings Bond Program ...................................................... 77

IX. SERVICE PINS ........................................................................ 77

X. RETIREMENT ............................................................................ 78
A. Retirement Plan ........................................................................ 78
B. Additional Annuity Program ..................................................... 78
C. Deferred Compensation ........................................................... 78
D. Annual Pay Adjustments for Retirees ........................................ 78
E. Retirement Planning Class ......................................................... 79
F. Retirement Certificate ............................................................... 79

CHAPTER 11 - WHERE CAN I GO FOR ASSISTANCE? .................. 81

I. EMPLOYEE ASSISTANCE PROGRAM ........................................... 81
A. Why an EAP? ......................................................................... 81
B. Employee Services ................................................................ 81
C. Management Services .............................................................. 82
D. Call for Services ...................................................................... 82
E. Website Information ............................................................... 82

II. EMPLOYEE BENEFIT ASSOCIATIONS ....................................... 83
A. LADWP’s Employees Association ............................................. 83
B. Los Angeles City Club (LA City Club) ...................................... 85
C. All City Employees Benefits Services Association (ACEBSA) .... 85

CHAPTER 12 - WHO ELSE CAN HELP? ............................................ 87

I. MANAGEMENT-EMPLOYEE RELATIONS .................................... 87
A. Employee Organizations/Bargaining Units ................................. 88
B. Grievance Procedure ............................................................... 88

II. MINORITY EMPLOYEE ORGANIZATIONS ......................... 89
Welcome to the City of Los Angeles.

It is my pleasure to congratulate you on your selection for City Service. It is a highly competitive process to become a City Employee. After rigorous testing and interviews, you have proven that you are qualified to serve the citizens of the City of Los Angeles. You have been chosen for an initial position based on your interest, talent and experience.

This handbook has been developed to assist you as an employee of the City of Los Angeles. It will provide you with an overview of the City, its policies and procedures, as well as what is expected of you. Additionally, staff has identified possible questions that may arise. Please review this handbook and become familiar with the references and resources available to you. I hope you find this a useful guide.

Again, welcome to your journey with the City of Los Angeles.

Antonio R. Villaraigosa
Mayor of Los Angeles
Welcome to the Los Angeles
Department of Water and Power

Thank you for choosing to be part of the team at the Los Angeles Department of Water and Power (LADWP). For more than a century, LADWP employees have provided safe and reliable water and electric service to the city of Los Angeles. Together, we will continue to make LADWP the finest public utility in the country for years to come.

At LADWP, we are committed to providing a high-quality, reliable and environmentally responsible water and power supply now and in the future. We are able to fulfill this mission to our customers thanks to the hard work and dedication of the LADWP workforce whose professionalism reflects the utility’s sound business practices and philosophies.

LADWP employs a team of more than 9,200 men and women in many different disciplines, including engineering, design, surveying, real estate, environmental, construction, power distribution, as well as administrative, clerical, and system support staff. Each employee contributes to the timely delivery of essential water and power projects, programs and services to the people of Los Angeles.

The Department’s ability to provide these services, however, does not come without challenge. As drought conditions persist, infrastructure ages, and environmental concerns increase, we depend on the skill and innovation of our employees to confront these challenges and create sustainable solutions that will carry this city into the future.

Water

LADWP provides water to more than 700,000 water service connections in the 465 square-mile area of the city of Los Angeles. A semi-arid region, the city has traditionally relied heavily on imported water sources that are becoming increasingly scarce. Working with the new Water Supply Plan as their guiding principle on a daily basis, LADWP employees are looking to conservation and recycling to meet the city’s growing demand for water, which is expected to increase 15 percent over the next 15 years.

LADWP is also working to address existing and anticipated changes in federal and state water quality regulations. We are increasing the safety and quality of LADWP’s water by reducing daily dependence on large open reservoirs and instituting more comprehensive monitoring programs to ensure that the water delivered to our customers continues to be the best available.

As we strive to maintain the highest level of service, LADWP’s extensive water system will require significant capital improvements to ensure the flexibility and reliability of its
operation. Long-range replacement programs will rehabilitate and upgrade these facilities and help reduce costs for maintenance and repairs. Over the next ten years, LADWP will invest approximately $3.4 billion to improve the reliability and quality of the water system.

**Power**

LADWP supplies more than 22 million megawatt-hours of electricity a year for Los Angeles’ 1.4 million residential and commercial customers. LADWP’s model is time-tested and simple: a reliable and increasingly diverse supply of power, coupled with stable rates that are among the most affordable in the nation. This combination has effectively fueled the growth of Los Angeles for more than a century.

To improve system reliability and to ensure that power supplies continue to meet the city’s needs for the next 100 years, LADWP is spearheading an aggressive program to enhance generation capacity, modernize transmission and distribution infrastructure, assure power quality, and identify cost-saving, environmentally sensitive efficiencies. In this age of global warming, we are undergoing a transformation of our energy mix to increase the presence of renewable energy—sun, wind and geothermal—to achieve a level of 20 percent by 2010 and 40 percent by 2020. Also by 2020, the Department will eliminate coal as a source of power for our city’s energy mix and by the year 2030, we will reduce greenhouse gas emissions to 35 percent below the level of emissions in 1990. These changes are unprecedented in Department history and as we make them, together we will forge down the path of making Los Angeles the greenest big city in America.

As LADWP continues to set the standard for excellence in public power and water, I welcome you and offer my sincere appreciation for your contributions in helping LADWP remain a competitive, world class public service utility.

H. David Nahai  
Chief Executive Officer  
and General Manager
History of the City of Los Angeles

‘Making the Desert Bloom’

From a modest pueblo in the 18th Century to a dominant economic and cultural force at the turn of the 21st Century, Los Angeles has been transformed from a semi-arid desert into a thriving oasis. The Los Angeles Department of Water and Power’s (LADWP) future is a reflection of its past. Following is a brief look at how water and power have helped shape the City of Los Angeles.

The history of the City of Los Angeles is rich and diverse—stemming from when it was originally founded on September 4, 1781, by order of Felipe de Neve, Governor of the Spanish province of Alta California. The first settlers of the City consisted of 14 families numbering 44 individuals. These early settlers, of Spanish, Indian, and African ancestry, gave their little pueblo the big name “El Pueblo de Nuestra Señora la Reina de Los Angeles,” which means “The Town of Our Lady, Queen of Angels.”

Los Angeles, as the settlement came to be called, began to govern itself in 1812 when the Spanish decreed the establishment of an elective city council, headed by a mayor, who served also as a judge. Decisions were made in a town meeting setting, the attendance at which was compulsory under penalty of law.

By the 1840’s, the population of Los Angeles was about 1,250, and the City’s annual tax revenues rarely exceeded $1,000. City services were minimal. Municipal funds came from permit fees to give balls and dances, taxes on wine and brandy licenses for saloons and businesses, and taxes on other pleasure pursuits.
The year 1848 was crucial for California. It marked not only the end of the war with Mexico, and California becoming part of the United States, but also the discovery of gold at Sutter’s Mill. The little pueblo of Los Angeles grew swiftly with the influx of westbound fortune seekers. On the heels of prosperity came gambling halls, more saloons, and outlaws to the City. Los Angeles became a wild, lawless frontier town with a wicked reputation. The alarmed permanent citizens sought a remedy by providing a new form of city government.

The California Legislature passed an Incorporation Act on March 11, 1850. Even before California formally became a state, Los Angeles was incorporated on April 4, 1850. It thus became one of the first American cities in California. At that time, the City had a population of 1,610 and encompassed an area of 28 square miles. The new City government was bigger, and the duties of its officials more specific. The government consisted of City Council members, a Mayor, a Recorder, a Marshal, a Treasurer, an Attorney, and an Assessor. The City did not have graded streets, sidewalks, water system, lights, or a single public building of its own. Every citizen swept or cleaned up the street in front of his/her own domicile. Street lighting was simple; each owner whose house faced the street was obliged to put a light at the door in front of his/her house during the first two hours of every dark night. In the 1800’s the City’s only water source was the Los Angeles River. The water was distributed through a crude system of dams, water wheels, and ditches (or zanjas). In 1860 the City built its first domestic water system, with a water wheel on the main ditch near College and Alameda Streets, and the first reservoir, a brick structure located in the plaza.

In 1878 the California Legislature passed a bill dealing specifically with Los Angeles, which made some substantive changes in the City’s government. This bill came to be known as the Charter of 1878. The major changes in the Charter were: setting Council membership at 15, elected for staggered two-year terms; strengthening the power of the Mayor; and including citizen boards and commissions to help run the City.

Then in the 1880’s, the population grew five-fold from 11,200 to 50,400. Under continued pressure for more governmental services, citizens formed a Board of Freeholders to frame a home rule charter, which was responsive to the needs of the rapidly expanding community. The resultant Charter received final state approval in early 1889 and increased the number of elective offices by adding the City Clerk, Auditor, Board of Education, City Engineer, and Street Superintendent and deleted some offices.

The Council also became the most powerful component of government, mainly because it controlled the purse strings. It not only set salaries but also fixed the annual tax rate and approved the budget. The Council made some appointments, retained the right to override the Mayor’s veto of ordinances, and confirmed mayoral appointments. The number of citizen boards grew, and the Mayor became a member of several of the boards.

The population of Los Angeles continued to grow and by 1900 reached 102,480. Along with inherent growth problems, the city faced a serious water shortage.
The importance of the delivery of water in this semi-arid area was paramount. The growth of Los Angeles is intrinsically linked to the history of LADWP.

LADWP began with the establishment of the first Los Angeles municipal water works system in 1902. By the turn of the 20th century, Los Angeles’ population climbed rapidly.

The new municipal Water Department, under the leadership of William Mulholland, its first superintendent and chief engineer, began enlarging the Los Angeles River system to meet the growing needs of the City. Greater storage capacity was provided to conserve a large portion of the river’s flow. Construction of new reservoirs and distribution mains provided added capacity and efficiency for the system. Conservation efforts were initiated at this early date with the installation of meters to discourage wasteful use of water.

Mulholland said that water is the life-blood of every community. A man of vision, Mulholland met the challenge of fulfilling the water needs of the thirsty, growing City by looking north. Without an additional water supply, Los Angeles could never have grown beyond 500,000 people. Mulholland conceived of an engineering marvel: a plan to build an aqueduct system that would transport water from the Eastern Sierra Mountains to Los Angeles, using gravity to keep the water flowing.

That plan was met with support by the citizens who, in 1905, voted a bond issue of $1.5 million to purchase Owens Valley lands and water rights. Two years later, another bond issue of $23 million was approved by the voters for construction of a 233-mile long aqueduct.

Mulholland’s dream was realized in 1913 when water from the eastern Sierra was first delivered to the City. It was regarded as a miracle of engineering, because the water flowed by gravity from the Owens Valley to Los Angeles. With the precious resource flowing to Los Angeles, the City grew from a town of 100,000 to more than 3 million during the 20th century.

The construction of the Los Angeles Aqueduct brought a reliable source of water to the arid City of Los Angeles. But the aqueduct did more than quench the City’s thirst. It brought power to Los Angeles. During the building of the aqueduct, the Water Department saw an opportunity to use water to generate power. The Water Department brought online the City’s first power plant – located at Division Creek and built in 1905.
In 1906 Ezra F. Scattergood was commissioned as consulting engineer to devise a means of developing hydroelectric power along the route of the aqueduct. The Bureau of Los Angeles Aquedect Power (forerunner to LADWP) was established in 1909, with Ezra F. Scattergood named as chief electrical engineer. Preliminary engineering work began for the citing of new hydro generating stations along the aqueduct. As Mulholland’s counterpart for the Power System, Scattergood became the driving spirit in the development of the municipal electric system.

The first power pole in Los Angeles was set in 1916. After San Francisquito Power Plant 1, north of Los Angeles, was placed in service in 1917, energy was delivered over a new transmission line. This was the beginning of distribution of municipally-generated electricity in Los Angeles.

At the end of the first decade of the century, the groundwork had been set, and the plans were in motion to provide ample supplies of water and electricity to the residents of Los Angeles whose numbers had tripled from 102,480 in 1900 to 319,200 in 1910.

Much of the territorial expansion of the City occurred during the years 1915-1927. Eager for a water supply of their own, but unable to afford the cost, many areas, including the San Fernando Valley, became a part of the City of Los Angeles during this period.

As LADWP continued to define its deliverable services, it needed to keep pace with the City’s rapid growth, much like other City government agencies, and address the constituents’ needs. However, with the overlapping of authority, services, and jurisdictions, other problems were created. Thus the City created a City Charter. The basic law of the government of the City of Los Angeles is found in the City Charter, first adopted by a vote of the people in 1924, effective July 1, 1925, and subsequently amended from time to time.

In 1937 the Bureau of Power and Light consolidated with the Bureau of Water Works and Supply and became the Department of Water and Power. By 1939, LADWP became the sole distributor of power in the City after purchasing the electrical system of the Los Angeles Gas and Electric Corporation.

During the next few years, Los Angeles exploded into a booming metropolis, and under Scattergood’s leadership, LADWP kept pace with rapid changes by constructing new facilities and seeking new energy supplies. Meanwhile, Scattergood continued to push for low-cost power to support
industrial expansion. Low rates became the backbone of Los Angeles’ industrial development and spurred even more growth in the City.

By 1940 the once sleepy pueblo had grown to a metropolis of 1.5 million people that provided 41 percent of the state's employment. World War II turned the City into one of the nation's top war production centers, ushering in three decades of explosive population growth and unprecedented economic diversification with huge industries, shipping, railroads, defense plants, oil and agriculture that pushed the City into worldwide prominence. The population almost reached two million by 1950. The City expanded in all directions, sprawling over hills and valleys, defying efforts in planning and transportation to catch up.

By the early 1970s, oil and natural gas were supplying about 80 percent of the energy for generating LADWP’s electricity. But factors such as the OPEC oil embargo of 1973 and air quality standards in the City caused a change. As a result, LADWP launched a program of energy resource diversification that has substantially reduced the percentage of electricity generated from petroleum while boosting the share produced from other fuels.

Although this is not a new idea, environmental concerns, several water droughts, and the recent state power crisis have made us aware of the importance of utilizing energy and water supplies more efficiently. And because we all use them, it is the responsibility of everyone not to waste these two vital commodities.

On the energy side, coal is now the largest single source of power supply (47 percent) for Los Angeles. Natural gas now supplies about 29 percent of the City's energy; hydroelectricity accounts for 7 percent; nuclear accounts for 9 percent; and the remainder 8 percent comes from renewables such as wind, geothermal, biomass, solar, and waste. Business and industry consume about 70 percent of the electricity in Los Angeles, but residences constitute the largest number of customers. The average resident uses about 5,000 kilowatt hours of electricity per year. (A kilowatt hour is equivalent to a 100-watt light bulb operating for 10 hours.) In addition to serving these consumers, LADWP lights public streets and highways, powers the City’s water system, and sells electricity to other utilities.

On the water side, LADWP provides water from four supply sources. In an average year, 35 percent of the water comes from the eastern Sierras; wells in the San Fernando Valley and other local ground-water basins supply 11 percent; purchases from the Metropolitan Water District of Southern California (MWD) provide 53 percent; and recycled water provides the remaining 1 percent. During drought years, MWD purchases are increased substantially. In addition, LADWP supplies water to approximately 53,000 fire hydrants in the City and provides water for irrigation and recreational purposes.

Today LADWP is the largest municipally-owned utility in the nation. With a work force in excess of 9,200, LADWP provides water and electricity to support the City’s residents and businesses. Our operations are financed solely by the sale of water and electric services, and capital funds are raised through the sale of bonds. No tax support is received.
This page intentionally left blank
Who Are the Key LADWP Players?

I. BOARD OF WATER AND POWER COMMISSIONERS

Pursuant to the City of Los Angeles Charter, the five-member Board of Water and Power Commissioners (Board) is the governing body of the Los Angeles Department of Water and Power (LADWP), and the General Manager administers the affairs and operations of LADWP as its chief executive officer. The Board is granted the possession, management, and control of water and power assets – water and water rights, lands and facilities and electric energy rights, lands, and facilities.

http://www.ladwp.com/ladwp/homepage.jsp

II. GENERAL MANAGER’S OFFICE

The General Manager provides overall leadership of LADWP’s diverse and talented workforce as they support LADWP’s mission, goals, and objectives. The mission of LADWP is to be an efficient and low cost provider of safe and reliable water and power services to the residents and businesses of Los Angeles. The General Manager, through subordinate managers, directs the activities of LADWP’s more than 9,200 employees and an operating budget of more than $4 billion.

The groups who report directly to the General Manager are the offices of Public Affairs, Legislative and Regulatory Affairs, and Environmental Affairs.

City Attorney for Water and Power

LADWP’s Legal Division provides, under the direction of the Senior Assistant City Attorney for Water and Power, comprehensive legal services to LADWP. The Legal Division’s professional staff is composed of attorneys employed by the Office of the Los Angeles City Attorney, who provide advice to the Board of Water and Power Commissioners, the General Manager, and other LADWP managers, and handle litigation involving LADWP through trial and appeal. The Legal Division’s clerical and administrative staff are LADWP employees.
Attorneys in the Legal Division provide legal services to LADWP in matters involving such diverse areas of the law as employee relations, civil service, and ethics; wrongful death, personal injury, and property damage; workers' compensation; environmental pollution; retirement and health plans, real estate, including eminent domain and inverse condemnation; bonds; collections; water rights; utility regulation; contracts; California Public Records Act compliance; and taxation. Litigated matters may involve appearances in all state courts, the Federal courts and various regulatory agencies such as the California Public Utilities Commission and the Federal Energy Regulatory Commission.

Environmental Affairs Division

The Assistant General Manager of Environmental Affairs oversees the management of the Green LA Program, Hazardous Substance Management, the Recycling Program, and Wastewater Compliance.

Legislative and Regulatory Affairs

The Legislative and Regulatory Affairs is responsible for governmental affairs, regulatory affairs, legislative affairs, and Neighborhood Council liaison services, in an effort to foster citizen participation and increase responsiveness to local needs.

Public Affairs

The Public Affairs is responsible for media and community relations (media response, informational field trips, Speaker's Bureau, and special events, such as the annual Light Festival), advertising and publications (Contact and Intake newsletters, customer bill inserts, brochures), environmental communications and educational programs (Science Bowl and Adopt-a-School).

III. CHIEF OPERATING OFFICER

The mission of the Chief Operating Officer (COO) is to provide executive direction for the day to day operations of LADWP and oversight of the Senior Assistant General Managers of the Water and Power Systems, the Chief Administrative Officer, the Chief Financial Officer, and the Chief Information Officer.

Economic Development, Education & Outreach Services

The Economic Development, Education & Outreach Services is responsible for LADWP’s $20 million Economic Development Program, which includes a utility infrastructure loan program, training and outreach efforts, value-added power quality and reliability products and services for business customers, business
expansion and retention efforts to promote sustainable design and to expand City assets that stimulate economic growth in the City of Los Angeles, and community redevelopment and beautification initiatives to revitalize targeted commercial and industrial areas.

**Information Technology Services**

The Information Technology Services (ITS) Division is directed by the Chief Information Officer, who reports directly to the General Manager. ITS’ mission is to create value and competitive advantage by collaboration, to rapidly implement innovative, high quality technology solutions, and to provide a highly flexible, adaptive, reliable information, and communication infrastructure.

The main objectives of ITS are to: implement technology solutions in alignment with corporate needs and responsibilities, while enabling divisions to achieve maximum effectiveness; enable LADWP to compete effectively with the appropriate information technology tools and systems; and generate new revenues for LADWP. ITS includes the Applications, Operations, Network, Enterprise Solutions, Fiber Optics, Telecommunication, and the Industrial Graphics Sections.

The ITS Intranet website is [http://itsweb/](http://itsweb/). For general IT support, contact the Help Desk at (213) 367-HELP or online at [http://eitrprod/arsys/shared/login.jsp](http://eitrprod/arsys/shared/login.jsp).

**Retirement Plan Office**

The Retirement Plan Manager is responsible for directing the operations of the Water and Power Employees’ Retirement Plan (Plan), subject to the general rules, regulations, and instructions of the Plan’s Board of Administration. The Plan was established in 1938 to provide financial security through comprehensive programs for pension income at retirement, payments during disability, death benefits for beneficiaries, and continuance of benefits for eligible survivors. The Retirement Plan Office staff are responsible for all administrative details of the Plan, such as accounting for contributions and interest, investing funds, and maintaining all Plan records.

The Retirement Plan Office staff serve all active and retired members of the Plan, as well as inactive members who have left their retirement funds on deposit with the Plan. Please visit the Retirement website on the internet at [http://retirement.ladwp.com](http://retirement.ladwp.com) or on the intranet at [http://retirement/](http://retirement/).
IV. JOINT SYSTEM

The Chief Administrative Officer (CAO) is one of four Senior Assistant General Managers who report directly to the General Manager. The CAO oversees the Joint System, which is comprised of divisions that provide customer service and administrative support to Financial Services, Water System, and Power System. The divisions and sections reporting directly to the CAO include Safety, Customer Services, Employee Services, Operations Support Services, Real Estate, Security Services, and Supply Chain Services.

In addition, the CAO's Office includes staff that supports the following functions: LADWP California Public Records Act Coordinator, LADWP Membership Coordinator, and LADWP Sponsorship Coordinator.

Safety Section

Safety's main goal is to establish and maintain a safe and healthful work environment for all LADWP employees. The group has a broad range of responsibilities from handling Cal/OSHA citations, administering safety-related contracts, investigating work-related accidents, and inspecting pressure vessels. Additional information can be found on the web at [http://corpsafety](http://corpsafety).

Customer Service Division

The Customer Service Division's primary responsibility is to provide core customer service functions directly to LADWP's customers. The Division is comprised of the following sections: Billing and Collections, Commercial Services, Customer Relationship Management, Field Operations, and Safety. The functions of these sections include responding to customers via the customer contact center, meter reading, turning water and electric service on/off, revenue security, and marketing research. [http://www.ladwp.com/ladwp/homepage.jsp](http://www.ladwp.com/ladwp/homepage.jsp)

Employee Services Division

The Assistant General Manager of Employee Services provides direction for the operations of the division, which include, Equal Employment Opportunity Services, Human Resources and Labor Relations.

The Equal Employment Opportunity Services (EEOS) Office is comprised of a staff of investigative analysts trained in EEO laws and investigations. The analysts, when investigating a complaint, act as neutral fact-finders, neither representing management nor the employee filing the complaint. EEOS staff also provides training in sexual harassment awareness, diversity, and general
EEO issues. EEOS assists LADWP in its commitment to maintain a workplace free from unlawful discrimination.

The EEOS intranet website provides EEO information, helpful links to EEO sites and a complaint initiation form. [http://dwphome/Organizations/Joint_System/EEOS/EEOS_Home.htm](http://dwphome/Organizations/Joint_System/EEOS/EEOS_Home.htm)

Human Resources (HR) is responsible for the following programs and functions: Recruitment & Selection, Personnel, Employee Health & Dental Benefits, Workers’ Compensation, and Training & Development. HR also coordinates department-wide programs, including the federally-mandated Department of Transportation drug and alcohol testing program, employee suggestion plan (Powered by Ideas), tuition reimbursement, library services, family care, 3-Flex (flexible benefits), fitness center, reasonable accommodation, and the Administrative Manuals. More detailed information about HR’s services, training classes, and Administrative Manuals can be found on the intranet at [http://hrweb/index.htm](http://hrweb/index.htm).

The fundamental objective of the Labor Relations Office (LRO) is to establish and maintain a constructive relationship between LADWP and the employee organizations recognized to represent LADWP employees. Their services are focused upon negotiation and administration of Memorandum of Understanding (MOU) and daily-rate, construction industry contracts, participation in joint labor/management committees, advising and assisting management in policy matters concerning labor issues, advocating management’s position in various administrative proceedings, and providing training to LADWP managers and supervisors in the area of labor relations. For your MOU, job description, or pay scale, go to the Labor Relations webpage at [http://labrel/](http://labrel/)

Operations Support Services Division

The Operations Support Services Division (OSSD) is responsible for the management of the general services for LADWP. The OSSD’s sections and their functions include; Fleet Services, which provides construction equipment, drivers, and operators in support of LADWP construction activities, as well as provides helicopter support for all LADWP; Business Support Services that provides centralized services including the Records Management Program, Commuter and Reservations Services, and the cafeteria; JFB Operations & Maintenance, which provides air conditioning/heating, building repair, custodial, painting, plumbing, and locksmith services for the JFB; Facilities Maintenance that provides the public and LADWP internal customers building services, including air conditioning/heating, building repair, custodial, painting, plumbing, and landscape services for outlying facilities.

Real Estate Section

The Real Estate Section is responsible for management of the LADWP’s real property assets in order to maintain and improve LADWP’s water and electric
delivery systems and facilities. LADWP has extensive real property holdings throughout the City of Los Angeles and surrounding basin, as well as interests in the states of California, Nevada, Arizona, and Utah. LADWP also maintains numerous transmission line and aqueduct corridors along with the necessary large distribution systems to provide water and power to the customers of the City of Los Angeles.

Security Services Division
The Security Services Division (SSD) is responsible for safeguarding the lives and property of LADWP employees and the public, as well as enhancing emergency management while maintaining the ability to recover and resume service in the event of any type of disaster, either natural or intentional. SSD is comprised of Uniform Security Services, Security Planning and Emergency Management, and Special Investigations. SSD is also responsible for the ID Unit. All employees are required to wear their identification badge in plain view upon entering, and at all times while within, any LADWP site or facility.

SSD is the point of contact for LADWP filming locations. LADWP locations have been used for feature productions, student films, music videos, still photo shoots, and television.

Supply Chain Services Division
The Supply Chain Services (SCS) Division is comprised of Stores and Purchasing Operations. The Stores Section is responsible for the operation of LADWP’s stores/warehouses. The Purchasing Section is organized into three groups: Operations Group, which is primarily responsible for processing new purchasing transactions and contract renewals; and Contract Management Group and Contract Compliance/ Administrative Services Group, who support the buyers, users, and suppliers by identifying new contracting opportunities, processing Specialty Contracts, ensuring that SCS is informed of user procurement requirements in a timely manner, suppliers are informed of and can competitively bid for LADWP-advertised requirements, and LADWP contracts are effectively administered to ensure quality supplier performance and timely payments.

V. FINANCIAL SERVICES SYSTEM
The Chief Financial Officer is responsible for directing the operations of LADWP's accounting, finance, internal audit, risk control and financial forecasting support services.
Accounting & Financial Reporting Section

This section is responsible for the financial reporting, cost and project accounting, accounts payable, and the payroll sections. This includes the preparation of LADWP’s audited financial statements, accounting for the LADWP’s fixed assets, performance of LADWP payroll and timekeeping services, payments to vendors, and operation of the financial information systems that support these vital functions.

Budget, Rates, and Efficiency Section

The Budget, Rates, and Efficiency Section, under the direction of the Budget Manager, provides budgeting and performance reporting and cost of service analyses. The section includes the Budget Office, Water and Power Rates, Workforce Performance, Energy Efficiency, Water Conservation, and the Performance Audits Groups.

Finance & Risk Control Section

This section is responsible for capital financing and debt management, risk management, credit and risk control, treasury/cash and investments, and Southern California Public Power Authority accounting and investment support.

Internal Audit Section

This section is responsible for conducting various audits to ensure that laws, policies, and procedures are being followed, internal controls are adequate, payments are made in accordance with contract provisions, LADWP assets are protected, information systems are reliable, and operations are adequately managed.

Scenario Development & Financial Forecasting

This section is responsible for developing electric sales and demand forecasts, fuel and purchased power budget, the natural gas hedging programs, water and power revenue requirements, rate action plans, and preparation of financial plans for the Water System and the Power System.

VI. POWER SYSTEM

The Senior Assistant General Manager of the Power System is responsible for generation, transmission, wholesale marketing, and distribution, which includes planning, construction, and operation of the major generation and transmission facilities, including wholesale marketing and trading.

To improve system reliability and to ensure that power supplies continue to meet the City’s needs for the next 100 years, LADWP is spearheading an aggressive program to enhance
generation capacity, modernize transmission and distribution infrastructure, assure power quality, and identify cost-saving, environmentally sensitive efficiencies.

**Engineering Services Division**

The Engineering Services Division (ESD) is responsible for the overall planning, organizing, staffing, and controlling of operations and functions of Engineering Services, including Power Electrical Engineering; Distribution Engineering; Station and Facility Engineering; New Business and Customer Support; Project Management; Architectural, Geotechnical and Structural; Asset Management; Power System Drafting; and Solar Power Engineering. ESD directs and coordinates the activities of several groups engaged in engineering design and technical research pertaining to the construction and operation of overhead and underground facilities and directs activities relating to the improvement of operating methods, as well as promotes the improvement of safety, reduced rates, increased system reliability, and better customer service.

**Generation Division**

The Generation Division is responsible for the overall planning, organizing, staffing, and controlling of the operations and functions of power generating stations, including Steam, Hydro, and External Generation [including Intermountain Power Plant (IPP), Mohave, and Navajo]. The Generation Division Manager also serves as Operating Agent for the IPP and interfaces with officials of other governmental agencies; other utilities; the Intermountain Power Services Corporation (IPSC) President and Board; and other utility decision-makers on problems involving energy interchange, contracts, environmental matters, and community issues.

**Integrated Support Services Division**

The Integrated Support Services Division is responsible for the Construction, Maintenance and Testing of major LADWP facilities and assets, including Power Plants, Receiving and Distribution Stations, Customer Station, Transmission lines; Water Quality Facilities, Water Tanks, General Facilities, Security System Installations, Fire Protection, Renewable Energy Systems, Project/Construction Management Services; Power Quality, Corrosion Control, Heavy General Construction, Shop services such as Structural Steel, Mechanical and Electrical Repair, Sheet Metal, and Carpentry. The Division is an integral part of LADWP’s long-term Capital project planning efforts to increase LADWP service reliability.
Power Transmission and Distribution Division


Resource Planning, Procurement and Development Division

The Resource Planning Procurement and Development Division is responsible for the overall planning, organizing, staffing, and controlling of the following functions: wholesale energy trading, bulk fuel purchases, and the renewable energy portfolio.

Safety and Training Division

The Power System’s Safety and Training (PSST) is committed to "educate and train employees to follow safety, health, and work practices and procedures that prevent accidents and the associated suffering and losses." This ongoing mission is accomplished through the PSST principle roles: first, to evaluate hazards in the workplace, and urge and assist employees in the development of sound, safe work procedures; second, to provide education and technical training to individuals preparing for or actively working in the field.

VII. WATER SYSTEM

The Senior Assistant General Manager of the Water System is responsible for water policy and construction operation and maintenance of the City’s water supply, transmission and distribution system, including water quality. Major activities and improvement projects are grouped into four categories: water quality, water resources, infrastructure improvements, and business support activities. The Water Executive Office also manages Water System worker safety compliance and training and provides oversight of technical and administrative functions.

Water Distribution Division

The Water Distribution Division (WDD) is responsible for the construction and maintenance of water distribution facilities, including trunklines, water mains, services, meters, fire hydrants, regulators, valves, and appurtenances. WDD’s New Business section processes customer requests and generates
orders for the installation, relocation, or removal of water facilities as required by private or public development. WDD also reviews approved plans for private subdivisions to determine the facilities required to provide water to those projects, and oversees and inspects the installation of water mains and services by private contractors.

Water Engineering & Technical Services Division

The Water Engineering & Technical Services Division plans, designs, and oversees the construction of major water system facilities. These facilities include dams and reservoirs, trunk lines, water tanks, pumping stations, treatment facilities, and buildings. Other services include geotechnical inspections, surveying, inspection of pipe and other materials procured for installation, safety evaluations of reservoirs and dams, preparation and administration of major contracts, and project management.

Water Operations Division

The Water Operations Division is responsible for the operations and maintenance of the Los Angeles Aqueduct and the in-city (metropolitan Los Angeles) water transmission facilities.

Water Quality Division

The Water Quality Division is responsible for regulatory compliance with all applicable state and federal drinking water regulations. In addition to the traditional water quality functions, this division is also responsible for the Groundwater Remediation Group, and is taking a leadership role in restoring the quality of the San Fernando Basin groundwater supply.

Water Resources Division

The Water Resources Division (WRD) is responsible for water supply and water management issues. This includes oversight of regional and statewide water issues, liaison with the Metropolitan Water District and other agencies, coordination of watershed issues, and development of new water resources, including water transfers and ocean desalination. The Water Recycling, Water Conservation Policy, Watershed Management, and Resources Development groups are in this division.
Other Key City Players

The City of Los Angeles is a municipal corporation established as a Mayor-Council Commission form of government headed by elected officials and appointed officers. The City is the unit of government closest to the people. It affects most directly the daily existence of its inhabitants by protecting their lives and property and putting out their fires, collecting their trash and maintaining their streets, and by supplying them with water and power.

The principal functions of the City are: community safety; home and community environment; transportation; cultural, educational, and recreational services; and human resources, economic assistance, and development. These functions are carried out by approximately 42 City departments and bureaus, the majority of which include citizen boards. Some of these commissions actually head the departments, like the Departments of Water and Power, Airports, Harbor, and Public Works; others serve an advisory role.

The City is governed by an elected Mayor and City Council. As executive officer for the City, the Mayor has overall responsibility for administration. He works with the City Council in matters relating to legislation, budget, and finance. The City Council has 15 members elected by district throughout Los Angeles to represent the needs of their constituents. The elected officials, including the Mayor, City Attorney, Controller, and the 15 members of Council serve two four-year terms (term limits).

The Mayor, subject to confirmation by the Council, appoints the chief administrative officers of each department (i.e. General Managers) and members of the commissions. This includes the Department’s Commissioners and General Manager. The five-member Board of Water and Power Commissioners establish policy for the LADWP, and the General Manager manages the operation.

Most City departments are subject to control by the Mayor and the City Council. However, the Charter gives authority to some departments to control their own revenues and funds,
adopt their own budgets, issue their own revenue bonds, and manage their own affairs. The Departments of Airports, Harbor, and Water and Power are among those departments that are completely independent from the City in their funding and are commonly referred to as “proprietary” departments. However, these departments are still subject to oversight from the Office of the Mayor, City Controller’s Office, and the Personnel Department. However, on a day-to-day basis, these departments operate with little Council involvement.
I. ELECTED OFFICIALS

The citizens of the City of Los Angeles elect officials into office. Serving as government leaders, the elected officials direct the daily functions and activities of the City to the benefit of the citizenry. Elected officials include: Mayor, City Council, City Attorney, and City Controller.

**Mayor**

As the Executive Officer, he oversees the functions of the Executive Branch of City government. Specific duties entail proposing the annual budget, appointing Department General Managers and Commission Members, and approving/vetoing Council Ordinances. [http://mayor.lacity.org/index.htm](http://mayor.lacity.org/index.htm).

**Council**

Members of City Council constitute the Legislative Branch of City government, responsible for activities such as enacting ordinances, adopting the annual budget, and confirming Mayoral appointments. [http://lacity.org/lacity/YourGovernment/CityCouncil/index.htm](http://lacity.org/lacity/YourGovernment/CityCouncil/index.htm)

**City Attorney**

The City Attorney is the legal advisor to the City, responsible for approving contracts, defending against lawsuits, prosecuting misdemeanors, and reviewing legislation. [http://www.lacity.org/atty/](http://www.lacity.org/atty/)

**Controller**

The auditor and chief accounting officer for the City is responsible for preparing official financial reports, estimating revenues, approving payments, preparing City payroll, and other related activities. [http://www.lacity.org/ctr/](http://www.lacity.org/ctr/)
II. APPOINTED OFFICERS

The Mayor, with the approval of City Council, appoints various officers to direct the day-to-day operation of the City of Los Angeles. The officers include: City Administrative Officer, City Clerk, Treasurer, Department General Managers and Commission members. The Chief Legislative Analyst is also appointed solely by the City Council.

City Administrative Officer
As the chief financial advisor, the City Administrative Officer reports directly to both Mayor and Council and prepares the City budget, negotiates labor contracts, and oversees administrative processes and procedures. [http://www.lacity.org/cao/](http://www.lacity.org/cao/)

City Clerk
The Clerk of the City Council, in addition to maintaining official City records, conducts elections and provides other administrative services. [http://www.lacity.org/CLK/index.htm](http://www.lacity.org/CLK/index.htm)

Treasurer
The Treasurer is the custodian of all City funds, authorized to receive and disburse funds, issue bonds, collect payments, and execute agreements for financial services. [http://www.lacity.org/treasurer/index.htm](http://www.lacity.org/treasurer/index.htm)

General Managers
General Managers are department heads who are responsible for managing and/or overseeing the various functions and services of the department to which they are appointed.

Commission Members
Commission members serve in an advisory, management, and/or oversight capacity with regard to the various functions and services of the department they are assigned.

Chief Legislative Analyst
The Council is provided technical assistance by the Chief Legislative Analyst's Office. Personnel from this office are assigned to work with the various Council Committees and the Council as a whole to gather information that the Council may require for passage of City legislation.
III. CITY DEPARTMENTS

There are approximately 42 departments and bureaus within the organizational structure of the City of Los Angeles. These departments are charged with providing a vast number of functions and services for citizens, visitors, and other agencies. In accordance with the type of functions/services each is responsible for overseeing, departments and bureaus are grouped into three separate categories: Infrastructure, People Service, and Support. http://lacity.org/

### Infrastructure Services
- Los Angeles World Airports
- Building and Safety
- Emergency Preparedness
- Environmental Affairs
- Fire
- Harbor
- Planning
- Police
- Public Works
- Transportation
- **Water & Power**

### “People” Services
- Aging
- Animal Services
- Children, Youth & Family
- Commission on the Status of Women
- Community Development
- Community Redevelopment
- Convention Center
- Cultural Affairs
- Disability
- El Pueblo
- Housing Authority
- Housing
- Human Relations Commission
- Library
- Neighborhood Empowerment
- Recreation & Parks
- Zoo

### Support Services
- City Administrative Officer
- City Attorney
- City Clerk
- City Ethics Commission
- Controller
- Employee Relations Board
- Office of Finance
- Fire and Police Pensions
- General Services
- Information Technology Agency
- LA City Employees’ Retirement Services
- Personnel
- Treasurer

You are encouraged to visit individual department websites to learn more about the services offered. Go to http://lacity.org/ and search by department; or, visit “Your Government at a Glance” which can be found at http://www.lacity.org/clk/cps/govtoglnc.pdf.
How Did I Get Here?

For questions, contact LADWP’s Personnel Services Office at (213) 367-1934

Most of our employees are regular full-time employees and are hired through the civil service process. This means you filed an application with the City, passed a civil service examination, were placed on an eligible list, and then were interviewed and hired by the Los Angeles Department of Water and Power (LADWP) for a position with the City of Los Angeles.

I. TYPES OF APPOINTMENTS

The following terms are among those used to describe employees and their employment status with the City.

A. Regular

A regular employee is an employee appointed to a permanent position of half time or more from an eligible list or to any position from a reserve list.

B. Full-time

Full time employees are employees who are scheduled to work 72 hours or more in a two-week pay period, in a position that is expected to last longer than the length of the probationary period.

C. Half-time

Half-time employees are employees who are scheduled to work half-time or more but less than full-time. For example, a 20-hour a week job and a 30-hour a week job would both be considered half-time positions.
D. **Emergency Appointment**

When the City’s Personnel Department does not have a list from which to certify names or when none of the eligibles on the list will accept appointment to the vacant position, an emergency appointment may be made to prevent the stoppage of public business or to meet an extraordinary need. The employee is appointed for a set period of time not to exceed 240 days. The position must be vacated when a regular appointment can be made.

E. **Exempt**

An “exempt employee” means an employee who is exempted or who occupies a position exempted from the civil service provisions of the Charter. Exempt positions are usually highly skilled, unskilled, or senior management (for example, LADWP’s General Manager).

F. **Limited Appointment**

A limited appointment is an appointment from an eligible list to a position where the duties are expected to terminate in less than the length of the probationary period. (Appointees do not accumulate seniority, do not complete a probationary period, and do not have to be laid off in order of seniority unless they are appointed from a Reserve List.)

G. **Intermittent Appointment**

An intermittent appointment is an appointment from an eligible list to a position where the duties are performed on a recurrent basis. Positions less than half time are considered intermittent. (Appointees do not accumulate seniority, do not complete a probationary period, and do not have to be laid off in order of seniority unless they are appointed from a Reserve List.)

H. **Temporary Training**

A position designated by the Board of Civil Service Commissioners for the express purpose of training persons for a limited period of time. An employee in this position does not complete a probationary period. For example, at LADWP, the Electric Distribution Mechanic Trainee positions have been designated as temporary training positions.

I. **Bid Appointment**

A bid appointment is an appointment to a regular position in LADWP, in the same Civil Service class and filled in accordance with the Memorandum of Understanding’s respective bid plan. The bid appointment generally results in a change of location, shift, primary duties, and, in some cases, pay level.
II. EMPLOYMENT SCREENING

Once an employee is hired, there are many things that the employee must do to complete the employment process.

A. Medical Screening

After a conditional job offer has been made and accepted, an employee, who is not currently working for the City or changes positions to a job that has different physical requirements, is scheduled for a medical examination to determine if the person can perform the duties of the classification adequately and safely.

B. Drug and Alcohol Testing

Employees applying for safety-sensitive positions are tested for drug use or alcohol misuse when hired, transferred, reassigned, or promoted into a safety-sensitive classification. A safety-sensitive classification is when one or more of the essential duties involve the operation of vehicles, heavy equipment or machinery, or in which the nature of the duties is such that an impairment resulting from drug usage may jeopardize the safety of the incumbent, co-worker, the public, or property. The City’s Personnel Department has established a list of safety-sensitive classifications that meet this definition. A positive pre-employment test will result in disqualification for a safety-sensitive job for at least one year.

C. Immigration Reform and Control Act of 1986

Federal law requires all new City employees to submit proof of identity and the legal right to work in the United States by presenting the originals of certain specified documents (i.e., driver’s license, social security card, etc.) within three working days of the employee’s appointment date.

D. Fingerprints

All new employees hired from an open eligible list (new to City civil service) are fingerprinted prior to the start of the job. The fingerprints are submitted to the State and Federal Department of Justice to ascertain if an employee has a prior conviction record. The City’s Personnel Department will use the information received to determine if the employee is qualified for the position or if disqualification is necessary.

E. Certificates/Licenses

Often, employees are made job offers contingent upon their ability to submit satisfactory proof of their degree, Engineer-in-Training certificate, Professional Engineering registration, work experience, or other documents to substantiate employment, bonuses, or advance step hiring. Such certificate or license must be presented on the first day of employment or as soon as the certificate or license is obtained to ensure eligibility for appointment or bonus payment.
III. OTHER TYPES OF EMPLOYMENT

A. Employment of Minors

Generally, City employees must be 18 years of age or older. However, the Youth Service Academy (YSA) is a partnership program involving LADWP and the Los Angeles Unified School District (LAUSD).

The YSA program was developed in 1990 to assist students, identified as being at risk for not completing high school, to stay in school and graduate.

The YSA program provides its students with basic life skills needed to succeed in today’s work world. There are four components to the program: the worksite, the LAUSD diploma program, the cooperative vocational education class, and community service.

The mentor, who is the student’s supervisor, provides guidance related to the student’s job assignment, serves as a role model, and is the most important component of the program. A mentor has an opportunity to make a profound difference in a student’s life.

IV. CAREER OPPORTUNITIES

LADWP is committed to the career advancement of its work force through the Civil Service System. The Civil Service System, at its best, means a shared responsibility between employee-employer for promotional career growth. The Civil Service policies, rules, and procedures that govern and protect employees ensure impartiality.

In keeping with LADWP’s desire to prepare employees for their personal and professional growth, career counseling services are available to help the employee discuss basic ways to begin planning a career, research possibilities, and prepare for the Civil Service examination and interview. For more information or an appointment, call (213) 367-2062.

A. Civil Service Hiring Process

The City offers a process based solely on merit and ability. It is up to the employee to:

- Identify appropriate promotional exams for which you qualify,
- Submit an examination Notification Card to the City’s Personnel Department to be notified when an exam you wish to take is open for filing.
notification card either electronically or in paper format go to the following website for more information: https://personline.lacity.org/notecard/index.cfm

- Complete a City application and other related paperwork to apply for the exam when the exam bulletin is announced, (on-line application at http://www.lacity.org/per/Appform.htm.
- Prepare through individual study and in-service courses,
- Arrange for a mock interview from your supervisor,
- Complete the examination process (written exam, oral interview, performance test, and/or physical agility test),
- Be reachable on the eligible list,
- Complete a certification interview and be offered a job, and
- Complete probation.

If you need assistance in understanding the career opportunities available in the City, ask your supervisor or contact LADWP’s Career Counselor, Training and Development, at (213) 367-2062.

1. Promotional

City advancement opportunities are advertised and posted weekly through the City’s Personnel Department’s green and blue bulletins “The City of Los Angeles Has a Job for You.” LADWP’s Personnel Services Office also posts a copy in Room 546 of the JFB. Employees are encouraged to review the bulletins so as not to miss an advancement opportunity. Employees can also view opportunities through the Internet at http://lacity.org or Intranet at http://jobs/.

2. Examination Information

For information regarding the status of a civil service examination you have taken or are interested in taking, you may go online to: http://per.ci.la.ca.us/NewsLetter/Examsta.pdf.

B. Transfer

The City advertises transfer and temporary placement opportunities that are available for City employees in the various City departments. For information regarding these opportunities, refer to the City’s Personnel Department’s weekly blue bulletins, “The City of Los Angeles Has a Job for You,” which can be obtained in LADWP’s Personnel Services Office in Room 546 of the JFB. Employees can also view opportunities at http://lacity.org.

C. Bid

When LADWP is going to fill a vacant permanent position, before requesting certification from Civil Service eligible lists, consideration may be given to LADWP employees desiring a change of position who are working in the class. LADWP will make an announcement of intention to fill such a position in writing.
and post it for a specified amount of time. Refer to your specific MOU for detailed information. Not all classifications have a Bid Plan. However, for those classifications without a Bid Plan, the Divisions may send out a memo if they have a transfer/reassignment opportunity.

V. PERFORMANCE

Performance evaluation is a continuous process. All employees, regardless of classification, status, or length of service, are expected to perform the duties and responsibilities of their job satisfactorily.

A. Probationary Period

A regular employee who is new to the City or appointed from a promotional list must complete the working test portion of the examination process. During this time, an employee is evaluated on his/her fitness for the position by the actual performance of the skills, knowledge, and abilities of the position.

During the probationary period, you have an opportunity to evaluate LADWP, and management has an opportunity to evaluate your job performance as an employee. An employee appointed from a promotional list is generally (with some exceptions) granted a protective leave in his/her previous classification with his/her previous department during the period of probation in the new classification. Consequently, you may return or be returned to your previous department and classification prior to the completion of your probationary period. The probationary evaluation should chart your progress in the position and culminate with a recommendation to continue employment. If you do not receive a probationary report in the first month, notify your supervisor. The evaluation process is continuous with two-way communication throughout the process.

After probation, employees should be aware of their progress on-the-job on a regular basis. Employee/employer feedback should be regular and constructive. In two-way communication “feedforward” sessions, both parties should:

- RESPECT each other’s viewpoints
- LISTEN for understanding
- ASSESS progress on the job
- RESPOND in a timely and appropriate manner to questions raised
- PLAN future expectations and projects
- DOCUMENT discussion
What Are My Responsibilities?

You have a responsibility to be prepared to assume your role as a member of the Los Angeles Department of Water and Power (LADWP) team. In your role as employee, you have an obligation to effectively carry out the job duties you are assigned. The LADWP team is only victorious when every employee meets their obligation by complying with the rules and regulations and successfully completing their duties. Your journey will allow you the opportunity to work successfully on a team. Below are some key responsibilities critical to your success at LADWP.

I. ATTENDANCE

The most important responsibility you have as a LADWP employee is your attendance. You may be the best employee, but if you don't come to work no one will ever know it. You are required and expected to report to work on time. If you are to be tardy or absent, you must notify your supervisor either by telephone or messenger before the start of shift on each day of absence, and thereafter unless you have made other arrangements with your supervisor.

II. EMPLOYEE CONDUCT

LADWP employees are expected to conduct themselves in a professional and courteous manner at all times. You are not to engage in any conduct or activities that reflect unfavorably upon or conflict with the best interest of LADWP. You are expected to do your part to ensure that the work environment is free from inappropriate and/or discriminatory actions, language, and images, as well as demonstrate sensitivity and respect for others.
In addition, LADWP employees are expected to adhere to all rules and regulations, as well as accurately perform the functions of their job in a timely manner. Therefore, inappropriate and/or unacceptable behavior will not be tolerated. If you engage in any inappropriate or unacceptable behavior, you will be subject to discipline in accordance with Section 50-04, A Guide to Employee Discipline, of the Administrative Manual, which may include oral and/or written warnings, suspension, or discharge.

### III. ETHICS

City employees are in a position of public trust and have an obligation, even higher than the private sector, to do their jobs well in the spirit of public service. As such, all employees shall conduct themselves in an ethical manner, both on and off the job, and in a manner that does not present the appearance of a conflict of interest. The City’s Code of Ethics governs job performance, defines the relationship that must be maintained with the public, and affirms general standards.

The Code of Ethics underscores the point that as citizens who are also public employees, we are bound to uphold the law. In particular it states the following: loyalty to the Federal and State Constitution, attention to all applicable laws and regulations, support for the basic tenets of affirmative action, and commitment to all laws against discrimination.

City employees are to refrain from taking part in any activity that may be in conflict with the best interest of the City. As a City employee, you are expected to act with integrity and good judgment at all times.

#### A. Whistleblower Hotline

The City Ethics Commission’s Whistleblower Hotline, (213) 978-1999, allows individuals, including you, to anonymously report violations of any of the following:

- **City Campaign Laws** – defines the requirements imposed upon candidates for elective City office and their contributors. These requirements include limits on contributions, when contributions can be received, and administration of the public matching fund programs.

- **Municipal Lobbying Ordinance** – regulates the registration and reporting requirements for lobbyists and lobbying firms that are hired by private interests to influence City decisions.

- **Governmental Ethics Ordinance** – prohibits the use of City position or resources for private benefit, or governs the disclosure of economic interests by specified City employees; and, it imposes certain restrictions on gifts, outside income, and future employment for City employees.
• Conflict of Interest Laws – cover disclosure and disqualification requirements for public officials.

If you are a City employee, City law prohibits any retaliatory acts being taken against you for use of the Whistleblower Hotline. If you feel you are being retaliated against, you should contact the City Ethics Commission immediately at (213) 978-1960.

IV. AFFIRMATIVE ACTION

Affirmative Action refers to laws or policies intended to alleviate the types of discrimination that limit opportunities for a variety of demographic groups in various institutions. More specifically, it refers to voluntary and mandatory efforts undertaken by employers to combat discrimination and promote equal opportunity in all aspects of employment, retention and advancement for all.

An Affirmative Action Program is a set of specific result-oriented procedures to which an employer commits to apply every good faith effort. The objective of these procedures, plus such efforts, is equal employment opportunity.

V. OUTSIDE EMPLOYMENT

As a LADWP employee, you are required to report any outside employment that requires the use of qualifications, skills, expertise, knowledge, and license, or that you perform or oversee functions similar to those required as part of your City position. LADWP considers itself to be the primary employer of all its full time employees. If you will be working outside, you need to complete an Outside Employment Form. See your immediate supervisor for further instructions in this area. http://dwpforms/forms/Outside_Employment_Form.doc
Policies and Procedures

Before you begin your journey as a Los Angeles Department of Water and Power (LADWP) employee, you need to know the lay of the land. You learn to maneuver the roadway effectively by becoming familiar with the array of policies and procedures established to regulate employment related issues. These policies and procedures serve as signposts that will help make your journey a safe and smooth one. However, like on any journey, it’s important to ask for directions if you get lost. Your division’s administrative staff is a good resource on how to proceed.

The brief overview of the policies included in this employee manual are predicated on state and federal legislation as well as City and LADWP policies; however, it is not intended to be the all-inclusive source for information. Refer to the actual source documents cited for complete language and a more extensive understanding of a particular policy.

I. POLICIES

A. Equal Employment Opportunity Services

The City of Los Angeles has a long history of being an equal employment opportunity (EEO) employer. LADWP bases all its EEO policies on the Mayor’s Executive Directive PE-1 and proactively pursues its commitment to ensuring all employment practices are based on job relatedness and merit (GM Bulletin 2004-18, Equal Employment Opportunities). If you feel that you have been the victim of discrimination, please contact the Equal Employment Opportunity Services (EEOS) office at (213) 367-0991 or the City’s Personnel Department Office of Discrimination Complaint Resolution. http://www.lacity.org/per/EEODMenu.htm

B. Discrimination Free Workplace

Per GM Bulletin 2007-23, Zero Tolerance Policy, LADWP has been and will continue to be committed to maintaining a workplace that is free from unlawful discrimination. Any form of unlawful discrimination is a violation of City and LADWP policy and state and federal law. LADWP will continue to enforce its
policy of zero tolerance for employees who participate in any activity that may constitute unlawful discrimination of others in the workplace. Consequently, any form of discrimination is strictly prohibited.

In addition, LADWP requires that all employees attend EEO-related training, including sexual harassment prevention and diversity training. Division Directors are responsible for ensuring that all employees under their leadership attend this training. For assistance, contact your immediate supervisor, EEOS, and/or the City Personnel Department’s Office of Discrimination Complaint Resolution.

http://www.lacity.org/per/EEO/DISCRIM.pdf

C. Sexual Orientation Discrimination

Discrimination on the basis of sexual orientation is prohibited by State law and is a violation of LADWP (GM Bulletin 2004-19, Sexual Orientation Discrimination) and City of Los Angeles policy, Executive Order 12.

California Assembly Bill 1001 recently broadened the language for protection from unlawful discrimination based on sexual orientation. State law now prohibits discrimination or different treatment in any aspect of employment or opportunity for employment, based on actual or perceived sexual orientation or identity, including actual or perceived homosexual, transsexual, lesbian, gay, or bisexual orientation. The State of California and LADWP understand that the practice of unlawful discrimination of employees, based on their sexual orientation, substantially and adversely affects the interest of employees, employers, and the public in general.

Discrimination or harassment on the basis of an employee's sexual orientation/identity or perceived sexual orientation/identity is grounds for significant discipline under the LADWP's policies. Contact the EEOS office at (213) 367-0991 and/or the City Personnel Department’s Sexual Orientation Discrimination Counselor for assistance.

http://per.lacity.org/EEO/SexualOrientationComplaintProcedure.pdf

D. Americans with Disabilities Act

Per GM Bulletin 2001-17, Update and Reaffirmation of Department Policy on Disability Discrimination, since the inception of the Americans with Disabilities Act (ADA) in 1992, LADWP has worked to ensure compliance with all provisions of the ADA. Effective January 1, 2001, new legislation amended the California Fair Employment and Housing Act to extend its scope beyond that of the federal law. It is therefore important to review the laws and recommit to a comprehensive compliance.

LADWP is committed to ensuring compliance with all provisions of Disability Discrimination Law applicable to us, particularly, the employment provisions, which state an employer may not discriminate against an "otherwise qualified" individual with a disability in hiring, promotion, training, or in any other term and condition of employment. Further, employers are required by the ADA to provide "reasonable accommodation" to individuals with disabilities and to engage in an "interactive process" with an employee to explore accommodations. California
Government Code 12940, Subsection N, renders the failure to do so itself an unlawful employment practice. Should you be in need of an accommodation, contact your immediate supervisor, Personnel Department’s Reasonable Accommodation Coordinator, or your Division coordinator.

E. **Drug and Alcohol Policies**

LADWP recognizes its responsibility to maintain safe and efficient working conditions for its employees. In promotion of employee safety, LADWP adheres to federal and state legislation as well as City and LADWP policies that address substance abuse and alcohol misuse by employees and applicants for employment. The policies promote employee health, safety, and productivity by providing a work environment free from the effects of substance abuse and alcohol misuse through awareness, education, testing, evaluation, and treatment.

**Interim Drug and Alcohol Policy**

In 1986 LADWP was proactive in instituting an Interim Drug and Alcohol Policy for all employees *(GM Bulletin July 31, 1986)*. The policy provides that the use of any substance which impairs job performance or creates a risk to the health and safety of the employee or others renders that employee unfit for duty. Evidence of impairment is cause for a medical evaluation, referral to the Employee Assistance Program, any may result in disciplinary action.

**Department of Transportation (DOT) Policy**

In 1991 Congress passed the Omnibus Transportation Employee Testing Act. This law requires drug and alcohol testing of every employee who works in specific modes of transportation. The Federal DOT issued final regulations in 1994, which established detailed procedures for nationwide drug and alcohol testing of all drivers. To comply with the Federal regulations, LADWP implemented its DOT drug testing program in 1995, which includes education, substance testing, evaluation by a Substance Abuse Professional (SAP), treatment as recommended by the SAP, and discipline. At LADWP, an employee is covered by the DOT testing regulations if he/she is:

- Required to have a commercial driver’s license (CDL) for the performance of his/her job duties. According to the Regulations, a CDL is required for drivers who operate a vehicle in excess of 26,000 gross vehicle weight rating, or a vehicle designed to carry 16 or more passengers (including the driver), or a vehicle of any size when it is used in the transportation of hazardous materials.
Engaged in operating, maintaining, or performing emergency response functions on natural gas, liquefied natural gas, or hazardous liquid pipeline.

F. **Workplace Violence**

The City of Los Angeles is committed to ensuring the safety and security of its employees, customers, and visitors, thus LADWP not tolerate threats, threatening behavior, or acts of violence against an employee, a customer, a visitor, or any other individual (GM Bulletin 2004-20, Violence in the Workplace).

Violence can result from a number of sources: a criminal coming into the workplace, a distressed member of the public taking out anger on an employee, a "disgruntled coworker", or even a family member or former loved one. Regardless of its source, LADWP will not tolerate any instance of threatening, intimidating or violent behavior toward or among employees. Employees who act in a threatening or intimidating manner are subject to discipline.

Employees are encouraged to immediately bring to the attention of supervisors and managers any issue that has the potential to create violence in the workplace. Any form of violence or threat of violence, whether actual or reasonably perceived involving a LADWP employee or occurring in the workplace, must be reported to a supervisor or manager. Such behavior must be reported whether it is committed by another employee, a contractor, a customer, or member of the public. All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly and acted upon appropriately.

Full cooperation by all employees is necessary if LADWP is to maximize the safety and security of its employees, customers and visitors. LADWP will not tolerate retaliation against any employee who reports workplace violence or a threat of violence. As a supervisor, if you have any concerns, contact the Employee Assistance Program (EAP) at 1 (888) 4-DWP-EAP or (888) 439-7327.

**Employee Victims of Domestic Violence and Abuse**

LADWP, as an employer, promotes a work environment that is supportive of victims of domestic violence and is sensitive to the effects of domestic abuse. Assistance is readily available to all employees in this area. Should you need assistance, contact your supervisor or LADWP's EAP at 1 (888) 4-DWP-EAP or (888) 439-7327. Specific information on Workplace and Domestic Violence can also be found on the City of Los Angeles Personnel Department's webpage at [http://www.lacity.org/per/EEO/Dpolicy.pdf](http://www.lacity.org/per/EEO/Dpolicy.pdf).

G. **Smoking**

There is no smoking in any public office building in accordance with the City of Los Angeles Municipal Code. Furthermore, Assembly Bill 846 prohibits smoking within 20 feet of main entrances, exits, and operable windows of all public buildings (buildings owned,
leased, and occupied by the state, county, or city). This law went into effect on January 1, 2004 and covers all LADWP-owned and leased facilities. *(Administrative Manual 100-01, GM Bulletin 2004-33, New Law Expanding Smoking Restrictions Near Public Buildings)*

**H. Seatbelts**

State law requires that you always use seatbelts whenever you drive or ride in a motor vehicle. In addition, the **Mayor’s Executive Directive No. 42** states that all City employees must wear seatbelts and shoulder harnesses whenever they use a City or mileage vehicle, or travel by car on City business. (A mileage car is an employee’s car used for travel on City business where the employee is reimbursed for mileage expenses.) Also in Section 1(c) of LADWP’s “Rules and Regulations Governing the Care and Operation of Automotive Equipment,” it states that “employee drivers and passengers shall use all available shoulder restraints and/or seat belts while driving LADWP vehicles.”

**II. WORKING RULES**

**A. LADWP Administrative Manual**

The policies and procedures of LADWP, as defined in the Administrative Manual, are predicated on the City's Administrative Code, City Charter, Civil Services Rules, and LADWP’s working rules. Familiarize yourself with LADWP’s Administrative Manual and your respective Memorandum of Understanding (MOU). The working rules are part of the Administrative Manual, and these are the internal rules and regulations that govern many of LADWP’s functions and your individual responsibilities. The Administrative Manual is usually amended by GM Bulletin. Your supervisor can be a helpful source. The manuals can be viewed on-line on LADWP’s Intranet at [http://dwphome/](http://dwphome/) and clicking on [http://hrweb/Admin/AdminSvcs_Home.cfm](http://hrweb/Admin/AdminSvcs_Home.cfm).

**B. City Charter**

The Los Angeles City Charter, revised July 1, 2000, defines the powers, services, restrictions, laws, boundaries, and relationship to other governmental entities and functions of City government. [http://www.amlegal.com/nxt/gateway.dll?f=templates&fn=default.htm&vid=amlegal:laac_ca](http://www.amlegal.com/nxt/gateway.dll?f=templates&fn=default.htm&vid=amlegal:laac_ca)

**C. Administrative Code**

The Administrative Code (also referred to as Ad. Code) of the City of Los Angeles, revised in July 2000, was enacted and is amended by adoption of City Ordinances by the City Council. The Ad. Code assists City offices, departments and other governmental agencies in their functions, and serves as the official source of information regarding the ordinances enacted by the City of Los Angeles regulating its administrative processes. [http://www.amlegal.com/nxt/gateway.dll?f=templates&fn=default.htm&vid=amlegal:laac_ca](http://www.amlegal.com/nxt/gateway.dll?f=templates&fn=default.htm&vid=amlegal:laac_ca)
D. **Civil Service Rules**

The Civil Service Rules are known as “The Rules of the Board of Civil Service Commissioners of the City of Los Angeles.” However, they are often referred to as Civil Service Rules. The rules govern the personnel practices of the City including classification, applicants, examinations, certifications, appointments, transfers, reversions, leaves of absence, seniority, layoffs, restorations, and disciplinary hearings. The Civil Service Commission has oversight of the City’s Civil Service System in accordance with Article X of the City Charter. It has the power and duty to make changes to and enforce the Civil Service Rules. Additionally, the Commission hears and acts upon matters such as appeals from discharge or suspensions of six days or more; discrimination complaints; employment disqualifications, reinstatements and restorations; and examination protests. The most current version can be found at [http://per.ci.la.ca.us/Guide/CSVCRules.pdf](http://per.ci.la.ca.us/Guide/CSVCRules.pdf)

E. **Policies of the Personnel Department**

The guidelines established by the City of Los Angeles concerning employment are found in the Policies of the Personnel Department. These policies address, in detail, topics such as the examination process, appeals and disqualifications, eligible lists, types of positions, transfers, and discipline. [http://per.lacity.org/pdf/Policy.pdf](http://per.lacity.org/pdf/Policy.pdf)

F. **Mayor’s Executive Directives**

The Mayor issues Executive Directives, which are posted on the City’s website. The directives include policies regarding ethics and EEO. [http://www.lacity.org/mayor/mayorsoffice/ExecutiveDirectives/index.htm](http://www.lacity.org/mayor/mayorsoffice/ExecutiveDirectives/index.htm)
What Health and Safety Measures Are In Place?

Safety is the shared responsibility of both the employer and the employee. We strive to provide safe working conditions for our employees, and employees are expected to do everything reasonable and necessary to keep the Los Angeles Department of Water and Power (LADWP) a safe place to work. We observe the safety laws of the City, State, and Federal governments. **All LADWP employees must wear a LADWP photo I.D. card as it identifies you as a LADWP employee.**

No one will knowingly be required to work in any unsafe manner. Employees are encouraged to report any unsafe condition or behavior to his/her supervisor and take proper care of his/her health. Safety rules are posted on the bulletin board in each office and are discussed at regularly held staff tailgate meetings. You are responsible to become familiar with the safety rules and observe them at all times.

It is also important that you take every possible precaution to avoid any injury to the public. This may be done by posting appropriate warning signs; keeping tools, equipment, and materials out of areas used by the public; and by making certain that all proper precautions have been taken to protect the public, the City, your co-workers, and yourself from injury.

I. CORPORATE SAFETY

Corporate Safety’s main goal is to establish and maintain a safe and healthful work environment for all LADWP employees. Every decision made by Corporate Safety’s groups (Safety, Industrial Hygiene, and Pressure Vessels) is influenced by that goal. The Safety Group has a broad range of responsibilities from handling Cal/OSHA citations, to administration of safety-related contracts, to investigating work-related accidents.

Supervisor and employee information can be found on the Corporate Safety website [http://corpsafety/](http://corpsafety/) including: Health and Safety contract information, injury illness statistics, AED (Automatic External Defibrillator) and CPR (Cardio Pulmonary Resuscitation) contract information, safe driving...
policy, West Nile Virus information, and IIPP (Injury, Illness Prevention Program) Manual 
http://corpsafety/safetysect/iipp.pdf. Helpful tools on the website include: material safety data sheets, respirator selection guide, ergonomic forms, confined space permit evaluator, IH (Industrial Hygiene) training schedule, asbestos training registration form, and lead training registration form.

II. JOINT SAFETY INSTITUTE

The Joint Safety Institute (JSI) is an organization that helps labor and management achieve its ultimate goal of employee safety and productivity. It is innovative in the fact that it is the first safety partnership ever formed in the United States public utilities industry. The safety trust has a governing board that consists of eight trustees: four from labor and four from management. These trustees are chosen from the highest levels in their respective organizations. There are two full-time administrators, one from labor and one from management.

The board shapes the overall vision and direction of the JSI, oversees expenditures, and approves initiatives. The administrators provide daily direction and administration of all activities and functions.

The Safety Trust is so important that LADWP and the International Brotherhood of Electrical Workers Local 18 entered into a Letter of Agreement amending the Memorandum of Understanding to establish the JSI. The JSI serves in an advisory capacity for LADWP. http://jsi/

III. EMERGENCY OPERATIONS ORGANIZATION (EOO)

The City of Los Angeles EOO is the agency responsible for emergency preparations, response and recovery. In creating the EOO in 1980, the Mayor and City Council recognized that in response to a disaster, there must be a unified and streamlined chain-of-command to coordinate all the City’s resources to meet immediate threats to life and property.

The authority to declare a local emergency rests with the Mayor. During these periods, the EOO (all City employees) is under the direct supervision of the Mayor as EOO Director. In times of crisis, the City will bring every available resource from local jurisdictions, the state and federal governments, community-based non-profit organizations, private business, neighborhoods and all citizens to bear against the problem.
A. **Office of Emergency Management**

As the nation’s largest municipal utility, LADWP has a long history of delivering reliable water and electric service to residents and businesses of Los Angeles. LADWP’s Office of Emergency Management is charged with ensuring that LADWP is prepared to respond to any emergency or natural disaster. For more than 100 years, LADWP and other City agencies have successfully responded to numerous emergencies and disasters that have affected City residents – 12 of which were federally declared disasters.

LADWP urges every employee to maintain a state of readiness, which will allow the employee to respond properly to any type of emergency. Planning, training and responding to disasters and emergencies are the responsibilities of all LADWP employees.

IV. **BUILDING EMERGENCIES**

A. **Pre-Emergency Suggestions**

All employees are encouraged to provide and maintain basic emergency supplies at their workstations. This should includes flat hard-soled shoes, work gloves, flashlight with extra batteries, two-day supply of food and water, blanket and any personal items e.g. eyeglasses and medications. A family emergency plan should also be established to include what you would do if separated from your family or required to stay at work.

- Learn the emergency plan for your floor or work area.
- Have emergency phone numbers clearly posted.
- Familiarize yourself with the stairway locations in the building and, in particular, the stairways or exits serving your floor.
- Note the locations of manual fire alarm devices and fire extinguishers on the floor or building.

B. **Fires and Emergencies**

**IN CASE OF EMERGENCY**, DIAL “9-911” or x-71155. The office where you work has an emergency procedure to follow in the event of fire or disaster. These emergency procedures are posted on the bulletin board. Exits, fire extinguishers, and first aid kits are clearly posted and located throughout the offices. Exits and areas around fire extinguishers must be kept clear at all times. Your supervisor should have covered the location of the above information with you on your first day of employment with LADWP.
V. WHAT IS EXPECTED OF ME DURING AN EMERGENCY?

A. Obligation to Our Customers

The highest LADWP priority is employee and public safety. Communications are critical to our success. We need to keep our customers, the media, and government officials informed. Restoration of service is what counts in performance. The first to be restored are the critical and essential customers, followed by the rapid restoration of all services. In the event of a disaster or emergency during working hours, all LADWP employees shall remain at work, unless instructed otherwise, so that disaster relief and recovery can begin as soon as possible.

B. Employee Responsibilities

During working hours, unless predetermined emergency procedures or operating orders have been issued:

- Take appropriate safety precautions.
- Secure your current job.
- Report to your permanent reporting location as soon as possible for further instructions.

Outside of working hours:

- Respond according to established emergency response procedures for your Division.
- Monitor the Emergency Broadcast Network and other media channels for directions specifically related to LADWP personnel.

C. Operational Plans

Each Division Director is responsible for developing response and recovery plans, which include provisions for employees’ peace of mind regarding the safety and well-being of their families.

Each Division Director:

- Shall maintain a critical work force, particularly in the early hours of a disaster or emergency.
- May release employees from work, taking into consideration the location, the extent of the event, and essential staffing needs.
D. **Facility Plans**

Each facility manager of any building with ten or more employees is the Building Emergency Coordinator (BEC) for that building and is responsible for planning, training, and response to emergencies that threaten the life/safety of occupants or public in the vicinity of the building.

Designated LADWP Facility Managers are appointed as BECs by the General Manager and are responsible for overseeing the preparation and maintenance of the facility's disaster plan, coordination of the building response during a disaster, and evaluation and revision of the facility's plan. BECs provide relevant information to the Fire Department, Police Department, Office of Emergency Management, Executive Management and Public Affairs.

As required, each BEC prepares annual drills and exercises to test and sharpen the readiness level of facility occupants and provide better overall understanding of various types of emergency evacuations and notification procedures. Required annual drills and exercises include:

- Fire
- Full building evacuation
- Earthquake

VI. **INJURY ON DUTY**

LADWP covers the costs of full-time and part-time employees injured in the “Course of Employment or one that Arises Out of Employment.” No matter how insignificant an injury may seem when it occurs, notify your supervisor immediately. If the injury is serious and no supervisor is present, get medical attention first and report to your supervisor as soon as possible.

A. **Workers’ Compensation**

We all want to ensure that the environment in which we work is safe and healthy. Even with the best efforts, sometimes job-related injuries or illness occur. The Workers’ Compensation Program is based on the California Labor Code, which entitles employees to medical treatment and compensation for work-related injuries and illnesses. The basic philosophy behind the Workers’ Compensation Program is that the employees are responsible for informing the employer of any workplace injury and that employers should provide benefits, within defined limits, to an injured worker as a cost of doing business.

LADWP is self-insured for workers' compensation, and nearly all LADWP injury reports are handled by LADWP’s Workers’ Compensation Office. The Worker’s Compensation Office authorizes or makes all benefit payments, including those for temporary disability, permanent disability, necessary hospital and medical care, nursing care, and medicine. If you have any questions regarding Workers’
Compensation, please call the LADWP’s Workers’ Compensation Office at (213) 367-1942.

Reporting on-the-job injuries is as easy as placing a phone call or sending a fax. The most important part of the process is communication – between the injured workers, LADWP supervisors, and the Workers’ Compensation Office. 
[http://dwpforms/forms/DWC1.pdf](http://dwpforms/forms/DWC1.pdf)

Check with your supervisor to determine the injury reporting procedures in your office. In most cases of injury or illness, the supervisor will direct the injured employee to LADWP’s Medical Services Office for examination and treatment. That office is located at JFB, Room 538.

If emergency treatment is needed, or if the injury occurs in the field and JFB is not convenient, treatment should be obtained at the nearest Emergency Hospital, or a local First Care Clinic. Your supervisor should have a list of those facilities and will arrange safe transportation.

Any cost for appropriate medical examination, diagnostic testing, prescriptions, or medical supplies will be paid by the Workers’ Compensation Office. If you pay any costs out-of-pocket, be sure to obtain a receipt in order to request reimbursement.

If you wish to be treated by a personal physician, a request must be filed with your supervisor and the Workers’ Compensation Office prior to injury. The form can be found on LADWP’s Intranet at dwpforms: [http://dwpforms/forms/Personal_Physician_Predesignation_Form.pdf](http://dwpforms/forms/Personal_Physician_Predesignation_Form.pdf). If there is a pre-designation form on file, the employer has a duty to provide first-aid and appropriate emergency treatment. If further treatment is still required, that may continue with the designated personal physician at the employer’s expense.

If you are unable to work due to a work-related injury or illness, the Workers’ Compensation Office will issue payments for temporary disability to you. It is important that you know that any time taken off due to work injury or illness needs to be medically certified from the first day off. This means that if you call and report that you cannot report to work, you need to be seen by a doctor at Medical Services, or by your treating doctor, or by the closest First Care Clinic to have the doctor medically certify your inability to work that day. This is very different from sick leave provisions. Failure to do so may result in time-off without pay.

Along with the temporary disability payment, you may be paid supplemental benefits from the Disability Fund. These supplemental benefits are calculated so that when they are added to the amount you receive under Workers’ Compensation, the total is equal to what you would be entitled to receive for an off-the-job illness or injury. The amount of those supplemental benefits is based
on number of years of service and are on a sliding scale of weeks at 100%, 85%, 60%, 50%, and 40%. See the Water and Power Employees’ Retirement Plan for further explanation of the benefit [http://retirement/disability.htm](http://retirement/disability.htm).

It is the goal of LADWP’s Workers’ Compensation Office to offer quality medical services and care that contribute to LADWP employees’ speedy recovery and return to work.

B. **Limited “Light” Duty Program**

LADWP has a light duty program designed to reduce the high cost of Workers’ Compensation; provide productive meaningful work for employees who are injured on or off the job, but are not restricted from temporarily performing a “light duty” assignment; and accomplish needed work that might otherwise not be done.

The length of the limited duty assignment is to be determined on a case-by-case basis, taking into consideration the nature of the injury, the amount and type of limited duty work available, and the operating needs of the organization. Such assignments vary from one day to four months, but may extend beyond four months by mutual agreement between management and Medical Services ([Administrative Manual Section 100-12](#)).

C. **Vehicle Accident**

All accidents must be reported immediately by telephone to a representative of the Legal Division. If the accident occurs outside of normal working hours, report in the same manner through the LADWP Operator at (213) 367-4211, when:

- you are involved in an accident as a LADWP employee that includes the injury of persons of the public, and/or
- all accidents resulting in property damage of LADWP or property of outsiders in which employees or equipment of the LADWP are involved.

Please note: accidents involving LADWP, mileage, contract, and rental vehicles shall be reported within five days by written reports ([Statement of Accident – Mobile Equipment – Form 02364](#)). Additionally, a “Driver’s Preliminary Accident Report” ([Div. Form No. 76-44](#)) should be filled out as soon as possible. This preliminary form can be found in the glove compartment of the vehicle.

In case of an accident, the interests of injured employees, as well as those of other employees who may be involved and LADWP, must be protected. Do not discuss accidents or injuries with outsiders or fellow employees EXCEPT authorized personnel to whom information may properly be given. Authorized personnel may be supervisors, LADWP investigators, Workers’ Compensation
officers, and members of the LADWP’s medical and legal staffs, who will identify themselves.

Questions asked by police officers or firefighters making an investigation and report on the case should be answered, giving only factual information and avoiding speculation. Liability for personal injury or property damage should not be admitted. When reporting in person, call at the offices of the Claims Section of the Legal Division at (213) 367-4600.
How Do We Communicate?

To communicate is to make known, disclose the exchange of ideas, messages or information. As you may imagine, communication among departments, within divisions, and among co-workers is very important to our success. Understanding that good communication is one of the most important requirements for operating any organization successfully, the General Manager encourages employees to communicate at all levels. You are also encouraged to speak first with your supervisor and the other managers who are within your supervisory chain-of-command.

I. TELEPHONE USE AND PROTOCOL

Almost all of our transactions involve verbal communication, and much of our verbal communication is conducted by telephone; therefore, it is perhaps the most important machine in our office. The degree to which all Los Angeles Department of Water and Power (LADWP) employees use proper etiquette has a significant effect on how we are perceived by our customers, outside agencies, and the general public.

LADWP telephones are to be used for business purposes in serving the interests of the public and in the course of normal LADWP operations. Answer all calls promptly and courteously.

A. DWPPhone

DWPPhone is the directory service located on LADWP’s intranet that will provide you with most of the contact numbers you will need within LADWP http://dwpphone/. Additionally, there is a link to CityFone from DWPPhone, which is the directory service located on the Los Angeles City Intranet that will provide you with most of the contact numbers you will need for other City departments within the City’s organizational structure. http://cityfone.ci.la.ca.us/
B. **Out-of-Office Messages**

A major responsibility of LADWP employees is to provide excellent customer service. One way to accomplish this is to promote the best possible communication between LADWP and its customers, both internal and external.

To this end, all LADWP employees are instructed to create or modify their telephone voice mail (both desk and cellular) and e-mail messages to reflect any period when they will be out of the office for one or more work day(s) during their normal weekly schedule. This includes, but is not limited to, training, vacation, or a regularly scheduled holiday or assigned day off.

C. **Long Distance Calls**

The City’s phone system is equipped to allow employees to make local calls within the area codes served by the City of Los Angeles. However, some employees, because of the nature of their work, need to make long distance telephone calls. If your job requires that you make frequent long distance calls, you will need to submit a request through the IT Support system to receive a Long Distance Caller Authorization Code, which is an access number to make and track long distance calls made by you.

If you are required to place long distance calls on an occasional basis, then LADWP’s communication operators can assist you in placing the call by dialing “0.”

D. **Cellular Telephone Policy and Guidelines**

Cellular telephones are an integral part of LADWP’s communication network and provide the necessary two-way voice communication required for employee safety, operating efficiency, improved customer service, and emergency response. It is the policy of LADWP that the assignment and usage of a cellular telephone be based on the critical needs of LADWP and not upon the preference of the user. Cellular telephones shall be used in compliance with the identified justification, and usage shall be restricted to “Official City Business” only and not for personal use. The policy and guidelines are stated in GM Bulletin 2004-10.

II. **ELECTRONIC MAIL (E-MAIL)**

LADWP is making every effort to provide employees with the best technology available to conduct LADWP business. In this regard, LADWP has installed computer equipment and advanced technology systems, including e-mail, for employees to use in performing official business.

Every employee who uses LADWP’s e-mail system is responsible for compliance with Administrative Manual Policy 160-02, Electronic Mail Policy, and, as applicable, Administrative Manual Policy 160-04, Internet Policy. Employees must
be aware that violation of these policies may result in disciplinary action, up to and including discharge, and civil and/or criminal penalties. (GM Bulletin 2006-17)

Every employee is reminded that all e-mail files created, transmitted, received, or stored on LADWP’s computer systems are not confidential and are subject to review and audit by management at any time. Employees should have no expectation of personal privacy in the use of e-mail.

LADWP reserves the right to monitor and review the contents of all e-mail transmissions, as well as, any information created, received, or stored by employees on LADWP’s information systems. This ensures that public resources are used properly and assures compliance LADWP policies and applicable laws. All computer application, programs, files, data, records, and other information created, received, or stored by employees on LADWP information systems are LADWP’s property.

Employees should send concise e-mail messages and should avoid sending large files or sending to a large number of recipients. Use of e-mail resources for reasons other than City of Los Angeles or LADWP business is prohibited.

III. CITY MAIL

The Mayor’s Executive Directive No. 23 states that City departments are to use the messenger mail service for all inter or intra-office communications to keep mail costs within budgeted funds. The inter and intra City messenger mail service operates through the use of the interoffice correspondence envelopes for all correspondence not requiring U.S. Postal Service. The City mail service should be confined to correspondence that pertains to City business.

The grey envelopes (Form Gen. 100-A and B) are to be used for inter-office correspondence to outside City departments. The gold envelopes (Code 33-128) are to be used for intra-office communications within LADWP.

IV. LADWP BULLETIN BOARDS

Bulletin boards are used for posting official announcements, such as Cal/OSHA and Equal Employment Opportunity announcements, internal departmental notices, safety bulletins, information from recognized employee unions, and job bulletins. All divisions should have bulletin boards accessible to employees in various locations at the worksite.
This page intentionally left blank
Chapter 9

How Do I Get Paid?

The Los Angeles Department of Water and Power’s (LADWP) payroll system is complex and many things can affect the final outcome of your paycheck. To ensure that all changes in your payroll status and additions/deletions to the payroll records are processed during the period in which they are effective, LADWP deadlines for the submission of your timesheet have been established. Therefore, it is important that you understand and follow LADWP’s payroll procedures communicated to you by your payroll personnel clerk.

To get a clear understanding of LADWP’s pay period dates, paydays, and holidays obtain a Payroll Calendar from your timekeeper. Below are some of the common issues affecting an employee’s pay.

I. WORK SCHEDULES

Except as otherwise expressly provided by the Board, forty hours shall constitute a week’s work for every full-time employee. Any employee who is regularly scheduled to work fewer than these required hours shall be paid on a part-time basis. The regular working hours are scheduled so that the greatest number of employees possible shall work from Monday to Friday, inclusive, with Saturdays, Sundays and holidays off, between the hours of 6:00 A.M., and 6:00 P.M. In addition, other work schedules have been established to meet LADWP’s needs.

Employees in many sections operate under an alternate work schedule that allows them to have a three-day weekend every other week. Refer to your Memorandum of Understanding (MOU) for further explanation on alternate schedules. Except for holidays, most absences during the first six months are without pay if you are a new employee with the City.
A. **5/40 Schedule**

The 5/40 schedule constitutes eight hours a day, Monday through Sunday, not to exceed five days.

B. **9/80 Schedule**

The 9/80 schedule is comprised of nine hours a day for eight working days and eight hours for one working day over a two-week period. An employee on this schedule has the same day off in each two-week pay period.

C. **4/10 Schedule**

Employees on the 4/10 schedule work ten hours a day for four days a week. An employee on this schedule has the same day off each week.

D. **72-hour Schedule**

Reduced work schedule allows reduction of one full workday (8.0 hours) in a two-week pay period without the loss of benefits.

E. **Continuous-Operation and Shift Employees**

When LADWP must provide for an operation, service, or other activity on Saturdays, Sundays or holidays, or for 16 consecutive hours or more in a period of 24 consecutive hours, employees assigned to perform such operation, service or other activity during their schedule of normal workdays shall be known as continuous-operation employees and as shift employees if they are scheduled to start their normal shift at or after 2:00 P.M. but before 4:00 A.M.

II. **REST PERIODS AND LUNCH**

To maintain a level of continuity in our sections and to accommodate as many of our employees as possible, the lunch period has been staggered. Most of our employees take a 30-minute to one-hour unpaid lunch period, normally scheduled no earlier than three hours after the start of shift and no later than after five hours of work. After six hours of work, State law requires a minimum 30-minute lunch period.

In addition, we recognize that rest periods for relaxation and refreshment are desirable. Accordingly, employees are provided a 15-minute break in each four-hour period. These breaks can be scheduled during the first half of your day and during the last half of your day. However, they cannot be taken during the first or last hour of your workday and cannot be accumulated. Arrange your rest periods and lunch period with your supervisor.
III. COMPENSATION PLAN

LADWP strives to pay salaries that are competitive with those in our community and industry. The City’s Compensation Plan is applicable to classes of positions and is approved by the City Council. A class code number and the Duties Description Record (DDR) number identify each classification, class title, and salary or salary range. The salaries and salary ranges are fixed by separate ordinances implementing the various MOU’s between LADWP and recognized employee organizations. These MOU’s are a result of negotiations between various bargaining units and LADWP. For more information related to your specific MOU, salary, or DDR, go to Labor Relations intranet website at http://labrel.ladwp.com/

If you are a non-represented employee, your salary will be reviewed once a year and recommendations will be made to the City Council regarding your pay.

A. Job Descriptions

Every civil service classification in the City has a class specification and a job bulletin. These documents describe the basic job duties and responsibilities of the classification. Every position at LADWP has a DDR, which summarizes the duties and requirements of each position. These documents help employees and supervisors communicate about job responsibilities and aid in staffing and training.

However, these documents are only guidelines and are not all-inclusive of the duties and responsibilities of any specific position. Your job can be expected to change over time.

B. Salary Ranges

The salary range for most classes of positions consists of a five-step schematic plan. Most employees begin work at the first step of the salary range. You will generally receive a pay increase after your first six months in a classification of service and then again annually until you reach the fifth step of your salary range. Should you be hired on a “flat-rate” basis, as most trade employees are, you will not receive step increases.

C. Premiums

If you work the grave yard shift, have a license, or registration pertinent to your position that is not required (example, a Civil Engineering Associate I or II who is a registered engineer), or operate certain equipment, you may be entitled to a premium. Check your MOU or talk to your supervisor.

D. Overtime Pay

Overtime is generally compensated in cash at the rate of one and one-half hours for each hour of overtime worked. You may elect, at the time overtime work is performed, to be compensated in accumulated overtime credits at the rate of one and one-half hour credits.
Any employee working authorized overtime hours to which the double-time rate applies shall be paid at the double-time rate unless that employee elects, at the time the work is performed, to accumulate overtime credits, in which case overtime credits shall be accrued at the rate of one and one-half hours for each hour worked.

You can accumulate no more than 240 hours of overtime. All overtime approved and worked in excess of 240 accrued hours shall be paid in cash. Except in cases of emergency, all overtime must be authorized in advance by the supervisor.

Salaried employees, as defined by the Fair Labor Standards Act, with few exceptions are not entitled to overtime pay. Refer to the Los Angeles Administrative Code Section 4.113 or your MOU to determine if you are paid at straight time or at time and one-half.

IV. PAYROLL DEDUCTIONS

Various mandatory payroll deductions are made each payday to comply with federal and state laws pertaining to taxes and insurance. Some examples include, Federal and State Income Tax Withholding, 1.45% Medicare (FICA), and 6% Retirement.

At the end of each calendar year, the Payroll Office provides employees with the Wage and Tax Statement (W-2) form. This statement summarizes your income and some of your deductions for the year.

Payroll deduction cards can be obtained from the authorized organization in which you are participating (i.e., Deferred Compensation, Employees’ organizations, etc.) Cancellation cards for payroll deductions are available from the Payroll Office.

A. Social Security/Medicare

Employees who are members of LADWP’s Retirement System do not pay into or receive credit towards Social Security. However, if you are hired by the City on or after April 1, 1986, a deduction in the amount of 1.45% is withheld from your paycheck. This amount represents the employee contribution portion of the Federal Medicare Program. (Employees from other City departments pay into the City Employees’ Retirement System. If you transfer from another City department to LADWP, your retirement account will be transferred from the City’s Employees’ Retirement System into LADWP’s Retirement System.)

Employees who are not members of LADWP’s Retirement System—such as emergency appointments from outside City service and part-time exempt employees—are required to pay the full 7.65% Social Security Taxes. This rate will be paid (non-refundable) until the employee becomes a member of LADWP’s Retirement System. At that time, only the Medicare portion must be paid.
B. **Voluntary Child/Spousal Support Deduction**

The City Controller has set up a program that allows an employee to pay his/her child support obligation through a voluntary payroll deduction plan. The employee can authorize the deduction by filling out a Voluntary Child/Spousal Support Deduction card and submitting it to the Payroll Office, Room 424.

C. **Charitable Contributions**

Charitable giving is a tradition as old as LADWP itself. Since the early 1920’s, for instance, employees have contributed to a fund that helps fellow employees during times of sickness and need. The Donors’ Welfare Plan provides emergency medical equipment and loans to fellow employees in need, as well as disburses funds to 41 local charities. Employees are encouraged to participate and support the charities of their choice. Contributions can be made at any time; however, there is a regularly dedicated campaign each year.

The majority of employee donations support various local charities and numerous others in the outlying areas of Adelanto, Boulder City, Castaic, Mojave and the Owens Valley. The Donors’ Welfare Plan also provides funding for the *Dolls ’N Toys* program, which provides gifts for underprivileged children during the holiday season. In the spirit of employees helping one another, the other portion of donations are set aside to assist LADWP employees and retirees in time of need.

D. **Agency Shop**

In 1981 the California Legislature granted employee organizations the right to negotiate to charge a service fee to their members for their basic negotiating services. Under agency shop, an employee is required, as a condition of employment, either to join the recognized employee organization, pay the union a service fee equal to union dues, or have the equal dues amount donated to charity if the employee has valid religious objections to belonging to a union.

With few exceptions, the agency shop dues are automatically withdrawn from your paycheck upon completion of six months of employment.

V. **PAYDAY**

The yearly calendar is divided into twenty-six (26) payroll periods. Each payroll period has two weeks and employees are paid biweekly. The payroll period runs from Monday of week one through Sunday of the following week. The payday for LADWP employees is every other Tuesday. Your pay will be for all time worked through the end of the preceding payroll period. Depending on the time of month when you are hired and when the necessary “paperwork” is sent to the City Controller’s Office, your first payroll check or pay raise may appear three and one-half weeks after you began employment with LADWP.
A. **Direct Deposit**

Employees may elect to have their paychecks electronically deposited to just about any bank, savings and loan, or credit union. Paychecks are automatically deposited on or before payday, and employees receive a pay stub for their records. For more information or to sign up, call (213) 367-4423.
What’s in it For Me?

Employment with the Los Angeles Department of Water and Power (LADWP) has often been valued for three main reasons: stability, advancement opportunities, and benefits. LADWP’s annual employee benefit package exceeds 50 percent of your base salary.

LADWP’s benefit package has been designed to promote both quality of life and career growth by offering a liberal schedule of paid time-off for holidays, vacation, and sick or personal leave; choices of subsidized health care programs; paid assistance for professional training; career support services; and a secure retirement plan. While this booklet outlines the general benefit programs, please carefully read your Memorandum of Understanding (MOU), Retirement Book, and Health and Dental Options Guide, as they will specify any other benefits negotiated for your specific job classification.

I. HOLIDAYS, VACATIONS, AND OTHER TIME OFF

LADWP recognizes the value that employees place on holidays, vacations, and other personal time off. The benefits listed below provide ample opportunity for our employees to relax, be with family and friends, and take care of issues that arise from time to time.

A. **Paid Holidays**

LADWP employees receive 11 paid regular holidays per year plus 2 additional “floating holidays” (depending on which bargaining unit they are in). When a holiday falls on a Sunday, the Monday immediately following shall be considered the holiday. When a holiday falls on a Saturday, the Friday directly preceding shall be considered the holiday. Should you be required to work on a City
holiday, consult your MOU for specific guidelines as to when you are to take the holiday. Floating holidays may be taken on any scheduled workday with the prior approval of your supervisor.

B. **Vacation**

The City’s vacation plan is designed to provide you with the opportunity to rest and get away from work or to handle your personal business. To satisfy your preferences, as well as meet the staffing needs of LADWP, discuss your vacation plans well in advance with your supervisor.

Vacation time is only taken in full-day increments, not hourly increments. Unused vacation time can be accumulated at a maximum of twice the annual allotment. The annual allotment is based on your years of service. For example, employees with less than five years of service can accrue a maximum of 352 hours (176 x 2). Vacation time accrued and not used after reaching the maximum will result in a loss of vacation time.

Employees begin accruing vacation time after one year of service in accordance with the following schedule:

<table>
<thead>
<tr>
<th>Years of Service Completed</th>
<th>Number of Vacation Days</th>
<th>Monthly Accrual Rate In Hours/Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 4</td>
<td>11</td>
<td>7.20</td>
</tr>
<tr>
<td>5 to 12</td>
<td>17</td>
<td>11.20</td>
</tr>
<tr>
<td>13</td>
<td>18</td>
<td>11.20</td>
</tr>
<tr>
<td>14</td>
<td>19</td>
<td>11.20</td>
</tr>
<tr>
<td>15</td>
<td>20</td>
<td>11.20</td>
</tr>
<tr>
<td>16</td>
<td>21</td>
<td>11.20</td>
</tr>
<tr>
<td>17</td>
<td>22</td>
<td>14.40</td>
</tr>
<tr>
<td>18</td>
<td>23</td>
<td>14.40</td>
</tr>
<tr>
<td>19 to 24</td>
<td>24</td>
<td>16.00</td>
</tr>
<tr>
<td>25+</td>
<td>25</td>
<td>16.40</td>
</tr>
</tbody>
</table>

C. **Personal Business Time (B-Time)**

Most employees have up to 40 hours per year as paid personal business time (B-Time). B-Time can be used in 1/10-hour (6-minute) increments. Prior supervisory approval is required. Employees will be paid for any unused B-time remaining at the end of the calendar year. Employees that belong to the Management Employees Association (MEA) are not entitled to B-Time.
D. **Time Off for Civil Service Exams and Interviews (A-Time)**

Most employees receive up to 18 hours of paid time (A-Time) each year to file for or take examinations (including the Civil Service interview) given by the City’s Personnel Department for classes to which positions in LADWP are allocated. Employees must use their own time (B-Time or accumulated overtime) to go to selection interviews at other City departments.

Also, with prior supervisory approval, you may also take two hours of A-Time to vote. This time is in addition to the personal business time listed above.

E. **Jury Duty**

LADWP employees are encouraged to fulfill their civic duty of performing jury service when called. The Los Angeles Administrative Code ensures that employees will receive their salary for each day of jury service.

You have a responsibility to report for work on any day that you are not required to serve on Jury Duty, unless you make a request and receive approval to use accumulated overtime, vacation time, or some other form of approved time off. If you should become sick during your jury service, contact your supervisor and make a request for sick leave for the period of illness. Sick leave can only be paid if you have accrued sick time. Please contact your supervisor promptly after receiving notification to appear for jury service.

LADWP employees receive unlimited paid time off at their normal pay rate to serve as jurors. If you have an alternate schedule (9/80, 4/10, etc.) and you serve as a juror on your Assigned Scheduled Day Off, you will absorb the lost day off.

F. **Floating Holiday**

After completing six months of satisfactory service, full-time employees are eligible for two floating holidays. A floating holiday is an unspecified day-off that is subject to the approval of your supervisor and may be taken on any workday during the calendar year. However, you must use your floating holidays before the end of the calendar year, as they cannot be carried over to the next calendar year.

II. **SICK TIME, DISABILITY, AND INSURANCE**

A. **Sick Time**

Every full-time regular employee is eligible for sick leave with pay upon completing six months plus one day of City employment. At the end of six months of continuous service, full-time employees who have not been absent without pay for more than 10 working days will receive 40 hours of paid sick time. Employees who have transferred from another City
department and have previously completed six months of City employment, will receive 40 hours of sick time upon membership verification in LADWP’s Employees’ Retirement Plan.

At the end of the last payroll period prior to January 1 of each calendar year, employees’ unused sick time compensation shall be calculated at the 100% rate for any portion of such entitlement which they cannot carry forward into the current calendar year (i.e., any hours in excess of 80 hours).

Sick leave with pay can be granted in full-day increments for absences from work because of non-work related illness or injury. If an employee becomes ill at work and has to leave, hourly increments can be used. (B-Time should be used for doctor’s appointments, etc.) For any single illness or injury, you are paid for your first and second working days off, up to a maximum of 40 hours in any calendar year. Additional sick time off (sick days 3-10), during the first two weeks of an illness or injury, is paid but not charged against the employee’s sick time bank (LADWP absorbs the cost.) After the first two weeks of absence for the same illness or injury, the employee is paid in accordance with LADWP’s Disability Plan provisions.

If an employee is absent due to the illness of a family member, Family Sick time is used, and each day is charged to the employee’s bank of sick time up to 40 hours maximum per year. Family Sick is not used in review of the Attendance Improvement Program.

A doctor’s statement of illness may be required by your supervisor for any use of sick time and is usually required for sick leave in excess of three consecutive days.

If you are on a medical leave of absence, you must return to work when the physician determines that you are able to resume normal duties. If you wish to extend your leave beyond this point, you must apply for a personal leave of absence. We require your physician’s release before reinstatement to the active payroll.

B. Temporary Disability

Employees who are off due to non-work-related illnesses or injuries are eligible for temporary disability benefits for up to 52 weeks. The first two weeks of absence are paid at 100 percent of the employee’s gross salary. After the first two weeks, employees are paid at a declining percentage of gross salary, based on the length of continuous service at the time the disability began (see chart).
Period of Continuous Service | 100% | 85% | 60% | 50% | 40%
--- | --- | --- | --- | --- | ---
6 Months to 3 Years | 2 Weeks | 2 Weeks | 1 Week | 26 Weeks | 21 Weeks
3 Years to 5 Years | 2 Weeks | 4 Weeks | 2 Weeks | 26 Weeks | 18 Weeks
5 Years to 10 Years | 2 Weeks | 6 Weeks | 3 Weeks | 26 Weeks | 15 Weeks
10 Years to 15 Years | 2 Weeks | 18 Weeks | 10 Weeks | 22 Weeks | --
15 Years to 20 Years | 2 Weeks | 20 Weeks | 12 Weeks | 18 Weeks | --
20 Years to 25 Years | 2 Weeks | 22 Weeks | 14 Weeks | 14 Weeks | --
25 Years to 30 Years | 2 Weeks | 24 Weeks | 16 Weeks | 10 Weeks | --
30 Years to 35 Years | 2 Weeks | 26 Weeks | 18 Weeks | 6 Weeks | --
35 Years and Over | 2 Weeks | 28 Weeks | 20 Weeks | 2 Weeks | --

Employees who are still disabled at the end of the 52 week period (but are not permanently and totally disabled) may be eligible for extended temporary disability benefits at 33 1/3 percent of gross salary. These extended benefits can continue for up to 52 additional weeks. Call (213) 367-1680 for further information.

C. **Permanent Total Disability**

After 52 weeks of temporary disability or during or after 52 weeks of extended temporary disability, employees may qualify for permanent total disability (PTD) if they are unable to perform any gainful employment. For most employees, benefits for PTD are 40 percent of the employee’s gross salary at the time they first became disabled. PTD benefits generally end at age 65, at which time employees may exercise their option to retire.

D. **Death Benefit**

The basic death benefit for most employees is when an employee who is an active member of the Retirement Plan dies, their beneficiary receives 14 times their monthly salary; their retirement fund contributions, including accrued interest; and any unpaid disability benefits that were due. If an employee’s death occurs after retirement, the beneficiary will receive 14 times their full retirement allowance to a maximum of $20,000 if the retiree was employed by LADWP for at least five years. Some bargaining units have negotiated for additional benefits. For more information, call the Retirement Office at (213) 367-1721 or (213) 367-1722.

E. **Family Death Benefit Allowance**

The Retirement Plan provides a monthly allowance for each of an employee’s surviving children if the child meets certain conditions. For more information on this benefit, call the Retirement Office at (213) 367-1695.
F. **Supplemental Family Death Benefit Allowance**

In addition to the Family Death Benefit, an optional Supplemental Family Death Benefit is available to an employee if the employee has minor children. For more information, call the Retirement Office at (213) 367-1695.

G. **Supplemental Insurance**

Employees are offered a variety of supplemental insurance programs at group discount rates that can be paid through payroll deduction. Some of these programs pay cash directly to the employee to offset loss of income and out-of-pocket expenses when a covered illness or condition arises. Specific coverage offered includes, but is not limited to, cancer, heart attack and coronary artery bypass surgery, stroke, end stage renal failure, major organ transplants, major third-degree burns, coma, paralysis, and hospital confinement.

Other group benefits are available to employees, including pre-paid legal insurance, life insurance, accidental death and dismemberment, long-term disability, auto insurance, and pet insurance.

(213) 620-0388 (Los Angeles City Club)
(213) 485-2485 (All City Employees' Benefit Services Association (ACEBSA))

H. **Unemployment Compensation**

LADWP pays unemployment benefits in accordance with the laws of California.
<table>
<thead>
<tr>
<th>Time</th>
<th>Full Time Employees</th>
<th>Half Time Employees*</th>
<th>Daily Rate</th>
<th>Part-time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Prior City Service</td>
<td>New to City</td>
<td>Exempt</td>
<td>Civil Service</td>
</tr>
<tr>
<td>5.7 A-Time</td>
<td>18.0 hrs per year (only extended with General Manager approval)</td>
<td>18.0 hrs per year (only extended with General Manager approval)</td>
<td>18.0 hrs per year (only extended with General Manager approval)</td>
<td>18.0 hrs per year (only extended with General Manager approval)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.7 B-Time</td>
<td>40.0 hrs per year (Paid for hrs remaining in the bank at the end of the year.)</td>
<td>New employees receive 40 hrs after 6 months of service.</td>
<td>20.0 hrs per year (Paid for hrs remaining in the bank at the end of the year.)</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sick Time</td>
<td>40.0 hrs per year (Any hrs over 80.0 are paid at the end of the year. Employees from other City departments receive right away. City sick time is left at the City.)</td>
<td>New employees receive 40 hrs after 6 months + 1 day of service.</td>
<td>20.0 hours per year (Any hours in excess of 40.0 hrs are paid at the end of the year.)</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacation Time</td>
<td>City balance transferred. (Full day use only)</td>
<td>New employees receive 88 hrs after one year of service. Start accruing at 7hr-20min the following month.</td>
<td>Monthly vacation accrual rates shall be equal to 1/2 the full-time accrual rate.</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holiday</td>
<td>Observed 11 days per year.</td>
<td>Observed 11 days per year.</td>
<td>Observed 11 days per year (@ 4.0 hrs per holiday)</td>
<td>Christmas only</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floating Holiday</td>
<td>Observed 2 days per year</td>
<td>Observed 2 days per year. (Receive entitlement after 6 months.)</td>
<td>Observed 2 days per year (@ 4.0 hrs.)</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jury Service</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>If you are called to serve Jury Duty, your schedule will remain the same.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Full time employees going to half-time work schedule who have 5.7b, sick and vacation time will retain whatever they have in thier banks until they use it. Half-time employees’ monthly rates will be the same as full-time employees.
III. LEAVES OF ABSENCE

A. Family and Medical Leave

Per federal and state laws, the City of Los Angeles provides all qualified employees with Family and Medical Leave, paid and unpaid, up to 12 workweeks per 12 month rolling period. Eligibility requirements are:

- Must have been a City employee for at least 12 months (52 weeks). The 12 months of service include periods of paid or unpaid leave (e.g. sick or vacation) during which other benefits or compensation are provided. The 12 months need not be consecutive.

- Must have worked at least 1,250 hours over the 12 month period to when the leave is requested. Non-working time, such as vacation, sick, suspension, or leave of absence (paid or unpaid) is not counted.

- Employee cannot take more than 12 weeks of family leave within a 12 month period.

The following are reasons one would request Family and Medical Leave:

1. **Serious Health Condition:** Up to 12 work weeks within a rolling one-year period (counted forward twelve months from the current month) to care for the employee’s child, spouse, domestic partner, or parent who has a serious health condition, or for the employee’s own serious health condition which renders them unable to perform an essential function of his/her position, or

2. **Birth or Placement of a Child:** Up to 12 work weeks within a one-year period for the birth of the employee’s child, or the adoption or foster care placement of a child with the employee. Per certain MOU’s, employees may get an additional four weeks of paid/unpaid time to bond with a child. The time must be taken within the first six months of the birth of the child.

However, for the birth, adoption, or foster care placement of a child, each LADWP family is permitted a combined total of 12 weeks plus an additional four weeks under certain LADWP MOU’s.

Leave may be taken on an intermittent or reduced work schedule basis for the serious health condition of the employee or a family member, or for the birth or placement of a child, for up to 480 hours in a 12-month period.

**EXCEPTION:** For leave due to the birth, adoption or placement of a foster child, leave must generally be taken for a minimum duration of two weeks, with the exception that employees will be permitted to take leave for periods of less than two weeks on any two occasions. If an employee takes family
leave on an intermittent or reduced schedule, the employee’s allowed time off will be exhausted only when the employee has been away the number of hours equivalent to 12 workweeks (480 hours).

3. **Active Duty Family Leave:** Up to 12 work weeks within a one-year period when an employee’s spouse, parent, or child who is on or has been called to active duty in the Armed Forces experiences a “qualifying exigency.”

Below are qualifying exigencies that are due to a family member’s military service:

- Make arrangement for childcare
- Make financial and legal arrangement to address the service member's absence;
- Attend counseling related to the active duty of the service member;
- Attend official ceremonies or programs where the military requests participation of the family member;
- Attend farewell or arrival arrangements for a service member; or
- Attend to affairs caused by the missing status or death of a service member.

4. **Servicemember Family Leave:** Up to 26 work weeks within a one-year period when an employee’s spouse, parent, child, or next of kin, who are servicemembers, incur a serious injury or illness on active duty in the Armed Forces.

Employees must request this leave and provide advance notice when the leave is foreseeable.

Disability coverage will continue automatically during pay periods on a paid disability or a paid Worker’s Compensation leave, even though the employee did not make contributions. However, for employees on a leave without pay, including a maternity or family leave, their disability and death benefit coverage will not continue automatically unless they pay for coverage in advance. Please contact the Disability Office at (213) 367-1680 for further information.

B. **California Pregnancy Disability Leave (PDL)**

In California, employees are also entitled to a disability leave for the period of time that a woman is disabled (generally six to eight weeks, but as much as four months) due to giving birth. The period of time that the employee is disabled under PDL is in addition to family leave time.

C.
Military Leave

The Military and Veterans Code of the State of California provides that employees of any governmental agency who are called to active duty with the National Guard, Army, Air Force, Navy, or Coast Guard and who have served one year continuously or who have one year combined military and City service are entitled to leave with pay not to exceed 30 calendar days in any one fiscal year when ordered to active duty. The 30 days pay must be used for either temporary or extended active duty, or a combination of both, but may not exceed a total of 30 calendar days for both in any one fiscal year. Attendance at reserve drills is not considered active duty. If you are called to active duty, notify your supervisor and present a copy of your orders. City Council may make exception during active war time. For additional information, go to the Personnel Department’s Military Leave Fact Sheet at http://per.ci.la.ca.us/guide/Military%20Leave%20Fact%20Sheet.pdf.

Military Leave for Spouses and Domestic Partners - Any employee who is a spouse or domestic partner of a “qualified member” of the Armed Forces, National Guard, or Reserves and works an average of at least 20 hours per week, is entitled to take up to ten (10) days of unpaid leave during any period in which a qualified member is on “qualified leave” from deployment. A “qualified member” is a member of the Armed Forces, National Guard, or Reserves who has been deployed during a period of military conflict to an area designated as a combat zone by the President of the United States. A “qualified leave” means that the period during which the qualified member is on leave from deployment during a period of military conflict.

D. Leaves Of Absence without Pay

Leaves of absence without pay may be granted at LADWP’s discretion to regular, full-time employees to maintain continuity of service in instances where unusual or unavoidable circumstances require prolonged absence. You may be granted various types of leaves with job protection, including educational, personal, long-term illness, and military. While you can return to a job with LADWP after taking your leave, there may be other factors to consider such as benefits continuation, reinstatements, and approval processes. See your supervisor and/or your Administrative Services Section for the details.

IV. HEALTH AND WELL-BEING

Benefits in this area include health and dental coverage; pre-tax flexible spending accounts for both out-of-pocket medical and dependent care expenses; emotional and psychological counseling services, and a variety of wellness and fitness programs.
A. Health Plans
LADWP offers its employees CIGNA HealthCare (except IBEW Local 18 bargaining units), Kaiser, PacifiCare, and Health Plan of Nevada. These plans are health maintenance organizations (HMO’s), and covered individuals use the plan’s physicians and hospitals, unless emergency care is required when they are temporarily outside the plan’s service area. IBEW Local 18 also offers its members the Blue Cross California Care Plan (HMO) and the Blue Cross Power Care Advocate Plan (preferred provider organization (PPO)). In the Owens Valley, Blue Shield Indemnity is offered to all Department employees. In addition, the Blue Cross Prudent Buyer Plan is offered to IBEW Local 18 members.

(213) 367-2023 (Health Plans Office)
(800) 842-6635 (Local 18 Benefit Service Center)

B. Dental Plans
LAWP offers two dental plans for employees. The Delta Dental Plan is a fee-for-service/preferred provider organization (PPO) plan, which lets you choose any licensed dentist or a dentist from a special panel of PPO dentists. The United Concordia Plus Dental Plan is a dental health maintenance organization (DHMO), which requires that covered individuals use the plan’s participating dentists, unless emergency care is required when a member is temporarily outside the plan’s service area. In addition to these LADWP-sponsored programs, other union-sponsored dental plans are offered to members of IBEW Local 18 and Local 347.

(213) 367-2023 (Health Plans Office)
(800) 842-6635 (Local 18 Benefit Service Center)
(213) 482-6660 (Local 347 Dental Plan)

C. Three-Flex (Flexible Benefits) Program
LADWP’s Three-Flex Plan is designed to let employees use pre-tax money to pay for health and dental premiums, out-of-pocket health care expenses, and dependent care expenses. The pre-tax premium plan allows employees to pay for any health or dental plan premiums that are not covered by LADWP’s subsidy through payroll deduction before taxes are taken out. (Note: In most cases, premiums are covered in LADWP’s subsidy.) The health care flexible spending account allows for payroll deduction of pre-tax money (up to $10,000 per year) to pay for eligible health-related expenses that are not covered by your health care or dental coverage. The dependent care assistance program portion of the Three-Flex Plan allows you to set aside up to $5,000 per year in pre-tax money to pay for dependent care, including child care and elder care. The phone number of the Three-Flex Office is (213) 367-2043.
D. **Fitness Centers**

To help our employees stay physically fit, LADWP has opened fitness centers at the John Ferraro Building (JFB) at 111 North Hope Street, at its 1630 North Main Street and 433 East Temple Street facilities; and at the Van Nuys Service Center at 14401 Saticoy Street. These centers offer state-of-the-art cardiovascular machines, weight lifting equipment, locker rooms for men and women, showers, etc. The fitness center at the JFB offers a variety of programs and classes to suit your fitness goals and levels, and a professional fitness staff is available throughout the day to assist you.

All potential members must schedule an appointment to receive an orientation, and membership is free to all LADWP employees. Please call extension 7-1FIT (71348) and press option 5 to schedule an appointment. During the appointment, a Healthy Lifestyle Counselor will conduct a physical assessment and give you a tour and overview of the facility.

E. **Executive Physicals**

Salaried managers are offered free executive physical examinations, on an annual basis, provided by Cedars-Sinai Medical Center. In addition to a thorough physical examination by a Cedars-Sinai physician, these executive physicals include comprehensive health assessments, laboratory analyses, and diagnostic tests for cancer and cardiovascular disease. To make an appointment, call (213) 367-2043.

F. **Safety Eyewear**

The purpose of this vision plan is to provide prescription safety eyewear for LADWP employees who require eye protection in the course of their duties. The Prescription Safety Eyewear Program was established in 2002 to provide appropriate eyewear to all eligible employees, help prevent eye injuries, and reduce LADWP’s Workers’ Compensation costs. For employee eligibility or benefit questions, call (213) 367-2044.

*Safety EyeWear benefits are available to eligible employees only.*

V. **BALANCING WORK AND FAMILY LIFE**

The nationally recognized LADWP Family Care Program offers a wide range of services to support employees in balancing their work and family life. The staff of well-trained and knowledgeable work and family life specialists is available to provide support and education in a timely and respectful manner. The Family Care Program has earned LADWP national recognition as a “family-friendly employer.” For further information, please call (213) 367-4778.
A. Parenting Workshops

Parenting Education classes and workshops facilitated by a childcare educator address childcare, child development, parent-child relationships, fathering, adoptions, college financial information, nutrition, and other areas of concern regarding work and family life.

B. Parent Resource Library

The Parent Resource Library offers a variety of informative books, videos, audiocassettes, magazines, pamphlets, and other written materials on all aspects of family care. Materials may be checked out by mail or in person at the JFB Family Care Office.

C. Expectant Parent Services/“Healthy Start” Lactation Program

The “What to Expect When You’re Expecting” Program offers on-going childbirth education through the services of an on-site specialist in lactation and childbirth. This program is available to all employees, their partners, and dependents during their pregnancy and the weeks and months after the birth of their baby.

The Healthy Start Lactation Program is committed to promoting healthy babies and healthy families. This program offers comprehensive education on breastfeeding to all employees, their partners, and dependents. A Certified Lactation Specialist can answer questions and provide education and support, both on-site and by telephone seven days a week. Lactation rooms are equipped with electric breast pumps, and a free loan program offers hospital-grade breast pumps to employees.

D. Subsidized Child Care

LADWP offers employees tuition subsidies for selected child care centers in the downtown area of Los Angeles that offer affordable, quality infant, toddler, and preschool care.

E. Child Care Resource and Referral Services

Child Care Resource and Referral Services assist LADWP employees in their search for licensed child care programs, after school programs, and summer camps.

VI. TRAINING AND DEVELOPMENT BENEFITS

A. Training to Improve Skills, Promotability and Well-Being

LADWP encourages continuous development and learning. We recognize that our employees must continue to develop their skills and knowledge in order to meet the challenges of a demanding environment in a rapidly changing information age. Training and development also assist our employees with promotions and their
overall well-being. Each year, our staff’s Training and Development Specialists conduct and coordinate various sessions that respond to specific organizational and employee needs. These courses include communication, supervisory, career development, administrative, and technical business skills. Visit http://dspprod/hr_td/index.htm for the latest information.

B. **Tuition Reimbursement**

LADWP is committed to investing in our employees to foster personal job-related growth and the development of a highly skilled workforce capable of meeting the competitive needs of the global marketplace. We have one of the best tuition reimbursement programs of any employer around. One hundred percent tuition reimbursement is available at the school of your choice (certain restrictions apply). Pursuit of any educational coursework must adhere to LADWP policy and guidelines. For additional information or forms, go to http://dspprod/hr_td/index_files/Page1687.htm.

C. **Technical/Craft Training**

Job-specific training is provided by your respective divisions, which may include on-the-job training for current job assignments and advancement opportunities.

D. **Safety Training**

Safety training may include regulatory requirements for specific classifications and general workplace safety policies.

E. **Joint Training Institute**

The Joint Training Institute (JTI) has a multi-part mission. Overall, its aim is to create a culture in which the best-available training will be provided or be accessible to every employee with the following goals:

- Increase the employee’s value to LADWP and to the City
- Increase the employee’s opportunity for development and advancement
- Improve the employee’s participation in the training and development process
- Enhance the overall knowledge, skills, and competencies of LADWP’s workforce
- Improve delivery of services to LADWP’s customers

The JTI is also charged with the task of helping to create and maintain a productive and positive environment of labor-management partnership that continually educates and trains the workforce. http://jti/
VII. CONVENIENCES

A. Parking

Free parking is available at most of our off-site locations. LADWP partially subsidizes the cost of employee parking in those LADWP facilities where parking fees are required. For example, the cost of parking in the JFB is $55 per month. Employees parking in this building receive a $25 monthly subsidy to partially offset the $55 cost. Special reduced-rate parking is available for those who carpool. The Commuter and Reservations Services (CARS) is charged with ensuring that customers understand their parking privileges and responsibilities. The complete parking policy is located on the Intranet at http://dwphome/cars/policy/parking%20policy.pdf. CARS staff can be reached at (213) 367-3150.

a. Music Center Parking

LADWP employees attending evening and weekend performances at the Los Angeles Music Center may park for free in the customer parking lot of the JFB.

B. Transportation

a. Van Pools/Carpools

LADWP will arrange for employees to get into vanpools and carpools. Special parking rates are available to carpoolers for those facilities where parking fees are required.

b. Subsidized Public Transit

Employees who use public transportation (trains and buses) and those who ride bicycles to work (within a seven mile radius) are eligible to receive a $50 per month subsidy. Employees are required to show proof every month.

c. DASH

DASH is a service of the City’s Department of Transportation and is a component of METRO, the region’s integrated transportation system. DASH Downtown Los Angeles provides convenient coordinated links to the Red Line, Blue Line, Metrolink and regional express and local buses. DASH shuttles operate in Downtown Los Angeles along the Spring Street corridor, and nearby City Hall, Piper Tech and Personnel buildings, and Chinatown area for 25 cents. For more information on the routes, go to http://www.ladottransit.com/dash/.
C. **Cafeteria on Premise**

A full-service cafeteria is located at LADWP’s JFB in Downtown Los Angeles. This facility is open during breakfast, lunch, and break times. Adjacent to the cafeteria in the JFB is a general store that sells candy, snacks, soft drinks, magazines, jewelry, gift items, greeting cards, sundries, and related items.

D. **Credit Union**

The Water and Power Community Credit Union provides a full array of services, including savings and checking accounts, 24-hour account access, ATM networks (Star or Plus Systems), direct deposit and payroll deduction, automobile and personal loans, convenient branch offices in the greater Los Angeles area and a network of service centers throughout California and the nation. One of the branches is located in the JFB in Downtown Los Angeles. The credit union can be reached at (213) 580-1690 or [http://www.wpcu.org/](http://www.wpcu.org/).

**Sunset Branch** 1053 West Sunset Boulevard  
Los Angeles, Ca 90012-2182  
Monday - Friday 8:00AM - 5:00PM

**Sun Valley Branch** 8413 Laurel Canyon Boulevard  
Sun Valley, Ca 91352-3817  
Monday - Friday 9:00AM - 6:00PM  
Saturday 9:00AM - 1PM

**Hope Street Branch** 111 North Hope Street  
Los Angeles, Ca 90012-2607  
Monday - Friday 8:00AM - 5:00PM

**Westchester Branch** 8800 S Sepulveda Blvd  
Westchester, CA 90045-4851  
Monday - Friday 9:00AM - 6:00PM  
Saturday 9:00AM - 1PM

**Montebello Branch** Montebello Plaza Shopping Center 2527 Via Campo Boulevard  
Montebello, CA 90640  
Monday - Friday 9:00 AM - 6:00 PM  
Saturday 9:00AM - 1PM

**Northridge Branch** North Hills Plaza Shopping Center  
at Devonshire and Balboa  
16840 Devonshire Street  
Granada Hills, CA 91344  
Monday - Friday 8:00 AM - 5:00 PM
VIII. SPECIAL EMPLOYEE PROGRAMS

A. Suggestion Plan

LADWP’s employee suggestion program, known as Powered by Ideas, encourages employees to use their energy and creativity to come up with suggestions for improving operations, effecting cost savings, reducing waste, improving customer service, promoting teamwork and efficiency, protecting the environment, and/or improving safety. Employees whose ideas are adopted receive a selected gift or 10 percent of the first year’s net savings, up to $25,000. For further information, call (213) 367-1972 or http://notesweb1/DWPAPPS/PoweredByIdeas.nsf.

B. Special Events

Employees and their family members enjoy a variety of special events, including Take Our Children to Work Day, Benefits Fairs, Health and Safety Fairs, Education Fairs, Emergency Preparedness Fairs, and much more.

C. Mini-Bond Program

The Mini-Bond Program was established in April 2001 for LADWP’s active and retired employees. It provides employees an affordable opportunity to invest in Water System Revenue or Power System Revenue Bonds without paying commissions or brokerage fees. Employees can buy Mini-Bonds directly from LADWP during a specified offering period.

Proceeds from the Mini-Bond sales are used to fund a portion of capital improvement projects in the Water System and/or the Power System. Principal and interest is paid out of the corresponding Water or Power Revenue Fund. For additional information regarding the Mini-Bond program go to the following website: http://www.ladwp.com/ladwp/cms/ladwp002044.jsp.

D. U.S. Savings Bond Program

LADWP participates in the annual U.S. Savings Bond drive. During this time, employees are given the opportunity of purchasing savings bonds of various denominations through payroll deduction.

IX. SERVICE PINS

Employees receive service pins at the end of 10, 15, 20, 25, 30, 35, and 40 years of City service. Pins for 20 years are presented by the Division Director; pins for 25 years are presented by the Assistant General Manager; pins for 30 and 35 years are presented by the General Manager; and pins for 40 and 50 years are presented by the President of the Board.
X. RETIREMENT

Retirees are an important segment of LADWP’s family, and we are proud to offer a strong retirement program.

A. Retirement Plan

LADWP’s retirement program is funded through contributions made by both the employee and LADWP. The LADWP contributes a minimum of $110 for every $100 of employee contributions.

The pension paid at normal retirement is based on the following formula: Years of Service x Highest One Year Average Salary for 26 Successive Pay Periods x 2.1%. Employees may purchase additional service credit toward their formula pension, based on prior service with the City of Los Angeles, LADWP, the military, and other governmental entities, as well as part-time work with the City or LADWP. The Retirement Plan Office can explain the various retirement options and programs available to you. For additional information, call the Retirement Office at (213) 367-1715.

B. Additional Annuity Program

Employees may contribute on a post-tax basis up to 10% of their gross biweekly salary as Additional Contributions.

For information regarding eligibility, please contact the Membership Section of the Retirement Office at (213) 367-1695.

C. Deferred Compensation

Employees may supplement their retirement/pension benefits by saving and investing pre-tax dollars through voluntary salary deferral. Contributions and any earnings grow tax-deferred until money is withdrawn, usually at retirement when the retiree is typically in a lower tax-bracket than while working. The benefits of this “457” deferred compensation plan include tax-deferred contributions and earnings; easy, automatic payroll deductions; a wide range of investment options; professional, personalized assistance; and 24-hour account access over the telephone or on the Internet. For more information, call (888) 466-0381 or https://www.gwrs.com/login.do

D. Annual Pay Adjustments for Retirees

Annual adjustments to the retirement allowance help retirees and their beneficiaries keep pace with inflation. Those eligible receive an adjustment each July 1 based on the percentage change in the average of the Consumer Price Index for the Los Angeles-Anaheim-Riverside Metropolitan Area – All Items for All Urban Consumers. The maximum adjustment is three percent in any one year. For additional information, call (213) 367-1739.
E. Retirement Planning Class

Retirement classes are given once a month in the Los Angeles and Portland Rooms (located in the rear of the cafeteria). Classes are scheduled by your Division Training Coordinator. The classes are held from 8:00 a.m. until 4:30 p.m. and are very helpful for employees to understand their retirement benefits as well as prepare them for retirement. If you have any questions regarding the classes, contact the Retirement Plan Office at (213) 367-1639 or (213) 367-1712.

F. Retirement Certificate

Upon an employee’s retirement from LADWP, the employee may request, through his/her supervisor, a Retirement Certificate commemorating their City and LADWP service. The certificate is prepared by Human Resources.
Where Can I Go For Assistance?

The Los Angeles Department of Water and Power (LADWP) understands that employees have a myriad of needs and therefore officially recognizes or sponsors many programs that serve as further resources for employees. Some of these programs are free to employees, while others are supported through membership.

I. EMPLOYEE ASSISTANCE PROGRAM

LADWP's Employee Assistance Program (EAP) is a free, confidential, professional service designed to promote individual and organizational health and effectiveness. The EAP provides a comprehensive range of services for LADWP employees, supervisors, and managers to prevent or resolve personal or workgroup problems and to improve health, safety, and productivity. LADWP's EAP is a leading provider of employee assistance programs and administrative behavioral services. Their counselors are fully licensed professionals who have the clinical training and expertise to help you and your family. These counselors are carefully selected for their practical, active approach to counseling so that your problems can be quickly and effectively resolved. If they cannot help you, they will find someone who can.

A. Why an EAP?

LADWP provides an EAP to protect its most valuable investment - you. It has contracted with EAP Services to provide you and each of your eligible household members with access to professional assistance for the challenges of everyday living. This service is provided by clinicians throughout Southern California at locations convenient to you and your family.

B. Employee Services

A master's-level Member Advocate will provide you with consultation, resources, and action plans. The Member Advocate can email or mail related materials and information. You get referrals to support groups, community services, resources, or your health plan as you need them. Areas that we can help with are:
- Relationship & Marital Issues
- Emotional/Psychological Issues
- Parenting Issues
- Substance Abuse
- Balancing Work & Life
- Legal or Financial Issues
- Up to 8 face-to-face counseling sessions per incident
- Available to you, your family, and any person living in your household
- Health and wellness information at www.horizoncarelink.com
- 24-hour crisis hotline

C. Management Services

There are two on-site managers of EAP in room 538, JFB. They may be reached during working hours at (213) 367-3562. If not available, call (888) 439-7327. Management services include:

- Mental Health and Chemical Dependency Assessment & Counseling
- Disability Case Management
- Trauma Response
- Training & Education
- Management & Division Consultation

D. Call for Services

EAP provides a national, toll-free number for initial appointments or emergencies and crisis intervention, and to request an initial appointment. The hotline is available 24 hours a day, 7 days a week.

(888) 4DWPEAP
(888) 439-7327
TDD: (888) 879-8274

E. Website Information

EAP offers a work-family and wellness website for LADWP employees at www.horizoncarelink.com. Use of this website is for personal as well as work-
related issues. Please access the site on your own time or with supervisory permission.

Web Directions

1. From your web browser, go to the EAP website: www.horizoncarelink.com
2. Enter the Company ID: “LADWP” and password: “EAP”.
3. Click on Personal Assistance to enter the website.
4. If it’s your first time, you will need to register. Click the link under New User in the upper right corner.
5. Fill out the requested fields including your choice of screen name and password. For Login ID, enter “ladwpeap”.

II. EMPLOYEE BENEFIT ASSOCIATIONS

A. LADWP’s Employees Association

The Los Angeles Water and Power Employees’ Association (Association) provides a variety of services and benefits to active and retired employees and their families. The Association, whose office is located on the A-level of JFB, is a non-profit corporation with a Board of Directors comprised of elected LADWP employees. Membership in the Employees’ Association is free to all employees and retirees. Benefits and services include:

a. Discount Tickets

The Association sells discount tickets to a variety of movie theaters, amusement parks, and other attractions in the Los Angeles and surrounding areas. Amusement park and attraction tickets available on a year round basis include (but are not limited to) Knott’s Berry Farm, Six Flags Magic Mountain, Universal Studios, Golf N’ Stuff, San Diego Zoo, Sea World, and San Diego Wild Animal Park. Special event and seasonal tickets are sold for Disneyland, Knott’s Scary Farm, Disney on Ice, Los Angeles County Fair, sporting events, Raging Waters, Renaissance Faire, Ringling Bros. Circus, Six Flags Hurricane Harbor, and others. In addition, the Association sells discount certificates to See’s Candies and also sells Entertainment Books, MTA Bus Passes, MTA Express Stamps, and an array of LADWP-logo clothing and other items. To order tickets call (213) 367-3146.

b. Discount Cards

A wide variety of discount cards are available to Association members free of charge. They include (but are not limited to) Alpine Club, Disneyland, Catalina Express, Catalina Island Club, Dunn Edwards Paints, Enterprise
c. Sponsorship of LADWP Recreation Clubs

LADWP employees can join a variety of recreational clubs that are sponsored or subsidized by the Association. Some of these include the Barbershop Singing Group, Bicycle Club, Bridge Club, Camera Club, Choraliers (choral singing group), LADWP Golf Club, Health and Fitness Club, Ski Club, Softball Club, Table Tennis Club, Tennis Club, Toastmasters, and Volleyclub Club.

d. Recreational Equipment

The Association loans recreational equipment for short-term employee use at LADWP picnics and for noontime recreation. There are ping-pong sets and tables, softballs, bats, horseshoes, footballs, volleyball sets, basketballs, and much more. To reserve equipment call (213) 367-3144.

e. Mutual Benefit Plan

The Mutual Benefit Plan is a low-cost death benefit coverage designed to provide expeditious payment to designated beneficiaries of both active and retired LADWP employees. Coverage is available in increments of $5,000, $10,000, $15,000, and $20,000, and some age restrictions apply. No physical examination is required to join the plan. Call (213) 367-3143 for more information.

f. Notary Service

Notary service is available to all employees and their families. Notarization is usually required when signing important documents for change of beneficiary, authorization to pay out benefits, escrow forms, and various other situations. There is a small notarization fee of $5.00 per signature. For notary services call (213) 367-3143 or (213) 367-3357.

g. Medical Equipment Program

The Association provides a variety of medical equipment (e.g. wheelchairs, walkers) to employees and their family members. Employees are asked to contact their health care provider first. If the health care provider cannot furnish the needed equipment, the Association can normally provide it within 24 hours. A doctor’s prescription is required for most requests. For equipment needs call (213) 367-3163.

h. Nursing Care

The Association has a program to assist employees and retirees in financial hardship who are unable to care for themselves.
i. Loan Programs

**Emergency Loans:** Emergencies seem to occur when we least expect them. Members who are affected by an unforeseen financial hardship can apply for a payroll-deducted interest-free loan through the Association.

**Death-in-Family Loans:** The death of an immediate family member can be devastating. Association staff will assist members in applying for an interest-free loan to cover funeral-related expenses.

**Medical/Dental Loans:** The Association can provide interest-free loans for medical and dental procedures not covered by employees’ health plans.

**Safety Shoe Loans:** Employees who need safety shoes for their job can take advantage of interest-free loans to purchase up to two pairs of shoes per year. The purchase will be deducted from three consecutive paychecks.

B. **Los Angeles City Club (LA City Club)**

This association is a non-profit, voluntary employee benefits association that offers high quality insurance products and related programs to its members. Employees can obtain information about group life, accidental death and dismemberment, group auto insurance, home loan programs, and income protection insurance benefits.

All full-time City employees, their spouses and dependents are entitled to all benefits and services through membership. There are no dues. As it is a non-profit association, unique about LA City Club is that they refund any monies remaining after claims and operating expenses to active life insurance policyholders. You can contact the LA City Club at (213) 620-0388 or at World Trade Center, 350 S. Figueroa Street, Suite 700, Los Angeles, CA, 90071.

C. **All City Employees Benefits Services Association (ACEBSA)**

ACEBSA offers benefits and services to its members for a fee of $1.75 per pay period. Membership is open to all City employees and includes a monthly newspaper; a variety of insurance plans; free notary service; photo service; recreational and social programs; discounts at amusement parks, entertainment complexes, and theaters; and ACE Welfare and Scholarship programs. For more information, call ACEBSA at (213) 485-2485 or visit them at 201 N. Los Angeles Street, City Hall Mall, 10-B, Los Angeles.
Who Else Can Help?

In most cases, if you have a job-related problem, question or complaint, you should first discuss it with your supervisor. The simplest, quickest and most satisfactory solution will often be reached at this level. However, if this does not help the situation you still have other avenues to pursue to resolve your concern.

I. MANAGEMENT-EMPLOYEE RELATIONS

In 1968, the California Legislature adopted the Meyers-Milias-Brown Act that mandated, cities, counties, and other local government agencies to “meet and confer” in good faith with employee organizations on all matters affecting wages, hours, and other terms and conditions of employment. In 1971 the City Council adopted an Employee Relations Ordinance to establish policies and procedures for the administration of the management-employee relations in City government.

Most of our employees are represented by recognized employee organizations (unions) for purposes of employment relations with the City: specifically, negotiating wages, hours, and other terms and conditions of employment. Agreements reached between the City and its employees on these matters are contained in what is called a Memorandum of Understanding (MOU). Each bargaining unit has its own MOU.

City employees have the right to form, join, and participate in the activities of employee organizations, as well as, to refuse to join or participate in these activities. Employees should not be interfered with, intimidated, restrained, coerced, or discriminated against because of the exercise of these rights. Certain employee organizations have negotiated for the right to charge employees a service fee (agency shop fee) even if they are not members of the organization. For additional information, obtain a copy of your MOU from your employee organization listed on the following pages.
### A. Employee Organizations/Bargaining Units

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Address details</th>
<th>Contact details</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles Department of Water &amp; Power Dispatchers Association</td>
<td>(Mailing Address) P.O. Box 220443, Newhall, CA 91322-0443</td>
<td>(818) 771-6640</td>
<td>(Dept. Address) PD/Subtransmission Dispatch, ECC, c/o 856 JFB</td>
</tr>
<tr>
<td>LADWP Management Employees Association (MEA)</td>
<td>(Mailing Address) P.O. Box 52, Agoura Hills, CA 91376</td>
<td>Extn. 1-4231</td>
<td>(Dept. Address) 14401 Saticoy Street, Bldg. 6, 3rd Flr. Van Nuys, CA 91405</td>
</tr>
<tr>
<td>Association of Confidential Employees (ACE)</td>
<td>(Mailing Address) Room 507, JFB</td>
<td>Extn. 7-1957</td>
<td>(Mailing Address) Room 507, JFB</td>
</tr>
</tbody>
</table>

### B.
**Grievance Procedure**

As a City employee, you have the right to file a grievance at any time in accordance with the guidelines outlined in your MOU. A grievance is defined as any dispute between management and an employee regarding interpretation or application of MOU provisions or department rules. Also, in the grievance process, you have the right to a representative of choice.

Most grievance procedures require several appeal steps to assure objectivity by subjecting the grievance to scrutiny from different viewpoints with the purpose of resolving the grievance at the lowest level possible. If after informally discussing your concerns with your supervisor, the matter is not resolved to your satisfaction, you may then initiate the formal grievance process and present your complaint in writing.

This grievance procedure has been developed to resolve employee complaints promptly, fairly, and without fear of reprisal. If you choose the grievance process, be sure to follow the steps and procedures as outlined in your MOU. Refer to your specific MOU for more details on the grievance process. If you need additional information, contact your employee organization.

Non-represented employees should refer to the Working Rules in the Los Angeles Department of Water and Power’s (LADWP) Administrative Manual [http://hrweb/Admin/AdminSvcs_Home.cfm](http://hrweb/Admin/AdminSvcs_Home.cfm).

**II. MINORITY EMPLOYEE ORGANIZATIONS**

The City of Los Angeles first formalized its commitment to equal employment opportunity on January 8, 1971, with the adoption of an Equal Employment Opportunities Program and the recognition of associations officially representing the needs of minority groups. The City later expanded its commitment with the adoption of the City’s Affirmative Action Plan in June of 1973.

There are seven affirmative action associations that were established by the City Council to officially represent the needs of minority, female and disabled employees in city government. These non-profit organizations are fee supported through membership. They provide workshops for personal and professional development, scholarship programs for members and their families, recreational and social programs, and employee advocacy.

The organizations include:

**Affirmative Action Association for Women (AAAW)**—AAAW is an employee advocate organization that gives particular attention to the advancement of women and minority employees of the City of Los Angeles. For more information phone (213) 847-AAAW or visit the website at [http://www.la-aaaw.org](http://www.la-aaaw.org)
**Association of City Employees with Disabilities (ACED)**—ACED is committed to the recruitment, employment, retention, and promotion of persons with disabilities. ACED also counsels and represents employees faced with discrimination on the job. For information call (213) 847-9213.

**Gay and Lesbian United Employees (GLUE)**—GLUE promotes equality in all areas of the City’s workforce to eliminate homophobic attitudes and behavior in the workplace. For information write GLUE, P. O. Box 5323 Playa del Rey, CA 90296.

**Los Angeles Association of Black Personnel (LAABP)**—The mission of the LAABP is to motivate, encourage and educate Black employees to advance in their careers within City government. For information phone (213) 847-2229 ext. 2 or write LAABP, P.O. Box 53822, Los Angeles, CA 90053, or visit the website at [http://www.laabp.com/](http://www.laabp.com/).

**Los Angeles City Employees Asian American Association (LACEAAA)**—LACEAAA was organized in September 1971 to represent the Equal Opportunity/Affirmative Action interests of Asian American/Pacific Islander employees. For information call (213) 847-2229 ext. 1 or visit the website at [http://www.laceaaa.org](http://www.laceaaa.org).

**Los Angeles City Employees Chicano Association (LACECA)**—LACECA is dedicated to promoting equal employment opportunities in our workplace. It also sponsors training and seminars to assist employees in their career development and support of a variety of activities and programs in the Latino community. For information write LACECA, P.O. Box 53590, Los Angeles, CA 90053, or call (213) 847-2229 ext. 3.

**Los Angeles Filipino Association of City Employees (LAFACE)**—LAFACE is an advocate for Filipinos in City civil service. For information write P.O. Box 53389, Los Angeles, CA 90053.

In addition, LADWP also has minority organizations that represent employees in LADWP. Currently, the only active organization is:

**Water and Power African American Association (WPAAA)**—The WPAAA was founded in 1991 and is a recognized organization of the City of Los Angeles. WPAAA was formed to strengthen the foundation of African American employees at LADWP by advancing the employment, education, economic, and social welfare of its members and the community at large. For more information, visit the website at [www.wpaaa.org](http://www.wpaaa.org).
This manual was created by: CK

111 N. Hope Street, Room 520
Los Angeles, CA 90012