From: Microsoft Outlook [MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@usepa.onmicrosoft.com]
Sent: 6/26/2019 2:43:05 PM
To: Williams, Lillian [Lillian.Williams@ladwp.com]
Subject: Undeliverable: Re: 216 W SLAUSON AVE
Attachments: Re: 216 W SLAUSON AVE

Your message did not reach some or all of the intended recipients.

Subject:Re: 216 W SLAUSON AVE
Sent:6/26/2019 2:43:09 PM

The following recipient(s) cannot be reached:

Williams, Lillian on 6/26/2019 2:43:09 PM
Diagnostic code = MailRecipientUnknown; Reason code = TransferImpossible; Status code = 511
<mx.google.com #5.1.1 smtp;550-5.1.1 The email account that you tried to reach does not exist. Please try 550-5.1.1 double-checking the recipient's email address for typos or 550-5.1.1 unnecessary spaces. Learn more at 550 5.1.1 https://support.google.com/mail/?p=NoSuchUser l47si11730427ota.191 - gsmtp>

Your message to Lillian.Williams@ladwp.com couldn't be delivered.

Lillian.Williams wasn't found at ladwp.com.

castellana.ben	Office 365	Lillian.Williams
Action Required		Recipient

Unknown To address

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook on the web, select this NDR, then select the link "**To send this message again, click here.**" Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click **Send**.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: Fix email delivery issues for error code 5.1.1 in Office 365, and then send the message again. Retype the entire recipient address before selecting **Send**.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

Was this helpful? Send feedback to Microsoft.

More Info for Email Admins

Status code: 550 5.1.1

This error occurs because the sender sent a message to an email address outside of Office 365, but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see Fix email delivery issues for error code 550 5.1.1 in Office 365.

Original Message Details

Created Date:	6/26/2019 2:43:01 PM
Sender Address:	castellana.ben@epa.gov
Recipient Address:	Lillian.Williams@ladwp.com
Subject:	Re: 216 W SLAUSON AVE

Error Details

Reported error:	*550-5.1.1 The email account that you tried to reach does not exist. Please try 550-5.1.1 double-checking the recipient's email address for typos or 550-5.1.1 unnecessary spaces. Learn more at 550 5.1.1 https://support.google.com/mail/?p=NoSuchUser l47si11730427ota.191 - gsmtp*
DSN generated by:	BYAPR09MB3317.namprd09.prod.outlook.com
Remote server:	mx.google.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH

1	6/26/2019 2:43:01 PM	BYAPR09MB3287.namprd09.prod.outlook.com	BYAPR09MB3287.namprd09.prod.outlook.com	mapi
2	6/26/2019 2:43:03 PM	BYAPR09MB3287.namprd09.prod.outlook.com	BYAPR09MB3317.namprd09.prod.outlook.com	Microsoft SMTP Server cipher=TLS_ECDHE_RS/

Original Message Headers


```
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=epa.gov; s=selector1;
 h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-SenderADCheck;
 bh=68WSrhi4cUD8NSTu3FsB5XcQJAM/HP01V9AjBOOSshc=;

b=UjQ0GqcJBjDHAplou4noFfdD09y3Nm+gCzjtziFkwODZaI9JOY+X2uuDxxCd8MKne+4VlSccDBvtO25XPGYIWt0
WSONbg8yxpSzO9tcYR+qKA22rHoVtlN4gD2YEwvNrSPo1XY2Osyr1wYdiTJ4kEWTUs4Nns70l10EVSGE0juQ=
Received: from BYAPR09MB3287.namprd09.prod.outlook.com (20.178.1.25) by
 BYAPR09MB3317.namprd09.prod.outlook.com (20.178.207.210) with Microsoft SMTP
 Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
 15.20.2008.16; Wed, 26 Jun 2019 14:43:03 +0000
Received: from BYAPR09MB3287.namprd09.prod.outlook.com
 ([fe80::8986:531c:2c39:b51b]) by BYAPR09MB3287.namprd09.prod.outlook.com
 ([fe80::8986:531c:2c39:b51b%5]) with mapi id 15.20.2008.017; Wed, 26 Jun 2019
 14:43:01 +0000
From: "Castellana, Ben" <castellana.ben@epa.gov>
To: "Bass, Heidi" <Heidi.Bass@ladwp.com>
CC: "Rodriguez, Anthony" <Anthony.Rodriguez2@ladwp.com>, "Romero, Javier"
        <Javier.Romero@ladwp.com>, "Prendergast, Jean" <Jean.Prendergast@ladwp.com>,
        "Moser, Christopher" <Christopher.Moser@ladwp.com>, "Schweickert, Bryan"
        <Bryan.Schweickert@ladwp.com>, "Madison, Zara C." <Zara.Madison@ladwp.com>,
        "Breckner, Thomas" <Thomas.Breckner@ladwp.com>, "Doyal, Laura"
        <Lauramarie.Doyal@ladwp.com>, "Stinnett, Jason" <Jason.Stinnett@ladwp.com>,
        "Williams, Lillian" <Lillian.Williams@ladwp.com>, "Sanchez, Adolfo (Water
 Meters)" <Adolfo.Sanchez@ladwp.com>
Subject: Re: 216 W SLAUSON AVE
Thread-Topic: 216 W SLAUSON AVE
Thread-Index: AdUrq6TLzwhJm6C7RHifW05rE/UQWAABUYpwAB8iJEw=
Date: Wed, 26 Jun 2019 14:43:01 +0000
Message-ID: <6B7D8CA7-98D1-446E-94F7-9A6B28B7DE3F@epa.gov>
References:
<a7d75605c1654a65a762acae6cd7899e@wp16vmdrmb4.joint.ladwp.com>,<b0f84ecdc94b46d9a93944b4f
8e10e6a@wp16vmdrmb6.joint.ladwp.com>
In-Reply-To: <b0f84ecdc94b46d9a93944b4f8e10e6a@wp16vmdrmb6.joint.ladwp.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
authentication-results: spf=none (sender IP is )
 smtp.mailfrom=castellana.ben@epa.gov;
x-originating-ip: [97.90.27.117]
x-ms-publictraffictype: Email
```

x-ms-office365-filtering-correlation-id: 7e338c43-d90e-4454-d095-08d6fa449707

x-microsoft-antispam:
BCL:0;PCL:0;RULEID:(2390118)(7020095)(4652040)(8989299)(4534185)(4627221)(201703031133081)(201702281549075)(8990200)(5600148)(711020)(4605104)(1401327)(201705260332 8)(7193020);SRVP:BYAPR09MB3317;

x-ms-traffictypediagnostic: BYAPR09MB3317:

x-microsoft-antispam-prvs:
<BYAPR09MB3317F402750EE31A6C50686097E20@BYAPR09MB3317.namprd09.prod.outlook.com>

x-ms-oob-tlc-oobclassifiers: OLM:9508;

x-forefront-prvs: 00808B16F3

x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020)(979002)(136003)(376002)(396003)(366004)(346002)(39860400002)(199004)(189003)(76176011)(71190400001)(25786009)(6916009)(86362001)(76116006)(66476007)(739560 11)(66946007)(71200400001)(6506007)(102836004)(26005)(53546011)(33656002)(99286004)(478600001)(66066001)(64756008)(5660300002)(7416002)(7116003)(66446008)(66556008)(68736007)(14444005)(5024004)(256004)(53936002)(81166006)(236005)(6512007)(6436002)(54896002)(136003)(81156014)(229853002)(6246003)(790700001)(6116002)(316002)(3846002)(2906002)(476003)(2616005)(4326008)(7736002)(446003)(11346002)(450100002)(8676002)(486006)(36756003)(14454004)(8936002)(6486002)(54906003)(969003)(989001)(999001)(1009001)(1019001);DIR:OUT;SFP:1102;SCL:1;SKVP:BYAPR09MB3317;H:BYAPR09MB3287.namprd09.prod.outlook.com;FPP:;SPF:None;LANG:en;PTR:InfoNoRecords;A:1;MX:1;

received-spf: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)

x-ms-exchange-senderadcheck: 1

x-microsoft-antispam-message-info:
ocfkvajbS2D0xvlYVrIDo7LH4D4AC/w8QuPKcq1NPZuiV/5baKWHe7aSjJ90G2uN+W1O3SK4alnxqkbzKubkgsotxBN+Dlu6MbP4i4qSS15zNe+7OCM99sAKoncY1SRGuDddB2gMHwDXmJRXhRhzuIkkOUlVr4Fij9JHSS655aXUHR25peXzZmrNiIO3T/4Bzqh0J50x/S7h20L48KFnyUWBqHn7966dGUQpbKz4N8X+fsIM24vJJsfen053/utII2BzgMesylMefrzvoLk71YZYxW47q3EeWIbDJ4huuwVwEVX7uotd4kHQY4mz0mPPR2WW7fC/dPWc2ZT1APZZG9VAQUdXnjoF1p0qo2Dw3IP9CKfvKV2zDXdDLb66VevcFMk1LuxJLPzS2lYbmRaWKYVlFxxEVNu9Uh2fq9S3Nus=

Content-Type: multipart/alternative;
	boundary="_000_6B7D3CA798D1446E94F79A6B28B7DE3Fepagov_"

MIME-Version: 1.0

X-OriginatorOrg: epa.gov

X-MS-Exchange-CrossTenant-Network-Message-Id: 7e338c43-d90e-4454-d095-08d6fa449707

X-MS-Exchange-CrossTenant-originalarrivaltime: 26 Jun 2019 14:43:01.2119
 (UTC)

X-MS-Exchange-CrossTenant-fromentityheader: Hosted

X-MS-Exchange-CrossTenant-id: 88b378b3-6748-4867-acf9-76aacbeca6a7

X-MS-Exchange-CrossTenant-mailboxtype: HOSTED

X-MS-Exchange-CrossTenant-userprincipalname: castellana.ben@epa.gov

X-MS-Exchange-Transport-CrossTenantHeadersStamped: BYAPR09MB3317