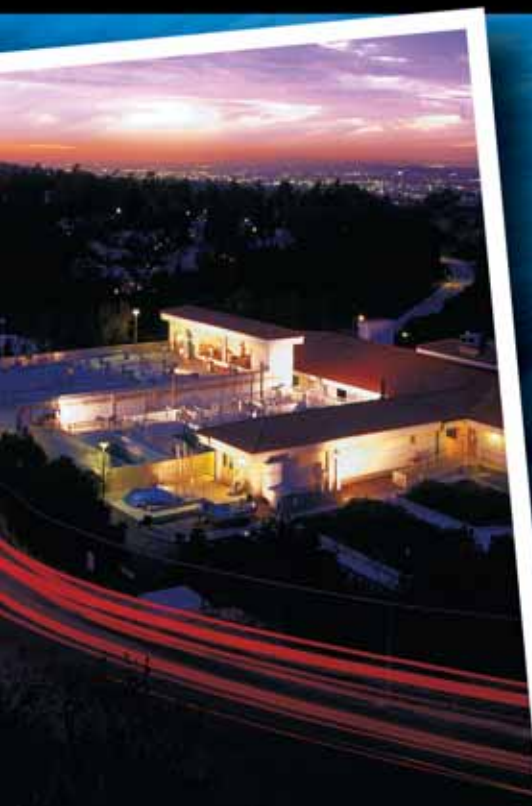




ANAHEIM OWNED. ANAHEIM FOCUSED.

ANAHEIM PUBLIC UTILITIES



FROM THE GENERAL MANAGER

Anaheim ratepayers own this utility; therefore, key decisions can be made in the best interest of our citizens, their quality of life, and the local economy. Our utility is truly operated by the people and for the people, and we always welcome and encourage their input.

Our Anaheim focus also extends to our business customers. As their electric and water provider, we actively partner with entrepreneurs to build Anaheim's economy. By helping our businesses prosper, we help sustain the electric and water rate advantages that provide mutual benefits to all.

We hope this brochure gives you a better idea of who we are and our mission for the city's future.



Marcie Edwards

MARCIE EDWARDS
GENERAL MANAGER

ANAHEIM PUBLIC UTILITIES

OUR PUBLIC UTILITY

OUR MISSION STATEMENT

Our mission is to add value to the community through a customer-focused approach to providing reliable, high-quality water and power at competitive rates.

OUR DEPARTMENT GOALS

In keeping with the City of Anaheim's core values of vision, responsibility, pride and service, Anaheim Public Utilities has developed the following department goals:

- Enhance and maintain our competitive and financial position;
- Enhance community aesthetics;
- Enhance service delivery, service options and service quality;
- Ensure balanced, diverse and cost-effective resource supply; and
- Strengthen system infrastructure.



We believe our dedication to customer service, along with our investments in the community, will help to make lasting impressions for years to come.



WITH NEARLY 1,500 MILES OF WIRE, OVER 3.5 MILLION WATTS OF ELECTRIC GENERATING CAPACITY, 26 WATER WELLS, AND ALMOST 950 MILLION GALLONS OF RESERVOIRS, ANAHEIM PUBLIC UTILITIES IS THE ONLY CUSTOMER-OWNED WATER AND ELECTRIC UTILITY IN ALL OF ORANGE COUNTY.

ANAHEIM PUBLIC UTILITIES

WHO WE ARE

GIVING BACK TO THE COMMUNITY

A broad portfolio of Anaheim Advantage Services allows us to give back to our community. The utility offers a wide variety of business and residential programs, designed to assist customers in making more efficient and economical use of their water and power. Among these programs are:



FOR BUSINESSES

- Low-Interest Energy Efficiency Loans
- Small Business Energy Assistance Management
- Comprehensive Energy Audits
- SmarTimer Irrigation Controller Rebates
- Energy-Efficiency Incentives
- Water Use Surveys
- Save Water—Save a Buck Rebates



FOR RESIDENTS

- Income-Qualified Senior/Disabled Energy Discounts
- Home Utility Check-Ups
- Air Duct Efficiency Tests
- Free Dusk to Dawn Lights
- Home Appliance Incentives
- Ultra-Low-Flush Toilet Rebates
- Free Shade Trees

GAINING LOYAL, LASTING CUSTOMERS

By providing low rates and reliable service, we gain loyal and lasting customers. The utility is owned by the customers we serve, and they have a vested interest in contributing to the welfare, stability and growth of their city.

A recent independent survey demonstrated our customer confidence and loyalty when we received some of the highest ratings in Southern California.

COMMITMENT TO OUR YOUTH

MANY OF OUR PROGRAMS INCLUDE OUTREACH TO THE YOUTH IN OUR COMMUNITY, FROM OUR WATER POSTER COLORING CONTEST TO OUR SPONSORSHIP OF HIGH SCHOOL TEAMS IN THE SOLAR CUP BOAT RACES. THESE PROGRAMS GIVE STUDENTS FIRST-HAND KNOWLEDGE OF PRESENT AS WELL AS FUTURE WATER AND ENERGY ISSUES.



ANAHEIM'S RESIDENTIAL AND COMMERCIAL ELECTRIC RATES AVERAGE 25 PERCENT LOWER THAN NEIGHBORING CITIES, AND WE MAINTAIN OUR TRADITION OF DELIVERING QUALITY WATER AT RATES THAT ARE AMONG THE LOWEST OF THE 33 WATER UTILITIES IN ORANGE COUNTY.

ANAHEIM PUBLIC UTILITIES

LOW UTILITY RATES

EXPANDING RENEWABLE RESOURCES

In addition to our diverse energy resources that include nuclear, coal, and natural gas, we are expanding our commitment to renewable resources, such as those powered by the sun and water. We also recently signed long-term contracts for wind power, geothermal and landfill gas, insuring that we will continue improving the environment while maintaining a reliable overall energy supply.

We also continue to explore a variety of research, development and demonstration projects, such as our thermal energy storage system, which provides air conditioning using off-peak energy to create ice as a cooling medium. Our fuel cell generator project converts natural gas directly into electricity through a chemical reaction. Our commitment is to continue to evaluate new technologies that help deliver the highest level of service to our customers.



Renewable resources such as wind power help to ensure a diverse mix of power generation and enable us to keep rates low and service reliable.



Anaheim Public Utilities has been a key player in Anaheim's business and economic development, helping to attract or retain more than 21,000 jobs over the past 12 years.

POWERING ANAHEIM'S GROWTH

We have supplied one of the nation's premier municipalities, the City of Anaheim, with water and power for over 125 years. Over time, our city has blossomed from isolated, sprawling farms to diverse, thriving neighborhoods covering 50 square miles and home to more than 345,000 residents.

A reliable water supply and low electric rates helped Anaheim take a leading role as a regional industrial and manufacturing center in California. Even more, our utility powers world-renowned entertainment, aerospace, and food and beverage businesses. Yet while our utility has grown along with our city, we still maintain a high priority on personalized customer service, delivered with a small-town feel.



ANAHEIM PUBLIC UTILITIES

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