

**RATES, RULES AND REGULATIONS**

**WATER UTILITY POLICY**

Under the provisions of the California Constitution, the Charter of the City of Anaheim and Title 10 of the Municipal Code for the City of Anaheim, the City owns and operates both public utility services for water and electrical services for the citizens of Anaheim.

The objectives of the Water Utility organization are to plan and carry out the development of the water resources of the City for the greatest benefit to the area and to the citizens of Anaheim. This includes providing dependable service without discrimination for the residents of the City of Anaheim to the fullest extent possible, consistent with overall sound business principles in planning, in financing, in construction of developments and in the operation and maintenance of the City's utility facilities. The accomplishment of these objectives will make the maximum benefits to the public realized.

It is recognized that the City Council is the governing body of the City and that it provides the utility services to the citizens of Anaheim. Through the City Council's direction and guidance, the City's management and supervisory personnel are continually anticipating the water service and related needs of all the customers in the community and expect to be responsive to their needs and requirements. The Council strives to maintain the highest level possible of capability of the personnel within the City organizations to accomplish this service to the citizens of Anaheim.