Welcome Anaheim
CITY OF KINDNESS

ANAHEIM PUBLIC UTILITIES
RESIDENTIAL RESOURCE GUIDE
Welcome to the City of Anaheim! Anaheim is a City of Kindness, and that means we treat everyone with respect and compassion. We celebrate the smallest acts of kindness like introducing yourself to strangers, greeting new neighbors with a warm welcome, or helping new residents get access to the services they need. Together, our kind actions add up to hundreds, thousands and even millions of examples of how kindness can be woven into our social fabric to strengthen our neighborhoods – and strong neighborhoods make an even stronger city.

A great way to get started in strengthening your neighborhood is through an initiative called “Hi Neighbor.” You start very simply by introducing yourself and getting to know one another. Think about developing an emergency contact list so that you and your neighbors can check on each other, or start a neighborhood watch program. From there, you can hold block parties or find other creative ways to show kindness to your neighbors.

This resource guide is a great place to learn about the many programs and services available to you by our city and agency partners. And if you’re not sure, call us at 311 and we’ll help you get connected.
Welcome to Anaheim! The following contact numbers are for Anaheim residents to utilize. You may also request online services through www.anaheim.net. Click on 'Anaheim Anytime' to access service request or dial 311 for general inquiries.

**ANAHEIM MUNICIPAL GOVERNMENT**
Contact local council authority or questions regarding city policy.

Anaheim Anytime: 714-765-4311
Mayor and City Council Office: 714-765-5247

**PLANNING & CODE ENFORCEMENT**
Building permits, planning services for development projects, and reporting of code violations to preserve neighborhood standards and safety.

Building Permits: 714-765-5153
24-Hour Graffiti Hotline: Dial 311 or call 714-765-4311
Grocery Cart Removal: 800-252-4613
Code Violations: 714-765-5158

**PUBLIC SAFETY**
Serves residents and provides a safe neighborhood environment 24/7.

Emergencies: Dial 911
Report Fire Hazards to Fire & Rescue: 714-765-4040
Report Crime to Police Department: 714-765-1900

**PUBLIC UTILITIES**
Operates, maintains, and provides water and power. Call 714-765-3300 for:

Utilities Customer Service
Report Power or Water Problems
Street Light Repair Requests
Home Utility Check-Ups
TreePower – Free Shade Trees

**ANAHEIM DISPOSAL**
Provides solid waste collection services. Contact us to inquire about your trash collection schedule.

Bulky Item Pick-Up: 714-238-2444
Recycling/Household Hazardous Waste Disposal: 714-834-6752

**COMMUNITY SERVICES**
Provides a variety of programs and opportunities for your family participation.

General Information: 714-765-5191
Neighborhood Services: 714-765-4456
Park Maintenance: 714-765-5155
Anaheim Public Libraries: 714-765-1880

**PUBLIC WORKS**
Responsible for the construction, maintenance, and operation of public facilities and infrastructure.

Streets and Sewers: 714-765-6860
Traffic and Transportation: 714-765-5202

**ADDITIONAL RESOURCES**
Adult/Senior Protective Services: If you suspect an adult/senior is being neglected or abused 800-451-5155
Child Protective Services: If you suspect a child is being neglected or abused 714-940-1000
Domestic Violence Assistance Program: If you suspect domestic violence 714-935-7956
For all other inquiries, call: 714-765-4311
Anaheim Public Utilities provides quality water and reliable electric service to all our customers. With more than 45 rebates and incentive programs, Anaheim businesses and residents can save water and energy to lower utility bills. For any inquiries, call us at 714-765-3300.

**Establishing Service**

Anaheim Public Utilities will assist you in setting up your electricity and water service. Additionally, you may also sign up for trash pickup and paramedic services through your utility.

Complete application by phone:
- Monday – Thursday, 7 a.m. – 7 p.m.
- Friday, 7 a.m. – 5:30 p.m.
- Saturday, 8 a.m. – 12 p.m.

Or in person:
- Monday – Friday, 8 a.m. – 5 p.m.
- Saturday, 8 a.m. – 12 p.m.

Please visit our website for our most updated business hours.

You may also complete an online application by visiting ANAHEIM.NET/UTILITIES.

**Rebates & Incentives**

**HOME UTILITY CHECK-UP** - This free water and energy survey of your home will help reduce your utility bill by providing free energy and water saving devices, in addition to a personalized report on recommended action items and available rebates.

**ENERGY AND WATER SAVING PROGRAMS** - Anaheim Public Utilities offers several types of incentives for upgrading your home; such as rebates when you upgrade to water and energy-efficient appliances, cash for recycling a used refrigerator, and even free shade trees to keep your home cool.

**WEATHERIZATION PROGRAM** - Anaheim Public Utilities, in partnership with SoCalGas, assists income-qualified residents in making their homes more water and energy-efficient by making home repairs, replacing inefficient appliances, and installing other measures as needed.

**Payment Options**

- **By Mail** via check, money order, cashier's check, or credit card (residential only)
- **By Phone** during business hours using a credit card or electronic payment from a financial institution
- **In-Person** at 201 S. ANAHEIM BLVD.
  - Walk In: Monday – Friday, 8 a.m. – 5 p.m.; Saturday, 8 a.m. – 12 p.m.
- **Two Drop Boxes**: South side of Anaheim West Tower and drive-through inside the adjacent parking structure
- **Automated and Online** via ANAHEIM.NET/UTILITIES credit card or electronic payments

The City of Anaheim provides a variety of assistance programs to help residents live a better quality of life. These offerings help create job opportunities, living assistance, and community programs for the community.

**Housing Assistance**

The Anaheim Housing Authority manages federally-funded programs and grants. There are several options for assistance to low-income families, elderly residents, disabled community members, and veterans. To find out which programs are currently available, visit WWW.ANAHEIMHOUSINGPROGRAMS.NET.

**Non-Profit Utility Assistance**

There are a number of community organizations —such as Community Action Partnership (714-839-6199), Salvation Army (714-783-2344) and Share Our Selves (949-642-3451)— that may be able to provide assistance with one-time bill payment for qualified customers. For a list of additional resources, visit ANAHEIM.NET/UTILITIES and search ‘customer assistance’ or dial 3-1-1.

**Senior Citizen Resources**

The Senior Activity Center—centrally located at the Downtown Anaheim Community Center—offers services such as: local transportation, health insurance and legal aid counseling, income tax assistance, and more. Call 714-765-4510 for more information.

**Employment Opportunities**

The Human Resources team in Anaheim works to hire, compensate, support and create a workforce dedicated to delivering high-quality services. Current job descriptions can be found at WWW.ANAHEIM.NET/JOBS.

Another resource for useful employment and training services is WWW.ANAHEIMJOBS.COM. Here you can find resources, job listings, connections to workshops and job fairs, and more.
Elementary Schools

1. Anaheim Elementary School District  
   www.anaheimelementary.org

2. Centralia Elementary School District  
   www.cesd.k12.ca.us

3. Magnolia School District  
   www.magnoliasd.org

4. Orange Unified School District  
   www.orangeusd.k12.ca.us

5. Placentia-Yorba Linda Unified School District  
   www.pylusd.org

6. Savanna School District  
   www.savsd.org

Junior/High Schools

1. Anaheim Union High School District  
   www.auhsd.us

2. Orange Unified School District  
   www.orangeusd.k12.ca.us

   www.pylusd.org