Anaheim Public Utilities is devoted to delivering high quality, affordable service to our customers. We understand that our customers may occasionally experience financial difficulty; therefore, we offer a variety of programs and services that help make bill payment easier. Call us at 714-765-3300 to find out how we can help you.

### INCOME-QUALIFIED PROGRAMS  
(INCOME VERIFICATION REQUIRED)

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Qualifying income levels for a family of four</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOLAR POWER DISCOUNT</td>
<td>A six-month energy bill discount can be provided through solar power produced by local public school sites.</td>
<td>$32,800</td>
</tr>
<tr>
<td>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM</td>
<td>Bill assistance may be available through Community Action Partnership of Orange County.</td>
<td>$48,415</td>
</tr>
<tr>
<td>WEATHERIZATION</td>
<td>In partnership with SoCalGas, this program offers no-cost energy-saving home improvement services to help customers conserve water and energy.</td>
<td>$50,200</td>
</tr>
<tr>
<td>INCOME-QUALIFIED ASSISTANCE</td>
<td>Eligible low-income resident can receive a one-time emergency electric utility bill payment to offset the costs of heating and/or cooling their home.</td>
<td>$54,650</td>
</tr>
<tr>
<td>ENERGY DISCOUNT PROGRAM</td>
<td>Customers who are 62 years of age or older, have a long-term disability, or are military veterans, and meet income guidelines can receive a 10% credit on the electric portion of their bill.</td>
<td>$87,450</td>
</tr>
<tr>
<td>THIRD-PARTY PAYMENT ASSISTANCE</td>
<td>Customers having financial difficulty may qualify for assistance from a local agency. See list on back.</td>
<td>VARIES</td>
</tr>
</tbody>
</table>

### BILL REDUCTION PROGRAMS

#### HOME UTILITY CHECK-UP
A free, personalized analysis of your home energy and water use can help determine what actions you can take to be more efficient in and around your home.

#### MEDICAL LIFELINE ALLOWANCE
If you, or someone who lives in your home, uses electrical equipment needed for medical purposes, you may be eligible to pay a lower rate for a portion of your electricity.

#### MYPOWER SAVINGS
Participants who agree to reduce electricity usage when needed can earn an instant enrollment reward and additional event participation rewards.
Third-Party Payment Assistance

ALL ASSISTANCE IS SUBJECT TO MEETING ELIGIBILITY REQUIREMENTS AND IS ALSO RELIANT UPON AVAILABLE FUNDING.

Community Action Partnership (CAP) | 11870 Monarch Street, Garden Grove, CA 92841 | 714-839-6199 or 800-660-4232
The Community Action Partnership works to enhance quality of life for the Orange County community by providing programs that assist, educate, and promote self-sufficiency to eliminate and prevent causes and effects of poverty.

Downtown Community Center | 250 E Center St., Anaheim, CA 92805 | 714-765-4500
The Downtown Community Center is a family friendly resource center where local residents and public and private organizations come together to plan and provide services that promote and support the safety, stability, and healthy development of Anaheim families.

Lutheran Social Services | 12432 Ninth St., Garden Grove, CA 92840 | 714-534-6450
Lutheran Social Services unites with individuals, churches, businesses, civic leaders, government agencies, and other stakeholders to break the cycle of poverty. The organization provides emergency services, program resources, and family support initiatives.

Share Our Selves | 1550 Superior Ave., Costa Mesa, CA 92627 | 949-642-3451
Share Our Selves provides personalized care to the Orange County community through comprehensive services offered at their health center, including medical, dental, social services, financial assistance, behavioral health and seasonal outreach programs.

Templo Calvario | 2501 W 5th St., Santa Ana, CA 92703 | 714-834-9331
Templo Calvario directs community members in need of financial assistance to local organizations that provide social services.

Catholic Charities | 3631 W Warner Ave., Santa Ana, CA 92704 | 714-668-1130
Catholic Charities aims to provide quality professional social services to children, adults, families, and communities. Services include adoption, pregnancy services, foster care, senior care, criminal justice ministries, and more that address the unique needs of communities.

Salvation Army | 1515 W North St., Anaheim, CA 92801 | 714-783-2344
The Salvation Army offers assistance to those in need through a variety of outreach efforts, which include various assistance programs and social services.

South County Outreach | 7 Whatney Suite B, Irvine, CA 92618 | 949-380-8144
As a leader in the fight to end hunger and homelessness in Orange County, South County Outreach provides services that include housing programs, rental and utility assistance, food pantry, homeless prevention services, and other seasonal programs.

Orange County 2-1-1 | Dial 2-1-1 (toll free) From a landline ONLY
Orange County 2-1-1 runs a comprehensive information and referral system for Orange County to connect people of all income levels, language, and cultural backgrounds to resources tailored to their social service needs and circumstances.

ANAHEIM PUBLIC UTILITIES IS NOT DIRECTLY AFFILIATED WITH THE AGENCIES LISTED ABOVE.