

S  
U  
M  
M  
E  
R  
  
2  
0  
2  
0

# AT YOUR SERVICE



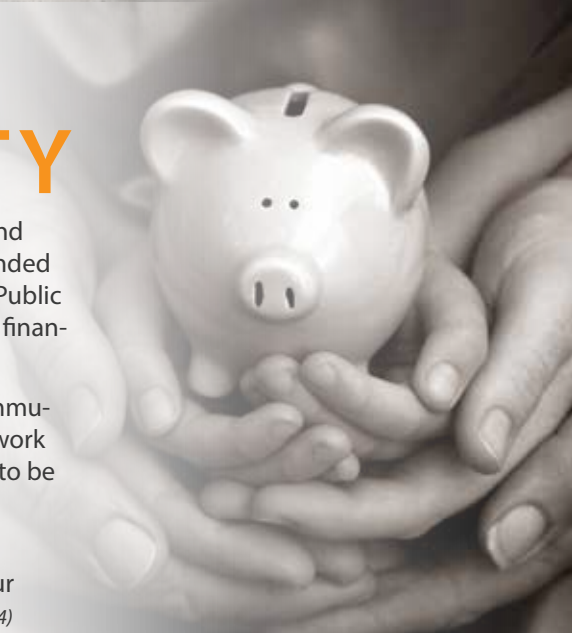
## SUPPORTING OUR COMMUNITY

Many of our customers have been impacted by the coronavirus and are still struggling with financial hardships. As a result, we suspended shut-offs for non-payment for thousands of customers. Anaheim Public Utilities is here to support our community, so we are also offering financial emergency assistance and discounts for qualified residents.

At a time like this, it is crucial that we continue to provide our community with uninterrupted water and power service to allow you to work or attend school from home comfortably. Our team will continue to be here for you through this time of transition.

Call us at **714-765-3300** and a representative will help you with a payment plan and assistance programs that are best suited to your

*(See COMMUNITY on page 4)*



## ANAHEIM BUSINESS ASSISTANCE & RESOURCES



We understand the financial strains Anaheim businesses have endured over the past few months and we want to help ensure large balances don't build up on your account. The City offers small business resources, and Anaheim Public Utilities can tailor payment plans to help manage your bills and resume business. We also offer conservation advice and resources to reduce your energy and water usage and lower your bill moving forward. Give us a call at **714-765-4124** to identify a program that best meets your needs.

# CONTINUED LIBRARY SERVICES

We're temporarily closed as we do our part but we'll keep you updated on our reopening!

We know how important books, programs, and library resources are, especially during these difficult times. That's why we are offering curbside pick-up, virtual reading programs, and STEAM activities to better serve residents.

Patrons can also access many FREE digital resources from their home with their Anaheim Public Library Card.

Download eBooks with the cloudLibrary app, access over 100 languages with Pronunciator, sign up for the Summer Reading Program and more!

Connect with us on Facebook and Instagram @ANAHEIMLIBRARY

For more information, visit ANAHEIM.NET/CONTINUEDSERVICES.



# TEXT NOTIFICATIONS

Start receiving important utilities-related notifications straight to your phone. Times like these make it essential to stay updated on the latest. Our text message notification feature can send you a reminder when your bill is available or past due as well as receive important news, alerts, and ways to save.

To enroll, visit [ANAHEIM.NET/MANAGEMYPACCOUNT](http://ANAHEIM.NET/MANAGEMYPACCOUNT)

- Click "Pay Your Bill Online"
- Click "Manage My Profile"
- Click "Communication Preferences"
- Check the "SMS/Text" boxes



# CENSUS 2020

## Be Counted Anaheim!

**Taking the Census is easy.**  
It only takes 10 minutes to change the next 10 years in Anaheim.



[Anaheim.net/census](http://Anaheim.net/census)



# IMPORTANT MESSAGES

Recycle your used oil and filter. Call 714-765-4154 for a location near you.

It only takes seconds for a child to drown. Call 714-765-4036 for a FREE Water Watcher Kit!

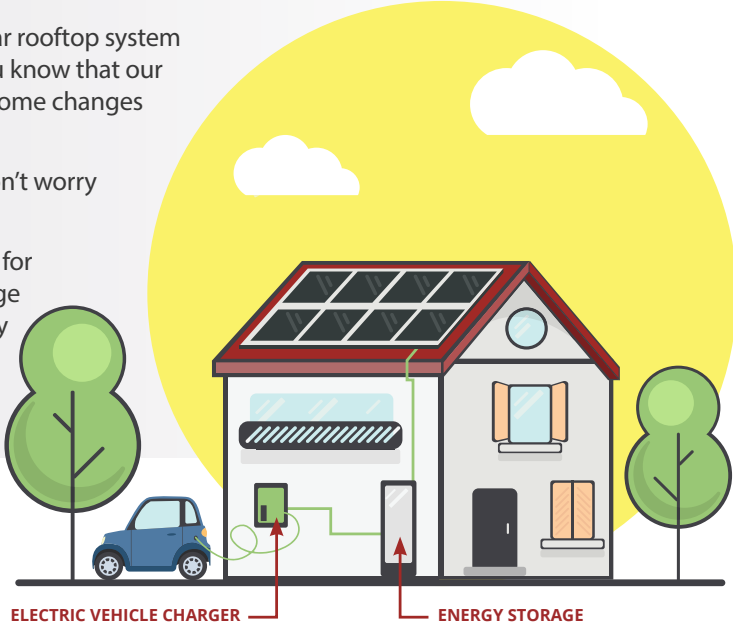
# PLANNING ON GOING SOLAR, STORAGE, OR BOTH?

If you've been thinking about installing a solar rooftop system on your home or business, we want to let you know that our Net Energy Metering program will undergo some changes at the start of the new year.

If you already have a solar rooftop system, don't worry these changes will not affect you.

We're also developing a new rebate program for those interested in batteries for energy storage to take advantage of time-based rates, so stay tuned this summer for program details!

To learn more, visit [ANAHEIM.NET/SOLAR](http://ANAHEIM.NET/SOLAR).



# EN ESPAÑOL

## APOYANDO A NUESTRA COMUNIDAD

Muchos de nuestros clientes han sido afectados por el coronavirus y siguen luchando con dificultades financieras. Como resultado, hemos suspendido los cortes por falta de pago para miles de clientes. Seguimos aquí para apoyar a nuestra comunidad y ofrecemos asistencia financiera de emergencia y descuentos para residentes que califiquen.

En tiempos como estos, es importante de seguir proveyéndoles energía y agua sin interrupción para que sigan trabajando y estudiando cómodamente desde su casa.

Para más información sobre nuestros programas de asistencia y últimas noticias, visítenos en línea a [ANAHEIM.NET/UTILITIES](http://ANAHEIM.NET/UTILITIES) o síganos en Facebook e Instagram @AnaheimUtilities. Llámenos al 714-765-3300 y un representante podrá ayudarle con plan de pago y programas de asistencia.

## ASISTENCIA PARA NEGOCIOS DE ANAHEIM

Entendemos que algunos negocios en Anaheim han sufrido tenciones económicas durante los últimos meses y queremos ayudarles a garantizar que los grandes saldos no se acumulen en su cuenta. La ciudad de Anaheim ofrece recursos para negocios pequeños, y Anaheim Public Utilities puede adaptar

planes de pago para ayudarle a administrar sus facturas y reanudar su negocio. Además, ofrecemos consejos y recursos que le ayudaran a reducir su uso de energía y agua para reducir su factura en el futuro. Llámenos al 714-765-4124 para identificar un programa según sus necesidades.

## NOTIFICACIONES DE TEXTO

Empiece a recibir noticias importantes relacionadas a sus servicios públicos directamente a su celular. Es esencial de mantenerse al día sobre lo último. Nuestra función de notificaciones de texto puede enviarle un recordatorio cuando su factura está disponible o vencida, así como mandarle noticias importantes, alertas, y nuevas formas de ahorrar.

Para inscribirse, visite [ANAHEIM.NET/MANAGEMENTYACCOUNT](http://ANAHEIM.NET/MANAGEMENTYACCOUNT)

Oprima "Pay Your Bill Online"

Oprima "Manage My Profile"

Oprima "Communication Preferences"

Marque la casilla "SMS/Text"

## LA CALIDAD DEL AGUA DE ANAHEIM

Nuestro Informe Sobre la Calidad del Agua 2020 ya está disponible en [ANAHEIM.NET/WATERQUALITY](http://ANAHEIM.NET/WATERQUALITY). Para preguntas sobre el informe, comuníquese al 714-765-4556 o envíenos un correo electrónico a [WATERQUALITY@ANAHEIM.NET](mailto:WATERQUALITY@ANAHEIM.NET).

## COMMUNITY (From Page 1)

circumstances. To learn more about our assistance programs or for important updates, please visit our website at [ANAHEIM.NET/UTILITIES](http://ANAHEIM.NET/UTILITIES) or follow our social media pages on Facebook and Instagram @[ANAHEIMUTILITIES](https://www.instagram.com/ANAHEIMUTILITIES).


## ANAHEIM'S WATER QUALITY


The water that's delivered straight to your tap is held to the highest standards set by state and federal regulations. More than 44,000 tests are conducted annually to ensure that Anaheim water continues to meet these standards, and remains available to you when you need it. Our 2020 Water Quality Report is now available to view anytime at [ANAHEIM.NET/WATERQUALITY](http://ANAHEIM.NET/WATERQUALITY).


For questions about the report, please contact **714-765-4556** or email us at [WATERQUALITY@ANAHEIM.NET](mailto:WATERQUALITY@ANAHEIM.NET).


## QUICK CONTACT GUIDE

Customer Service/Report an Outage .....	714-765-3300
TDD Line (Deaf and Hearing-impaired) .....	714-765-5125
Rebates & Incentives Programs .....	714-765-4250
Electric & Water Theft Hotline .....	714-765-5187
Citywide Information Hotline .....	714-765-4311

 [anaheim.net/utilities](http://anaheim.net/utilities)

 [@anaheimutilities](https://www.instagram.com/anaheimutilities)

 [/anaheimutilities](https://www.facebook.com/anaheimutilities)

 [anaheim utilities](https://www.youtube.com/anaheimutilities)

*We realize that some of the events listed in our newsletter may not reach you in time, due to the timing of our billing cycles. However, in an effort to reach as many customers as possible, we want to share these events with you. We encourage you to visit [anaheim.net/utilities](http://anaheim.net/utilities), as well as [facebook.com/anaheimutilities](https://www.facebook.com/anaheimutilities) for the latest on our upcoming events, workshops, and public outreach efforts.*