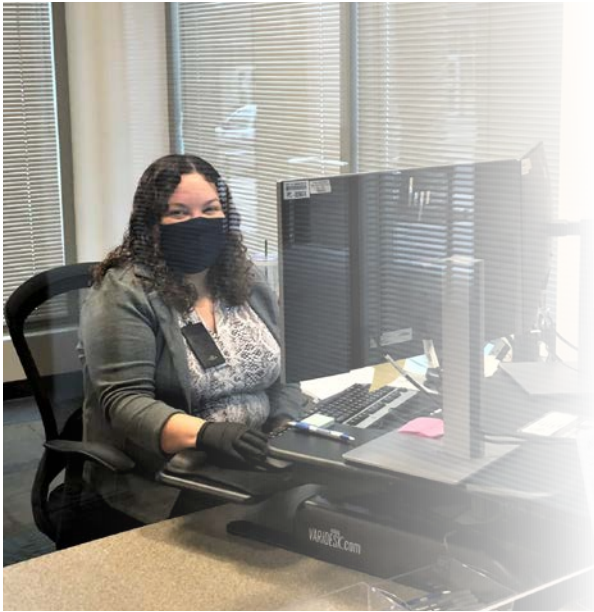




AT YOUR SERVICE



FINANCIAL RELIEF ON UTILITY BILLS

As we bid a not-so-fond farewell to 2020, we want our customers to know that we will be continuing our financial assistance programs to help those in need. Many of our residential and business customers have continued to pay what they can afford in order to prevent large amounts from building up. This is important since Anaheim Public Utilities is a not-for-profit agency and we are only allowed to recover our cost of service to purchase and deliver electricity and water. That's why residential customers have seen automatic credits on their bills to lower customer charges. If you have been affected by job loss or reduction in hours and are in need of financial

(See RELIEF on page 2)

PROTECTING YOUR DRINKING WATER

Using water to prepare our meals, start backyard gardens, and stay hydrated is more important than ever. Delivering safe drinking water is our highest priority, and as a result of emerging regulations, we have taken groundwater wells offline due to the detection of low levels of per- and polyfluoroalkyl substances (PFAS), a group of synthetic chemicals found in plastics, fire fighting foams, and stain resistant products. The result is that we have been purchasing imported water that is roughly double the cost of groundwater, necessitating rate adjustments to recover the higher cost of buying water and replacing aging pipelines nearing the end of their

(See WATER on page 3)



RELIEF (From Page 1)

relief, our representatives are available to discuss assistance programs.

Emergency Assistance: Residents are eligible to receive up to \$350 (one-time assistance) due to financial hardship.

Federal Aid: Anaheim customers can receive utility payment assistance on their electric bills through the federally funded Low Income Home Energy Assistance Program

(LIHEAP) administered through Community Action Partnership of Orange County (CAPOC).

Payment Plans: Payment plans and time extensions can be tailored to help reduce your balance.

Income-Qualified Discounts: If your household income is less than \$102,450*, you may qualify for utility discount programs. (*income levels are subject to change)

Medical allowances: If you or someone who lives in your home uses life-support or other qualifying medical equipment, you may be eligible to pay a lower rate for a portion of your electricity.

Visit us online at ANAHEIM.NET/HEREFORYOU for program details or contact us at 714-765-3300 to identify a plan that works best for you.

INTERNET REBATE DEADLINE EXTENDED



If you missed the Internet Access Rebate deadline, here's another chance. Qualified customers may apply to receive up to \$120 towards internet bills.

If you've been impacted by COVID-19 and need some help covering your internet bill, be sure to take advantage of this opportunity before it's too late. Call our representatives at 714-765-3300 today or visit ANAHEIM.NET/INTERNET for details.

BE SUSTAINABLE FACE MASK CONTEST



Meet our sustainable face mask designers! Congratulations to our winners, Yoltzin Q. (4th grade), Mark W. (8th grade), and Frida B. (5th grade), who did a great job designing community masks with sustainable messaging.

If you'd like to receive one of these creative masks, follow us on [FACEBOOK.COM/ANAHEIMUTILITIES](https://www.facebook.com/ANAHEIMUTILITIES) and send us a direct message with your Anaheim address. Open to Anaheim residents while supplies last. City of Anaheim employees not eligible. One mask per service address.

ACTIVE OLDER ADULT PROGRAM

Services for Anaheim seniors are only a phone call away! While community centers remain closed as we all do our part to stay safe and get through these difficult times, our Community Services staff remains available to answer your questions and connect you to available services and community resources. The Anaheim Active Older Adult Program offers a wide range of opportunities for adults age 50+.

- LUNCH CAFÉ PROGRAM
- WEEKLY WELLNESS CHECK-IN CALLS
- VIRTUAL CONNECTION OPPORTUNITIES
- LEGAL GUIDANCE AND HEALTH CARE COUNSELING RESOURCES
- SENIOR MOBILITY TRANSPORTATION PROGRAM (COMING SOON)



Connect with Anaheim Community Services staff Monday through Friday, 8 a.m.- 5 p.m. at 714-765-4511 or visit ANAHEIM.NET/SENIORSERVICES

WATER (From Page 1)

useful lives. For a typical customer using about 12,000 gallons per month, this equates to a \$3.44 per month increase. For customers who also receive electric service from Anaheim, this will be offset by the electric credit for the customer charge (about \$5 a month).

To alleviate customer impacts, we've made substantial cuts to our budget including streamlining capital projects, a hiring freeze (note: labor costs are only 10% of the utility's total budget), deferring vehicle replacements, and drawing down financial reserves. However, this is not a sustainable approach, which is why we are pursuing a

multi-phased strategy to address PFAS. As part of this strategy, we have been developing groundwater treatment to filter out chemical compounds and restore the use of groundwater wells. Pilot test results have shown that filtration is highly effective and implementing projects around the city will be in phases over the next five years. Reimbursements from the Orange County Water District will significantly reduce the capital and maintenance cost impacts of these projects, but we still need to pay for supplemental imported water.

Additionally, we have been authorized to participate in a

multi-party lawsuit against the chemical manufacturers who have produced these chemicals. However, this will take several years to determine the outcome. Any proceeds will be used to reduce customer costs in the future. In the meantime, to help customers affected by the pandemic, we offer a suite of assistance programs outlined in this newsletter. Additionally, water conservation can also help to lower bills. Please visit ANAHEIM.NET/SAVEWATER to learn about home surveys, turf replacement, and other rebates that will lower your water usage.

2019 POWER CONTENT LABEL		
City of Anaheim		
anaheim.net/pcl		
ENERGY RESOURCES	Power Mix	2019 CA Power Mix
Eligible Renewable¹	30.6%	31.7%
Biomass & Biowaste	16.5%	2.4%
Geothermal	5.8%	4.8%
Eligible Hydroelectric	0.4%	2.0%
Solar	0.4%	12.3%
Wind	7.6%	10.2%
Coal	52.9%	3.0%
Large Hydroelectric	1.6%	14.6%
Natural Gas	14.9%	34.2%
Nuclear	0.0%	9.0%
Other	0.0%	0.2%
Unspecified sources of power²	0.0%	7.3%
TOTAL	100%	100%
Percentage of Retail Sales Covered by Retired Unbundled RECs³	1.3%	
¹ The eligible renewable percentage above does not reflect RPS compliance, which is determined using a different methodology. ² Unspecified power is electricity that has been purchased through open market transactions and is not traceable to a specific generation source. ³ Renewable energy credits (RECs) are tracking instruments issued for renewable generation. Unbundled renewable energy credits (RECs) represent renewable generation that was not delivered to serve retail sales. Unbundled RECs are not reflected in the power mix or GHG emissions intensities above.		
For specific information about this electricity product, contact:	City of Anaheim 714-765-4250	
For general information about the Power Content Label, please visit:	energy.ca.gov/pcl	
For additional questions, please contact the California Energy Commission at:	Toll-free in California: 844-454-2906 Outside California: 916-653-0237	



Anaheim Public Utilities is actively working to increase energy deliveries from renewable energy resources and decrease greenhouse gas emissions associated with its energy portfolio. Over the past five years, emissions have been reduced by approximately 40%, well ahead of the statewide goal established to reduce emissions by 2030. We also forecast to be completely out of coal by July 2025 when our final coal contract transitions to natural gas.

PROTEGIENDO SU AGUA

Proporcionándole agua potable y segura es nuestra prioridad, y como resultado de las regulaciones emergentes, hemos hecho inactivos algunos de nuestros pozos de agua subterránea debido a la detección (bajos niveles) de sustancias conocidas como PFOA y PFOS, un grupo de químicos sintéticos encontrados en plásticos y otros productos. Como resultado, hemos estado comprando agua importada que es aproximadamente el doble del costo de agua subterránea, resultando en ajustes de tarifas para recuperar los costos del agua y reemplazar tubería vieja. Para un cliente típico que usa alrededor de 12,000 galones por mes, esto equivale a un aumento de \$3.44 por mes. Para los clientes que también reciben servicio eléctrico de Anaheim, esto será compensado por el crédito eléctrico de alrededor de \$5 al mes. Queremos que nuestros clientes sepan que vamos a continuar a ofrecer asistencia financiera para ayudar a los que más lo necesite. Muchos de nuestros clientes residenciales y comerciales han continuado a pagar lo que pueden para evitar que se acumulen grandes cantidades en su cuenta. En Anaheim Public Utilities estamos haciendo todo lo que podemos para ayudarles. Si usted ha sido afectado por la pérdida de trabajo o la reducción de horas y necesita ayuda financiera, nuestros representantes están disponibles para ayudarle con programas de asistencia.

Llámenos al 714-765-3300 para aprender más sobre nuestros programas.

RESIDENTES DE LA TERCERA EDAD

Aunque los centros comunitarios permanecen cerrados, nuestros representantes de servicios comunitarios permanecen disponibles para responder a sus preguntas y conectarlos con servicios y recursos.

Para aprender más sobre programas para residentes de la tercera edad, contáctenos lunes a viernes de 8 a.m. a 5 p.m. al 714-765-4511 o visite ANAHEIM.NET/SENIORSERVICES.