

A rustic wooden sign with a pine branch wreath that says "Welcome Anaheim". The sign is made of dark, weathered wood and is mounted on a larger piece of similar wood. The wreath is made of fresh green pine branches with small brown cones. A white string is tied around the top of the sign, forming a simple arch.

*Welcome Anaheim*



**ANAHEIM**  
PUBLIC UTILITIES

# RESIDENTIAL RESOURCE GUIDE

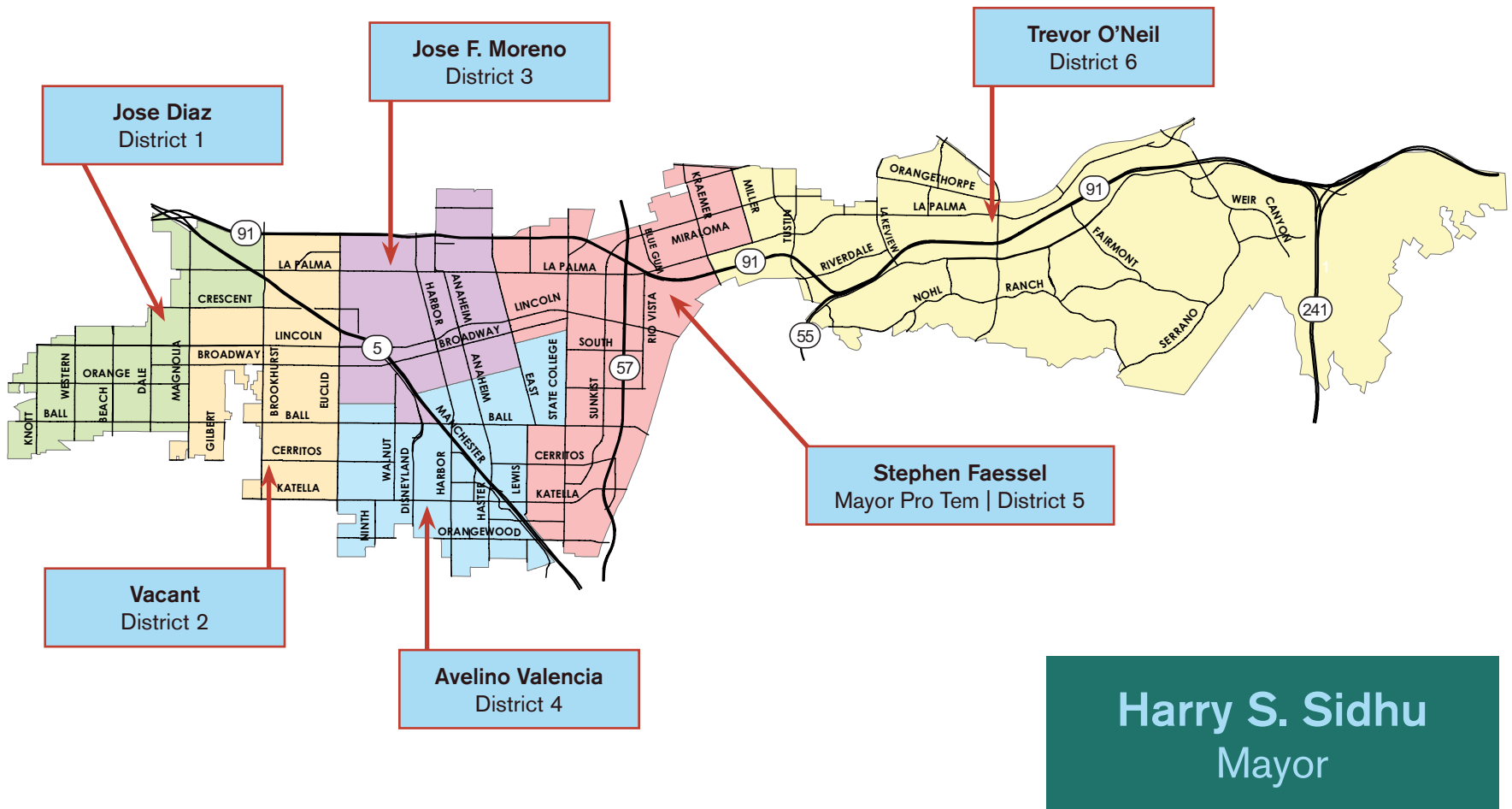
# WELCOME

## Welcome to the City of Anaheim!

We are a welcoming city that strives to help new residents feel like part of their adopted community. That means we treat everyone with dignity and respect, while our community groups offer a helping hand to make people feel at home here. 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.

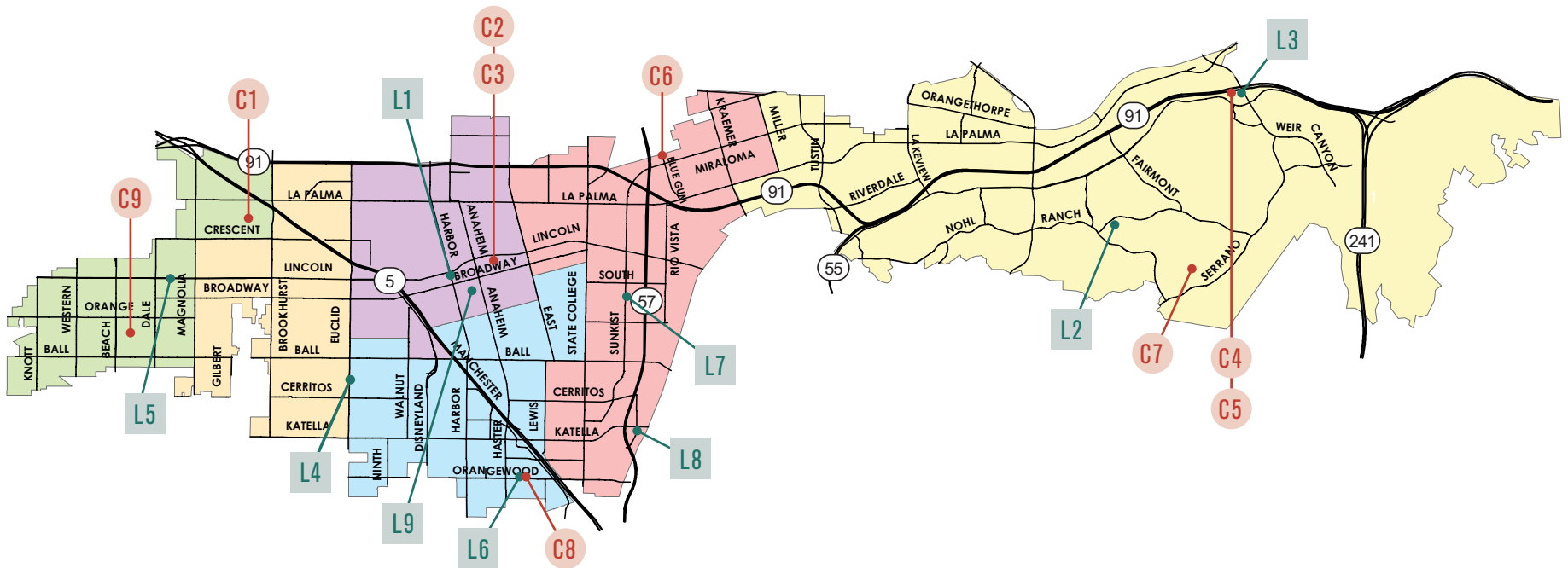
A great way to get started in strengthening your neighborhood is by introducing yourself and getting to know one another. Develop an emergency contact list so that you and your neighbors can check on each other or start a neighborhood watch program. From there, you can hold block parties or find other creative ways to get to know your neighbors.

Learn about the many programs and services available to you by our city and agency partners. Or call us at 311 and we'll help you get connected.



**Harry S. Sidhu**  
Mayor

# CITY FACILITIES



## Libraries

- L1** Anaheim Central Library  
500 W. Broadway  
Anaheim, CA 92805  
714-765-1880
- L2** Canyon Hills Branch  
400 S. Scout Trail  
Anaheim, CA 92807  
714-765-6444
- L3** East Anaheim Branch  
8201 E. Santa Ana Canyon Rd.  
Anaheim, CA 92808  
714-765-3887
- L4** Euclid Branch Library  
1340 S. Euclid St.  
Anaheim, CA 92802  
714-765-3625
- L5** Haskett Branch Library  
2650 W. Broadway  
Anaheim, CA 92804  
714-765-5075
- L6** Ponderosa Joint-Use Library  
240 E. Orangewood Ave.  
Anaheim, CA 92802  
714-740-0202
- L7** Sunkist Branch  
901 S. Sunkist St.  
Anaheim, CA 92806  
714-765-3576
- L8** Books on the Go!  
(self-service kiosk at ARTIC)  
2626 E. Katella Ave.  
Anaheim, CA 92806  
714-765-1725
- L9** Anaheim Heritage Center  
241 S. Anaheim Blvd.  
Anaheim, CA 92805  
714-765-6453

## Community Centers

- C1** Brookhurst Community Center  
2271 W. Crescent Ave.  
Anaheim, CA 92805  
714-765-3373
- C2** Downtown Anaheim Youth Center  
225 S. Philadelphia St.  
Anaheim, CA 92805  
714-765-4501
- C3** Downtown Community Center  
250 E. Center St.  
Anaheim, CA 92805  
714-765-4500
- C4** East Anaheim Community Center  
8201 E. Santa Ana Canyon Rd.  
Anaheim, CA 92808  
714-765-3904
- C5** East Anaheim Gymnasium  
8165 E. Santa Ana Canyon Rd.  
Anaheim, CA 92808  
714-765-3960
- C6** Miraloma Park  
Family Resource Center  
2600 E. Miraloma Way  
Anaheim, CA 92806  
714-765-6490
- C7** Oak Canyon Nature Center  
6700 E. Walnut Canyon Rd.  
Anaheim, CA 92805  
714-998-8380
- C8** Ponderosa Park  
Family Resource Center  
2100 S. Haster St.  
Anaheim, CA 92802  
714-750-2826
- C9** West Anaheim Youth Center  
320 S. Beach Blvd.  
Anaheim, CA 92805  
714-765-6400

# CITY SERVICES

Welcome to Anaheim! The following contact numbers are for Anaheim residents to utilize. You may also request online services through [www.anaheim.net](http://www.anaheim.net). Click on 'Anaheim Anytime' to access service requests or dial 311 for general inquiries.

## ANAHEIM MUNICIPAL GOVERNMENT

Contact local council authority or questions regarding city policy.

Anaheim Anytime:  
Dial 311 or call 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 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



## 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



## 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

## COMMUNITY SERVICES

Provides a variety of programs and opportunities for family participation.

General Information:  
714-765-5191

Neighborhood Services:  
714-765-4456

Park Maintenance:  
714-765-5155

Anaheim Public Libraries:  
714-765-1880



## YOUR UTILITY

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](http://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.

**TWO DROP BOXES:** South side of Anaheim West Tower and drive-through inside the adjacent parking structure

 **AUTOMATED AND ONLINE** via [ANAHEIM.NET/UTILITIES](http://ANAHEIM.NET/UTILITIES) credit card or electronic payments

## FINANCIAL + EMPLOYMENT ASSISTANCE

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](http://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](http://ANAHEIM.NET/UTILITIES) and search 'customer assistance' or dial 3-1-1.

### EMPLOYMENT OPPORTUNITIES

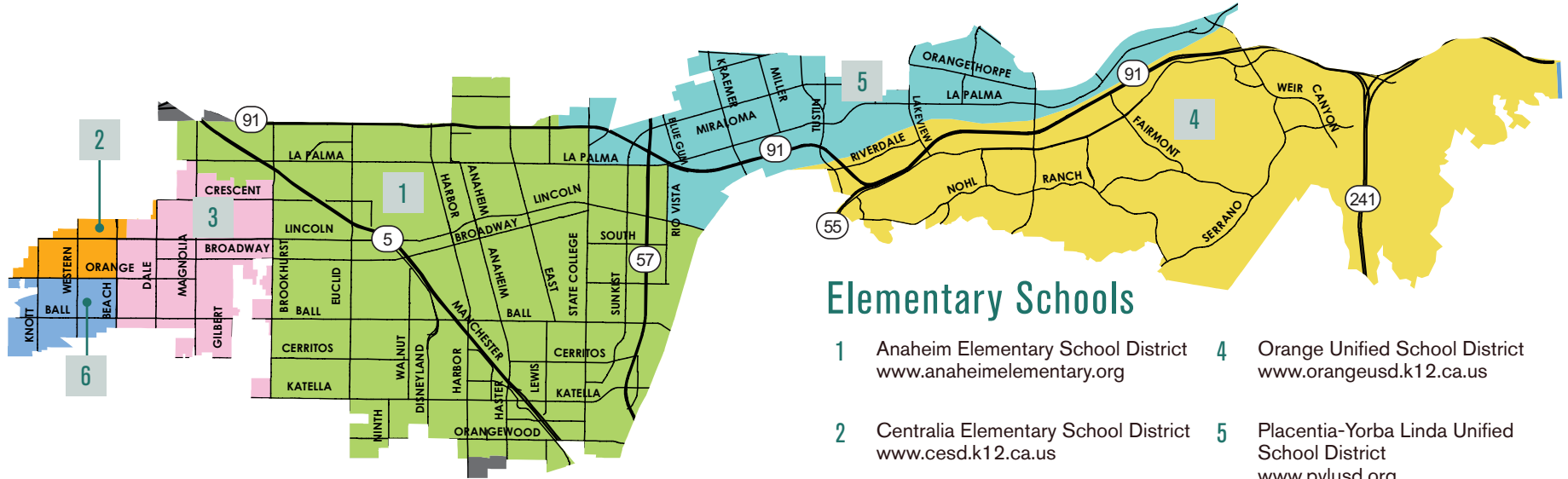
The Human Resources team in Anaheim works to hire, compensate, support and create a workforce dedicated to delivering high-quality services. Current job descriptions can be found at [WWW.ANAHEIM.NET/JOBS](http://WWW.ANAHEIM.NET/JOBS).

Another resource for useful employment and training services is [WWW.ANAHEIMJOBS.COM](http://WWW.ANAHEIMJOBS.COM). Here you can find resources, job listings, connections to workshops and job fairs, and more.

### SENIOR CITIZEN RESOURCES

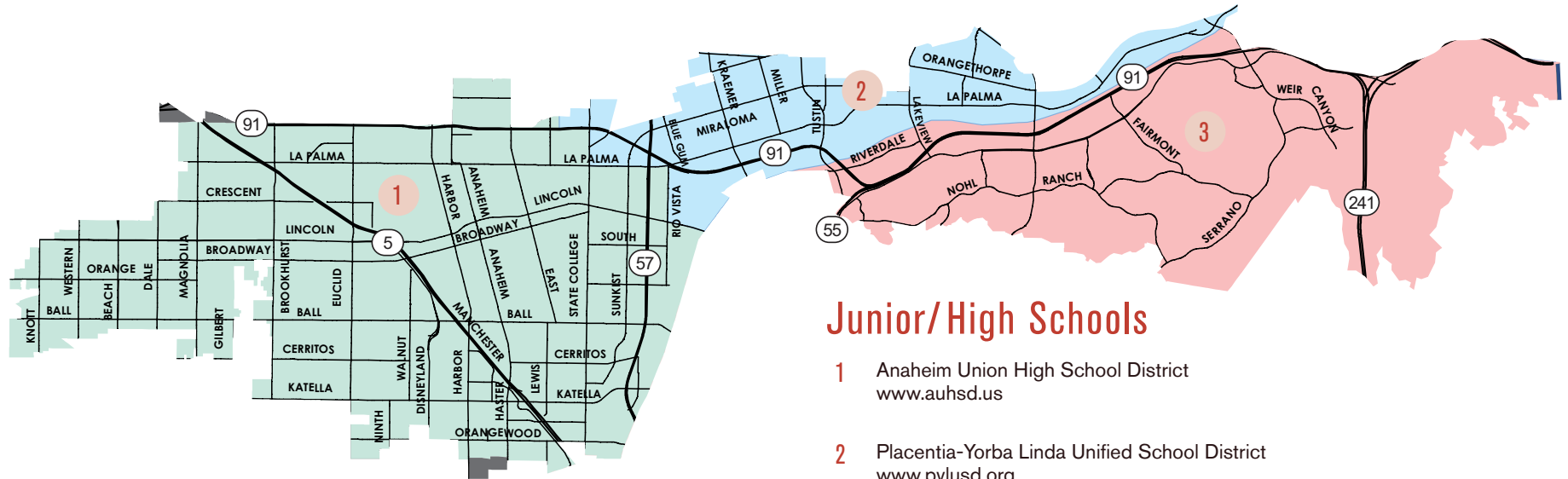
The Senior Activity Center— centrally located at the Downtown Anaheim Community Center— offers services such as: local transportation, health insurance and legal aid counseling, income tax assistance, and more. Call 714-765-4510 for more information.

# SCHOOL DISTRICTS



## Elementary Schools

- |   |  |   |  |
|---|--|---|--|
| 1 | Anaheim Elementary School District<br><a href="http://www.anaheimelementary.org">www.anaheimelementary.org</a> | 4 | Orange Unified School District<br><a href="http://www.orangeusd.k12.ca.us">www.orangeusd.k12.ca.us</a> |
| 2 | Centralia Elementary School District<br><a href="http://www.cesd.k12.ca.us">www.cesd.k12.ca.us</a>             | 5 | Placentia-Yorba Linda Unified School District<br><a href="http://www.pylusd.org">www.pylusd.org</a>    |
| 3 | Magnolia School District<br><a href="http://www.magnoliasd.org">www.magnoliasd.org</a>                         | 6 | Savanna School District<br><a href="http://www.savsd.org">www.savsd.org</a>                            |



## Junior/High Schools

- |   |  |
|---|--|
| 1 | Anaheim Union High School District<br><a href="http://www.auhsd.us">www.auhsd.us</a>                   |
| 2 | Placentia-Yorba Linda Unified School District<br><a href="http://www.pylusd.org">www.pylusd.org</a>    |
| 3 | Orange Unified School District<br><a href="http://www.orangeusd.k12.ca.us">www.orangeusd.k12.ca.us</a> |



[ANAHEIM.NET/UTILITIES](http://ANAHEIM.NET/UTILITIES)

[FACEBOOK.COM/ANAHEIMUTILITIES](https://FACEBOOK.COM/ANAHEIMUTILITIES)

[INSTAGRAM.COM/ANAHEIMUTILITIES](https://INSTAGRAM.COM/ANAHEIMUTILITIES)