



Welcome Anaheim



ANAHEIM
PUBLIC UTILITIES

RESIDENTIAL RESOURCE GUIDE

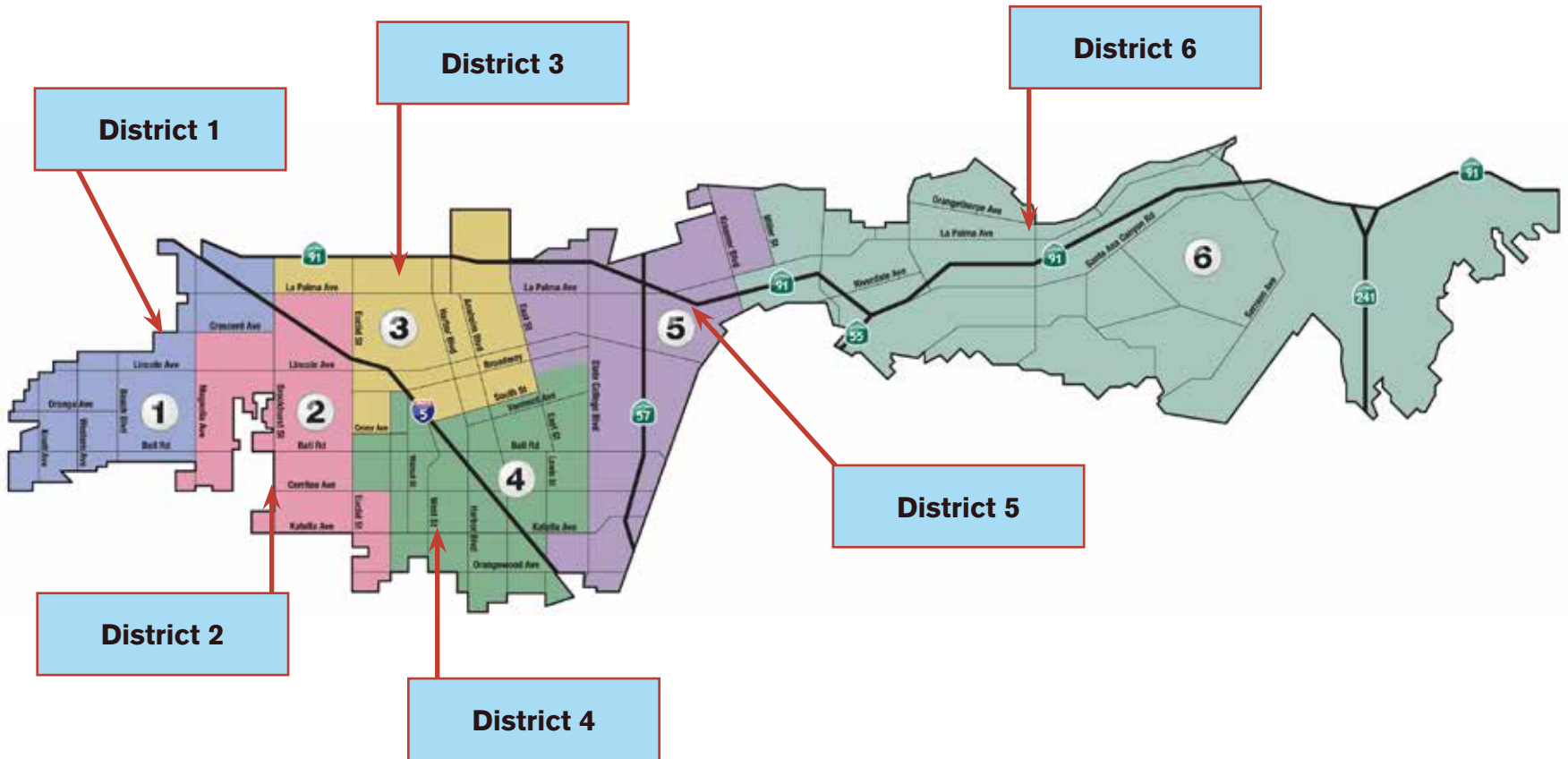
WELCOME

Welcome to the City of Anaheim!

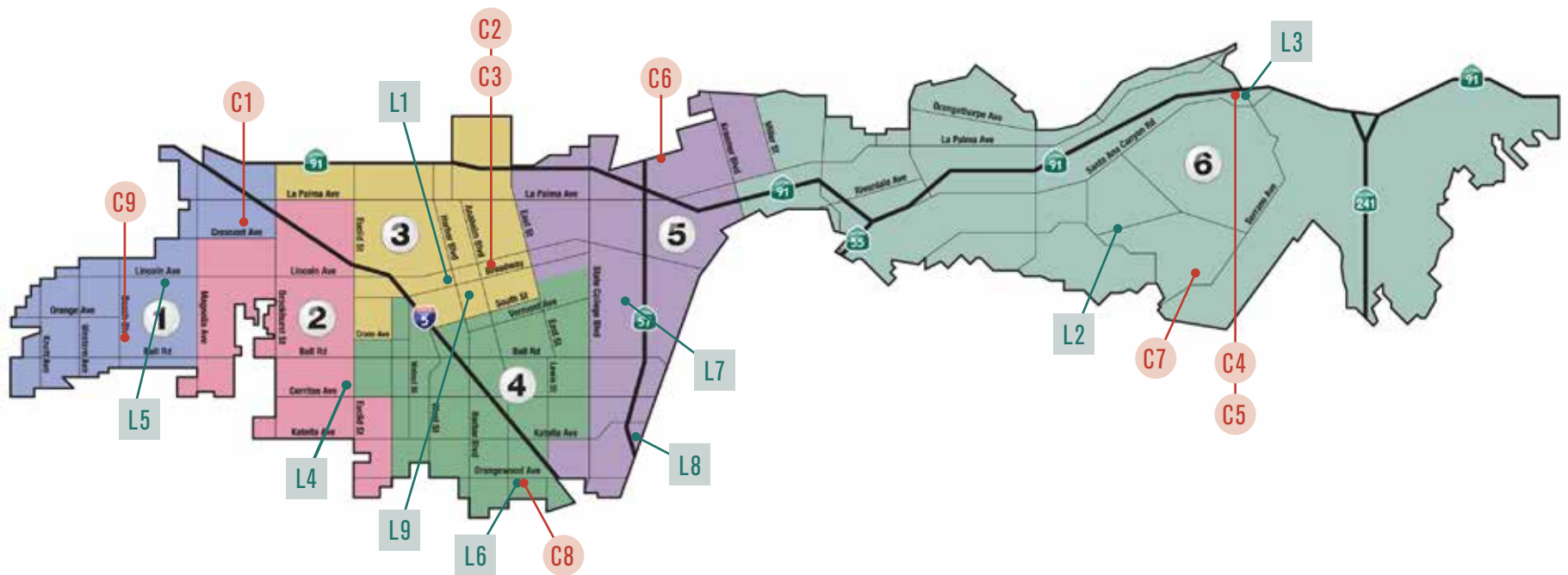
We are a welcoming city that strives to help new residents feel like part of their adopted community. That means we treat everyone with dignity and respect, while our community groups offer a helping hand to make people feel at home here. We celebrate the smallest acts of kindness like introducing yourself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



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. 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. – 6 p.m.
Friday, 7 a.m. – 5:30 p.m.


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


Please visit our website for our most updated business hours.

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


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 credit card or electronic payments

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.

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.



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

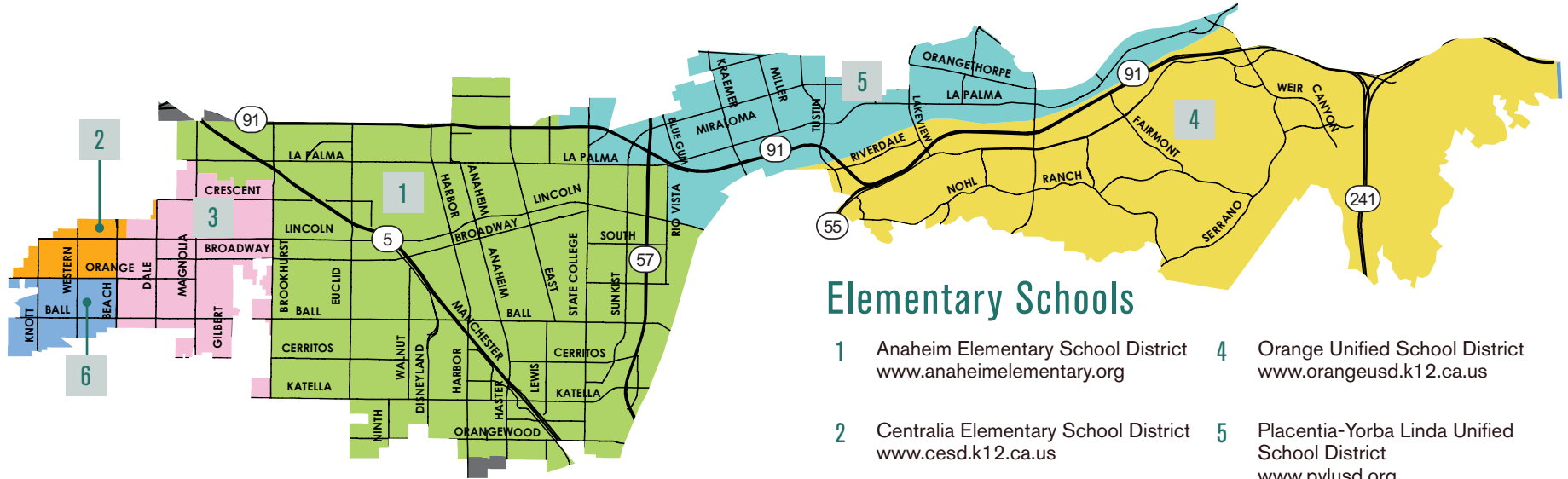
The Senior Activity Center— centrally located at the Downtown Anaheim Community Center— offers services such as: local transportation, health insurance and legal aid counseling, income tax assistance, and more. Call 714-765-4510 for more information.

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.

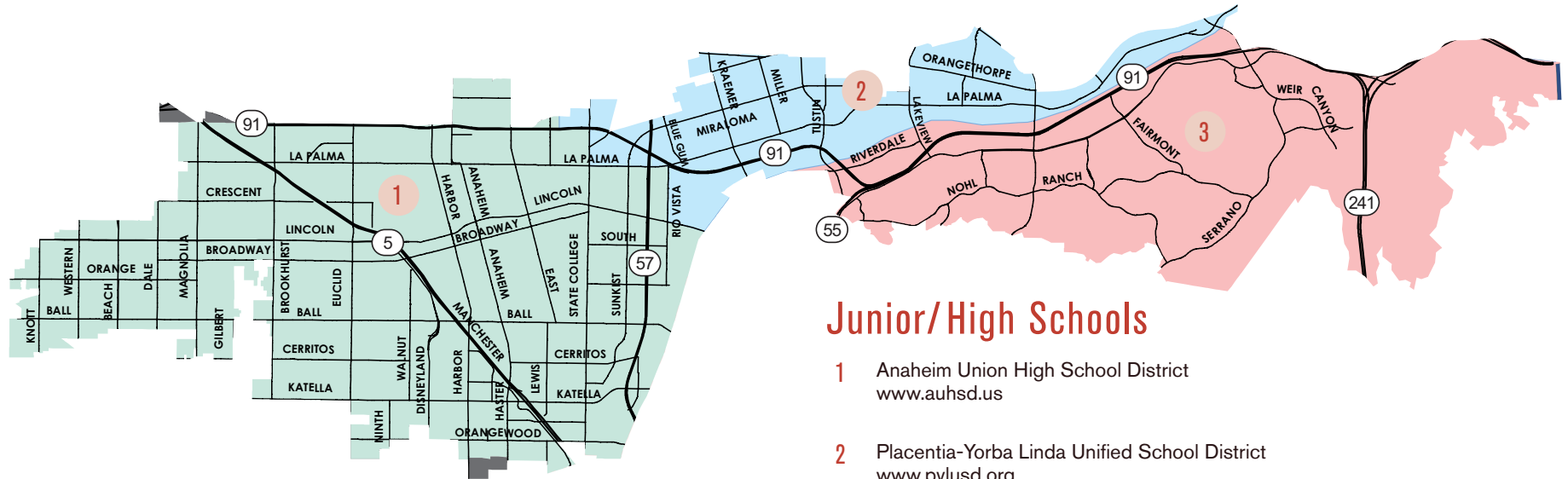
Another resource for useful employment and training services is WWW.ANAHEIMJOBS.COM. Here you can find resources, job listings, connections to workshops and job fairs, and more.

SCHOOL DISTRICTS



Elementary Schools

- | | | | |
|---|--|---|--|
| 1 | Anaheim Elementary School District
www.anaheimelementary.org | 4 | Orange Unified School District
www.orangeusd.k12.ca.us |
| 2 | Centralia Elementary School District
www.cesd.k12.ca.us | 5 | Placentia-Yorba Linda Unified School District
www.pyusd.org |
| 3 | Magnolia School District
www.magnoliasd.org | 6 | Savanna School District
www.savsd.org |



Junior/High Schools

- | | |
|---|--|
| 1 | Anaheim Union High School District
www.auhsd.us |
| 2 | Placentia-Yorba Linda Unified School District
www.pyusd.org |
| 3 | Orange Unified School District
www.orangeusd.k12.ca.us |



ANAHEIM.NET/UTILITIES

FACEBOOK.COM/ANAHEIMUTILITIES

INSTAGRAM.COM/ANAHEIMUTILITIES