



Active ADVANTAGE

Summer 2021

GET A FREE COOLING TOWEL!
See inside for details!



WELCOME to the inaugural issue of Active Advantage, Anaheim Public Utilities' senior resource newsletter catered specifically to Anaheim community members 62 and wiser.

ANAHEIM PUBLIC UTILITIES
201 S. ANAHEIM BLVD.
ANAHEIM, CA 92805



RECEIVE 10% OFF OF YOUR UTILITY BILLS

The past year has been challenging for seniors in our community as many were already limited to a fixed income prior to the pandemic. Our Utility Discount Program provides qualifying seniors a 10% discount on electric and water service to help offer long-term relief on utility bills. To qualify, customers must be 62 or older, have a long-term disability, or be military veterans, and meet income guidelines set by the California Department of Housing and Community Development.

To enroll in this program or for more information give us a call at 714-765-3300.

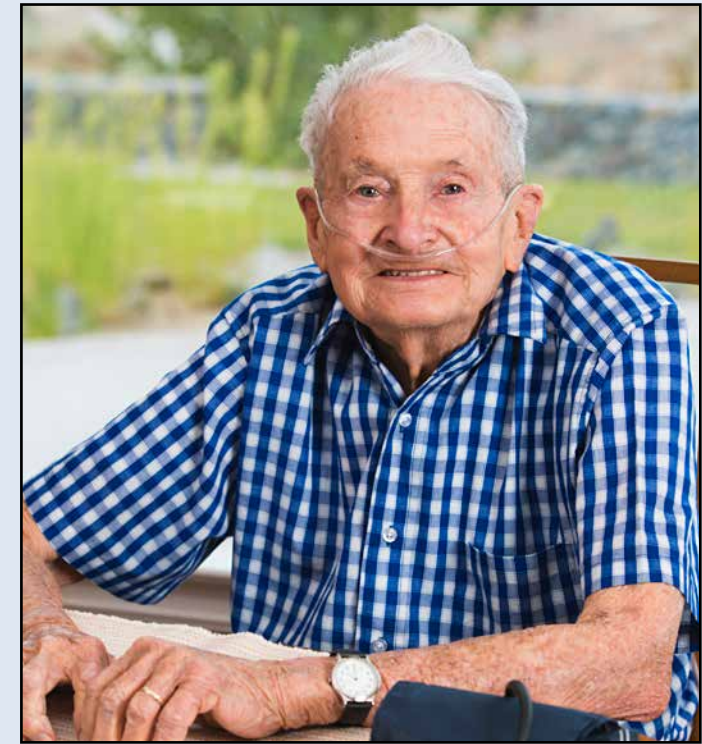


PORTABLE POWER STATION REBATE INCREASE

Keeping a portable power station in your home can prevent you from losing power to critical medical devices during an emergency. Unplanned power outages are stressful, especially for those who rely on medical equipment. In an effort to encourage emergency preparedness and to keep our residents safe, we've recently increased our medical device portable power station to \$200 per unit (max. 2) for qualified customers.

Our teams work day and night to avoid outages and ensure that they're quickly restored when they do occur, but having a backup will allow for peace of mind in the case of an extended interruption.

You can find more information and apply for this rebate on our website at ANAHEIM.NET/REBATES.



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, Community Services staff continue to be 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+. Contact us to learn more about:

- **LUNCH CAFÉ PROGRAM**
- **WEEKLY WELLNESS CHECK-IN CALLS**
- **LEGAL GUIDANCE AND HEALTH CARE COUNSELING RESOURCES**

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

FRAUD PREVENTION

While we've all spent the last year protecting ourselves against COVID-19, scammers have been seeking new opportunities to deceive us through fraud. There are a number of common scams including utility disconnection, identity-theft, banking, and Social Security.

How can you prevent this? The most important tool to preventing fraud is awareness. Being able to identify a scammer before it's too late can keep you from becoming a victim. Whether you're on the phone, online, or answering the door, stay vigilant and know what to look out for to stay safe.

COMMON FRAUD TACTICS

THREATS TO DISCONNECT ANY SERVICE IF NOT PAID IMMEDIATELY

- Verify the individual demanding funds has proper identification
- Check any sender's email address to ensure the message is coming from a trusted source
- Call the number on your bill to confirm account status

DEMANDING PAYMENT FOR WORK YOU HAVE NOT BEEN INFORMED ABOUT OR AUTHORIZED

- If there's work being done in or around your home, this should not be the first time you have heard about it

ASKING YOU TO PURCHASE GIFT CARDS TO PAY BILLS

- Gift cards are never accepted as a form of payment

SOLICITING PERSONAL/PRIVATE INFORMATION OR ASKING TO ENTER YOUR HOME

- Never release personal or family information or allow someone to enter your home before verifying the individual first

KEEP COOL THIS SUMMER



Plan ahead for warm weather and don't let the heat keep you from enjoying summer. There are a number of easy adjustments around the home that can help you stay cool while maintaining low electric and water bills. We also offer rebates on high efficiency appliances to help offset costs associated with purchasing energy and water efficient devices. Learn more on our website ANAHEIM.NET/REBATES or give us a call at **714-765-3300**.

TIPS FOR KEEPING COOL:



Set your ceiling fan to turn counterclockwise to push cold air downward



Place a wet cooling towel or washcloth on the back of the neck



Drink plenty of water throughout the day



Keep curtains closed to keep out the heat



At bedtime, switch to cotton or bamboo sheets



Unplug unused electronics



GET A FREE COOLING TOWEL!

Request a FREE cooling towel at ANAHEIM.NET/PROMO or call **714-765-4178**. Open to Anaheim residents while supplies last. City of Anaheim employees not eligible. Limit two per service address.

EN ESPAÑOL

RECIBE UN DESCUENTO DE 10%

El año pasado ha sido un reto para nuestros residentes de la tercera edad, ya que muchos ya estaban limitados a un ingreso fijo antes de la pandemia. Nuestro programa Utility Discount Program, proporciona un 10% de descuento en el servicio eléctrico y agua para ayudar a ofrecer alivio a largo plazo para residentes de esta clasificación. Para calificar, deben tener 62 años o más, tener una discapacidad a largo plazo, o ser veteranos militares, y cumplir con las pautas de ingresos establecidas por California Department of Housing and Community Development.

CONSEJOS PARA MANTENERSE FRESCO ESTE VERANO

- Mantenga las cortinas cerradas para mantener fuera el calor
 - Desconecte los electrodomésticos cuando no estén en uso
 - Tome mucha agua a través del día
 - Coloque una toalla o un paño húmedo en la parte posterior de su cuello
 - Instale aparatos eficientes en energía
- Para más información sobre reembolsos y programas, llámenos al **714-765-3300**.

AUMENTO DE REEMBOLSO DE LA ESTACION ENERGETICA PORTATIL

Los apagones son estresantes, especialmente para aquellos que dependen del equipo médico diariamente.

Para promover la preparación de emergencias y mantener a nuestros residentes seguros, hemos aumentado nuestro reembolso de la estación energética portátil a \$200, para aquellos que dependen del equipo médico. Una estación energética portátil es una reserva que suministra energía para sus aparatos durante un apagón.

PROTÉJASE CONTRA EL FRAUDE

Mientras todos hemos pasado el año protegiéndonos contra COVID-19, los estafadores han estado buscando nuevas oportunidades para engañarnos a través del fraude. Hay varias estafas que incluyen a los servicios públicos, tarjetas de vacunación COVID-19, Medicare, y del seguro social que son muy comunes entre nuestra comunidad.

Permanezca atento para prevenir el fraude, tanto como en una llamada por teléfono, en línea, o respondiendo a la puerta.

ADULTOS MAYORES ACTIVOS

Aunque los centros comunitarios siguen cerrados, mientras todos hacemos nuestra parte para permanecer seguros y superar estos tiempos difíciles, el equipo de servicios comunitarios sigue disponible para responder a sus preguntas y conectarlos a los servicios y recursos comunitarios de Anaheim. El programa Active Older Adult ofrece varias oportunidades para adultos mayores como el programa de almuerzo, llamadas semanales de bienestar, recursos de orientación legal, y consejería de salud. Para más información llame al **714-765-4511** o visite ANAHEIM.NET/SENIORSERVICES.