

ANAHEIM PUBLIC UTILITIES
ANAHEIM.NET/UTILITIES



AT YOUR SERVICE

WINTER 2022



WATER IS LIFE

It's difficult to imagine a day without water. Aside from needing it to survive, water is a resource that most, if not all of us, use from the time we wake up until we go to bed. Bathing, brushing our teeth, keeping our gardens alive, and thousands of other daily activities require water. Fortunately, science and technology have made it pretty simple for us to access this resource anytime without having to think twice.

As your water utility, providing safe drinking water and reliable service are our highest priorities. We conduct more than 44,000 tests annually to ensure that our water meets federal and state guidelines. As a result

(see **WATER** on page 2)

WATER CONSERVATION POSTER CONTEST

We are now accepting student art entries for our Water Conservation Poster Contest. First through eighth graders are invited to submit creative and original works of art depicting the importance of indoor and/or outdoor water conservation to help us share “Be Water Smart” messaging with the community.

We will be selecting two students from each grade level to be recognized at the Honda Center, and attend an Anaheim Ducks game in the spring. Two winners will also be featured on our Anaheim bottled water label!

Artwork must be submitted or mailed by March 13th, 2022. For additional details and guidelines, visit ANAHEIM.NET/BEWATERSMART.



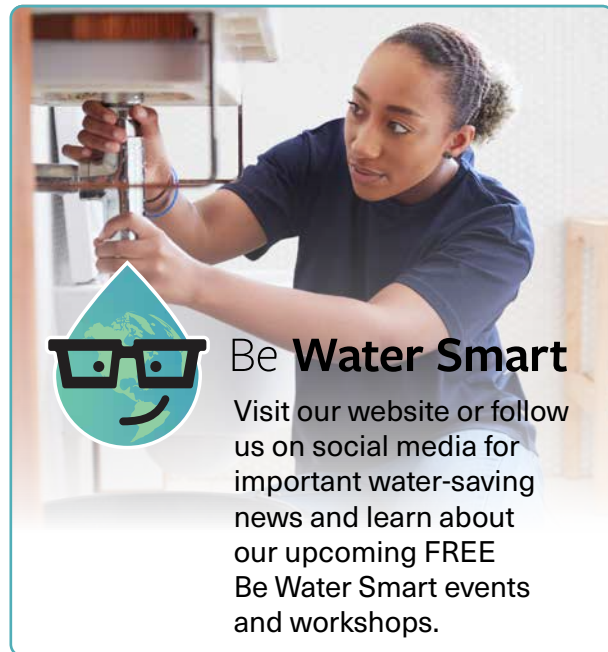
of emerging regulations, we have taken groundwater wells offline due to the detection of low levels of per- and polyfluoroalkyl substances (PFAS), a group of synthetic chemicals found in plastics, fire fighting foams, and stain-resistant products.

Because of this, we have been purchasing imported water that is roughly double the cost of groundwater, resulting in rate adjustments. The adjustments will help to recover the higher cost of buying water and replacing aging pipelines nearing the end of their useful lives. For a typical residential customer using about 12,000 gallons per month, this equates to an additional \$4.24 per month. Since the pandemic struck, we temporarily suspended utility service disconnections, reached out to customers and established payment plans and extensions to help customers with outstanding account balances, temporarily discontinued late fees and penalties on past due bills, and applied for state funding for past due utility accounts.

In order to continue to provide you with the best service possible, we are pursuing a multi-phased strategy to address PFAS. As part of this strategy, we are working on developing groundwater treatment to filter out chemical compounds and restore the use of groundwater wells. Reimbursements from the Orange County Water District will significantly reduce the capital and maintenance cost impacts of these projects, but we need to keep pace with the rising cost of wholesale water. Also, we have been authorized to participate in a multi-party lawsuit against the manufacturers who produced these chemicals, however, it will be several years before we know the outcome. And because we are only allowed to recover our costs, any proceeds will be used to keep customer rates affordable.

In the meantime, we offer programs and guidance to help reduce your water usage and bill. Reducing our water use is essential during the ongoing drought, and we encourage all our customers to look out for water waste and make necessary repairs to leaky sprinklers, faucets, and toilets.

Visit ANAHEIM.NET/BEWATERSMART for water efficiency tips and rebates.



Be Water Smart
Visit our website or follow us on social media for important water-saving news and learn about our upcoming FREE Be Water Smart events and workshops.



KEEP MYLAR BALLOONS OUT OF POWER LINES
Mylar balloons make for great decorations for your festivities, however when they come in contact with our power lines, they can cause a short circuit or power surge resulting in an outage.
Help us keep them grounded, never release, and deflate completely before disposing.

INCOME-QUALIFIED PROGRAMS

The last couple of years have been tough for everyone and although we've seen some normalcy in the past few months, we're aware that a number of our customers may still be struggling to pay bills due to financial difficulties or health issues. If you're having trouble staying current, please give us a call. Our income-qualified programs aim to assist those who could use a little extra help on utility bills. Our customer service representatives can help, give us a call at **714-765-3300**.



UTILITY DISCOUNT PROGRAM

Customers who are 62 years of age or older, have a long-term disability, or are military veterans, and meet income guidelines can receive a 10% credit on the electric and water portions of their Anaheim Public Utilities bill.

GREEN POWER DISCOUNT

Qualified customers can receive bill savings provided by energy that is produced by solar facilities at public school sites.

ELECTRIC BILL ASSISTANCE

Federal funding is available to qualified customers to assist with electric bill payments.

WEATHERIZATION PROGRAM

In partnership with SoCalGas, this program helps homes become more efficient and comfortable through no-cost home repairs, the replacement of inefficient appliances, and installation of other measures as needed.



STAY CONNECTED
Follow us on social media for the latest on upcoming events, workshops, special projects, contests, and more!

 /anaheimutilities
 @anaheimutilities

EN ESPAÑOL

EL AGUA ES VIDA

Es difícil imaginar un día sin el agua. Aparte de necesitar agua para sobrevivir, es un recurso que la mayoría de nosotros utilizamos desde el momento en que amanece hasta la hora de dormir. Afortunadamente, la ciencia y la tecnología nos han hecho muy fácil acceder a este recurso en cualquier momento sin tener que pensarlo.

Es nuestra prioridad más alta proporcionar agua potable segura y con un servicio fiable. Llevamos a cabo más de 44,000 pruebas anuales para asegurar que nuestra agua cumpla con las directrices federales y estatales. Como resultado de regulaciones emergentes, hemos desconectado los pozos de aguas subterráneas debido a la detección de niveles mínimos de sustancias polifluoroalquilos (PFAS), un grupo de productos químicos sintéticos que se encuentran en plásticos, espumas contra incendios, y algunos productos de limpieza.

Debido a esto, hemos estado comprando agua importada que es aproximadamente el doble del costo de las aguas subterráneas, resultando en ajustes de tarifas. Para un cliente residencial típico que utiliza aproximadamente 12,000 galones al mes, esto equivale a \$4.24 adicionales al mes. Desde el comienzo de la pandemia suspendimos temporalmente las desconexiones de servicios públicos y nos hemos puesto en contacto con los clientes para establecer planes y extensiones de pago para ayudar a los clientes con saldos pendientes.

Estamos siguiendo una estrategia de varias fases para enfrentar el PFAS. Como parte de esta estrategia, estamos trabajando en el desarrollo de tratamiento de aguas subterráneas para filtrar químicos y restaurar el uso de pozos de aguas subterráneas. Mientras tanto, ofrecemos programas y consejos para ayudar a reducir su consumo de agua y su factura.

Visite ANAHEIM.NET/BEWATERSMART para obtener consejos y reembolsos sobre la eficiencia del agua.



CONCURSO ARTÍSTICO DE CONSERVACIÓN DEL AGUA

Ya estamos aceptando entradas de arte estudiantil para el Water Conservation Poster Contest (Concurso Artístico de Conservación del Agua). Se invita a los alumnos de primero al octavo grado a presentar obras de arte creativas y originales que representan la importancia de la conservación del agua en los interiores y/o exteriores para ayudarnos a compartir el mensajes de "Be Water Smart" con nuestra comunidad.

Elegiremos a dos estudiantes por grado y serán reconocidos en el Honda Center y asistirán a un partido de los Anaheim Ducks en la primavera. ¡Dos ganadores también aparecerán en nuestra agua embotellada de Anaheim!

Las obras de arte deben ser sometidas o enviarse por correo antes del 13 de marzo de 2022. Para obtener detalles y directrices adicionales, visite ANAHEIM.NET/BEWATERSMART.

PROGRAMAS DE INGRESOS CALIFICADOS

Los últimos dos años han sido difíciles para todos y aunque hemos visto cierta normalidad en los últimos meses, somos conscientes de que algunos de nuestros clientes pueden seguir teniendo dificultades para pagar sus facturas debido a las dificultades financieras o problemas de salud.

Si tiene problemas para mantenerse al día, llámenos. Nuestros programas de ingresos calificados tienen como objetivo ayudar a aquellos que podrían usar un poco de ayuda adicional en las facturas de servicios públicos.

Nuestros representantes de servicio al cliente pueden ayudarle, llamarnos al 714-765-3300.

¡CONÉCTESE!

¡Síguenos en las redes sociales para aprender sobre nuestros próximos eventos, talleres, proyectos especiales, concursos y más!