

As a not-for-profit agency, Anaheim Public Utilities continues to offer residential rates approximately 20% lower than competing utility providers. Below is a breakdown of the key charges you will see on your bill. To get a true comparison of your cost savings, please remember that your bill typically covers a two-month period and encompasses charges for paramedic, sewer, trash, street sweeping, water, electric and other services.

## 1. CUSTOMER INFORMATION

## 2. ACCOUNT NUMBER

## 3. METER READING SUMMARY

Electric and water meter read information is located here, including the billing dates of service, number of days in the billing period, meter number, the previous and current meter readings, and total consumption.

## 4. IMPORTANT INFORMATION/SPECIAL MESSAGES

## 5. PAYMENT STUB

## 6. SUMMARY OF CURRENT CHARGES

Your electric and water charges for the billing period are located here.

Most residential customers will see the following electric charges:

- Customer Charge – base charge for providing a meter and associated services, such as meter reading and customer services.
- Basic Lifeline – all residential customers get an allowance for their first 300 kWh of electricity consumed per month at a discounted, or Lifeline, rate. The Lifeline rate is approximately 39% less than the non Lifeline rate.
- Non Lifeline – this is all of the electricity (kWh) consumed above your Lifeline allowance per month.
- Underground Surcharge – recovers the cost associated with removing overhead electric facilities and placing this equipment underground.
- Rate Stabilization – an adjustment made based on variable power supply and environmental mitigation costs, which may go up and down as costs vary.

Most residential customers will see the following water charges:

- Customer Charge – charge for providing a meter and associated services, such as meter reading and customer services. Cost will vary depending on the size of the water meter.
- Commodity – base charge for operation and maintenance of the water system, stated as hundred cubic feet (HCF) of water consumption x \$.50 per HCF. One HCF equals 748 gallons.
- Commodity Adjustment – water supply costs that are outside of the City's control. This largely reflects the cost of buying water from external water wholesale providers, like the Metropolitan Water District (MWD) or the Orange County Water District (OCWD).
- System Reliability – capital infrastructure and related debt service costs.

You may see a number of other charges or credits depending on the type of service you receive, including:

- Paramedic Program – voluntary program
- Street Sweeping fee
- Solid Waste Collection (trash, recycling, and yard waste collection and disposal)

**1** Andy ANAHEIM  
201 S ANAHEIM BLVD  
ANAHEIM, CA 92805

**2** ACCOUNT # 0012345000

**3** METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	# DAYS	METER NUMBER	METER SIZE	METER CONSTANT	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
ELECTRIC	05/11/16 to 06/10/16	30	01234ZQ11	1"	1.00	234	1734	500 KWH
WATER	05/11/16 to 06/10/16	30	02600ND001	1"	1.00	100	116	16 HCF

**4** Thank you for continuing to save water!

**5** REMITTANCE STUB

**6** ELECTRIC CHARGES

DESCRIPTION	AMOUNT
CUSTOMER CHARGE	\$5.00
BASIC LIFELINE	300 KWH \$36.00
NON LIFELINE	200 KWH \$39.48
UNDERGROUND SURCHARGE	\$3.22
RATE STABILIZATION	\$2.25
<b>Total Electric Charges</b>	<b>\$85.95</b>

**7** WATER CHARGES

DESCRIPTION	AMOUNT
CUSTOMER CHARGE	\$12.97
COMMODITY	16 HCF \$8.00
COMMODITY ADJUSTMENT	16 HCF \$22.40
SYSTEM RELIABILITY	16 HCF \$7.20
<b>Total Water Charges</b>	<b>\$50.57</b>

**8** ELECTRIC USAGE COMPARISON

Year	Avg kWh per day
LAST YEAR	10.99
THIS YEAR	16.67

WATER USAGE COMPARISON

Year	Avg GAL per day
LAST YEAR	284.95
THIS YEAR	398.93

1 HCF = 748 gallons

**TOTAL CHARGES**

TOTAL BALANCE FORWARD	\$0.00
TOTAL CURRENT CHARGES (DUE BY 06/28/16)	\$164.67
TOTAL AMOUNT DUE AFTER 06/28/16 INCLUDING LATE FEE	\$166.32
<b>TOTAL AMOUNT DUE</b>	<b>\$164.67</b>

**5** REMITTANCE STUB

Check Payable to: City of Anaheim

Service Address: 201 S ANAHEIM BLVD

Amount Due: \$164.67

Due By: 06/28/16

City of Anaheim  
201 South Anaheim Boulevard  
P.O. Box 3069  
Anaheim, CA 92803-3069

- Waste Water System Maintenance (storm drain and sewer maintenance)
- State Energy Surcharge - a pass-through fee collected by the State of California for research into alternative sources of renewable energy
- Income-Qualified Credits - 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 portion of their bill
- Green Power - voluntary program
- Miscellaneous fees or credits may include: service establishment fee to establish new electric or water account, service restoration after shut off, returned check handling fee, etc.

## 7. TOTAL CHARGES

## 8. USAGE COMPARISONS

These charts compare the amount used during the same time period as the previous year. These are helpful tools in monitoring your electric and water usage.

Anaheim Public Utilities, una agencia sin fines de lucro, continúa ofreciendo tarifas residenciales de 20% más bajas que otros proveedores de electricidad y agua. A continuación le daremos una explicación de los cargos principales que encontrará en su factura de Anaheim Public Utilities. Para mejor entender sus ahorros, recuerde que esta factura por lo regular incluye dos meses de servicios e incluye cargos de varios servicios tal como de paramédicos, alcantarillado, recolección de basura, barrido de calles, agua, electricidad y otros servicios.

## 1. CUSTOMER INFORMATION (INFORMACIÓN DEL CLIENTE)

## 2. ACCOUNT NUMBER (NÚMERO DE CUENTA)

## 3. METER READING SUMMARY (RESUMEN DE LECTURA DEL MEDIDOR)

Aquí encontrará la lectura de su medidor de electricidad y/o agua por el periodo de su factura. La información también incluye las fechas de servicio, el número de días en el periodo de su factura, el número de su medidor, las lecturas del medidor anterior y actual, y el consumo total de electricidad.

## 4. IMPORTANT INFORMATION (INFORMACIÓN IMPORTANTE)

## 5. PAYMENT STUB (TALÓN DE PAGO)

## 6. SUMMARY OF CURRENT CHARGES (RESUMEN DE LOS CARGOS ACTUALES)

Los cargos de electricidad y agua por el periodo de su factura se encuentran aquí.

La mayoría de los consumidores residenciales verán los siguientes cargos de electricidad:

- Customer Charge – un cargo básico por el medidor y los servicios asociados tal como la lectura del medidor y los servicios al cliente.
- Lifeline Usage – cada mes, todos los consumidores residenciales reciben los primeros 300kWh de electricidad a un descuento, conocida como tarifa Lifeline. La tarifa Lifeline es aproximadamente 39% menos que la tarifa Non-Lifeline.
- Non-Lifeline Usage – esta es toda la electricidad (kWh) que se consume y sobre pasa de la asignación de su Lifeline al mes.
- Underground Surcharge – para recuperar el costo asociado con remover los servicios eléctricos aéreos sobre las vías de transportación principales, y reemplazarlos con servicios subterráneos.
- Rate Stabilization – un ajuste que se hace en base en los precios variables de electricidad y los costos de mitigación ambiental. Este cargo puede subir o bajar, según varíen los precios.

La mayoría de los consumidores residenciales verán los siguientes cargos de agua:

- Customer Charges – Cargos por proveer un medidor y servicios asociados, tal como leer medidores y servicio al cliente. El cargo varía dependiendo del tamaño del medidor de agua
- Commodity – Cargo por operación y mantenimiento del sistema de agua, medida en cientos de pies cúbico (HCF) de agua consumida x \$.50 por HCF. Un HCF es equivalente a 748 galones.
- Commodity Adjustment – costos del suministro de agua que están fuera del control de la ciudad. Principalmente refleja el costo de comprar agua al mayoreo de proveedores como el Metropolitan Water District (MWD) o el Orange County Water District (OCWD).
- System Reliability (Systema de Fiabilidad) – infraestructura de capital y servicio relacionados con el costo de deudas.

Usted puede ver varios cargos o créditos dependiendo en el tipo de servicio que reciba incluyendo:

- Paramedic Program – voluntary program (Programa de Paramédicos-programa voluntario)

**1** Customer Information: Andy Anaheim, 201 S Anaheim Blvd, Anaheim, CA 92805. Account # 0012345000.

**2** Summary of Current Charges: Total Current Charges \$164.67.

**3** Meter Reading Summary: Electric service period 05/11/16 to 06/10/16, 30 days, meter reading 1734.

**4** Thank you for continuing to save water!

**5** Payment Stub: Total Amount Due \$164.67, Due by 06/28/16.

**6** Summary of Current Charges (Resumen de los Cargos Actuales):

DESCRIPTION	SERVICE PERIOD	# DAYS	METER NUMBER	METER SIZE	METER CONSTANT	PREVIOUS READING	CURRENT READING	TOTAL CONSUMPTION
ELECTRIC	05/11/16 to 06/10/16	30	012345001	1"	1.00	1234	1734	500 KWH
WATER	05/11/16 to 06/10/16	30	0250001001	1"	1.00	100	116	16 HCF

**7** Other Charges: Street Sweeping Fee \$2.33, Solid Waste Collection \$20.50, Waste Water System Maintenance \$5.17, State Energy Surcharge \$0.15. Total Other Charges \$28.15.

**8** Usage Comparisons: Electric usage increased from 10.59 kWh per day last year to 16.67 kWh per day this year. Water usage increased from 284.95 gallons per day last year to 398.93 gallons per day this year (1 HCF = 748 gallons).

- Street Sweeping (Barrido de calles)
- Solid Waste Collection (el servicio de recolección de basura)
- Water Waste Systems (Mantenimiento de infraestructura de drenajes pluviales y alcantarillado)
- State Energy Surcharge (un cargo por parte del estado de California para estudios en búsqueda de fuentes alternativas de energía renovable)
- Income-Qualified Credits – clientes quienes tienen 62 años o mayores, discapacitados a largo plazo o veteranos militares y establecen los requisitos de bajos ingreso, pueden obtener un credito de 10% sobre los cargos de electricidad en su factura
- GreenPower (programa voluntario)
- Miscellaneous fees (cargo que puede incluir: restauración de servicio después de ser desconectado; solicitud de prender el servicio el mismo día; cheque sin fondos, etc.)

## 7. TOTAL CHARGES (CARGOS TOTALES)

## 8. USAGE COMPARISONS (COMPARACIÓN DE USO)

Estos gráficos comparan la cantidad utilizada durante el mismo periodo de tiempo el año anterior. Estas son herramientas útiles para seguir su consumo de electricidad y agua.