



CITY OF
PALO ALTO



Switch to a Heat Pump Water Heater and Save the Planet

SWITCH & SAVE

Palo Alto offers free, expert help to get your permits, installers, and rebates worth thousands of dollars.

“We feel proud every time we think about our reduced carbon footprint.”

— Shared Tom & Jane, participants of Palo Alto's HPWH Program. Their journey to eco-friendliness started with a simple City email — a small step towards a huge environmental impact!



GET IN TOUCH

☎ (650) 713-3411

✉ switch@cityofpaloalto.org

🌐 cityofpaloalto.org/switch

HOW IT
WORKS ON
OTHER SIDE 



How It Works



Sign up for the program

- Call (650) 713-3411
- Visit cityofpaloalto.org/Switch



You'll receive a **welcome email** from our energy advisors



Agree to have your home assessed by **signing an emailed DocuSign**



Schedule time for our team to conduct the assessment and create a project cost estimate*



You sign the contract to have the water heater installed by our contractor



The City team will gain any **necessary permits and begin the installation**



Upon installation completion, **you'll pay the balance or begin paying monthly on your utility bill**, whichever you choose.



Congratulations! You have a new, green heat pump water heater!

*In some homes, other upgrades are required and site preparation work needs to be done ahead of the water heater install.