

January 2023 Utilities and Community Announcements

Happy New Year! This is a great time to ensure your account information is up to date and stay connected with us. Contact us to verify account information at (650) 329-2161 or by logging into cityofpaloalto.org/mycpau. Follow the City Utilities Department on Nextdoor, Twitter (@PAUtilities), Facebook (/PaloAltoUtilities) and Instagram (@Palo_Alto_Utilities).

Natural gas and electricity prices are some of the highest we have ever seen this winter! Changes in market supply, demand, impacts from international influences, and environmental factors such as drought and climate change have driven up prices for utilities throughout the region. Learn how you can keep your utility costs low! Visit cityofpaloalto.org/efficiencytips for some no-cost and low-cost ways to help keep your utility bill costs low, or call the Home Efficiency Genie at (650) 713-3411 for advice tailored to your home and budget.

Schedule your pilot relight and safety check today! Utilities Field Service staff conduct in-home safety checks on gas appliances and furnaces at no cost as well as pilot relights. In order to do a pilot relight, Field Service will need access to the appliance and someone over 18 years old will need to be present and available. Schedule a safety check and pilot relight by calling Utilities Customer Service at (650) 329-2161.

You are essential to clean water potential! Residents and businesses are the leading causes of local stormwater pollution. Together we can help prevent stormwater pollution by making small changes to daily activities, such as picking up your pet's waste or avoiding single use plastics. Visit cityofpaloalto.org/watershed for more info.

Take charge of your mailbox! Stopping junk mail is a waste reduction practice that is more impactful than recycling. By stopping the mail you don't want, you can conserve natural resources and reduce greenhouse gas emissions. Learn how you can reduce your junk mail at cityofpaloalto.org/junkmail or call (650) 496-5910.