

January 2024 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. Opt for paperless utility billing to reduce waste and costs! Sign up for our e-newsletter at cityofpaloalto.org/utilitynews.

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.

Save the date for Palo Alto Earth Day 2024! Join City staff, community organizations, neighbors, and friends for a celebration of the earth and day of climate action Sunday, April 21 from 1 - 4 p.m. at Rinconada Library. Save to your calendar at cityofpaloalto.org/EarthDay2024.

The City of Palo Alto Utilities (CPAU) is committed to providing safe drinking water. To ensure our water system is reducing lead exposure to customers, we are performing an inventory of water service lines on both the public and customer (private) side to determine if there is any lead in the water distribution system. Learn more at cityofpaloalto.org/utilityprojects.

New! Text Messages for Power Outages: CPAU has a new Outage Management System (OMS) which allows us to more quickly detect and respond to power outages and provide customers with timely notifications. Through the OMS, we can now provide CPAU customers with information about power outages through text alerts. To keep customers up to date during an outage event, we have opted-in all mobile numbers on file in our utilities account records. If you do not wish to subscribe, you can reply STOP or QUIT when you receive an outage text. Please ensure we have a current mobile number on file to receive text alerts. Learn more at cityofpaloalto.org/outages.