

November 2023 Utility & Community Announcements

Don't be left in the dark! Through our new Outage Management System (OMS), we have a new way to provide customers with information about power outages through text alerts. It is important to ensure we have the best contact information on file for notification purposes. Log onto your MyCPAU account, email UtilitiesCustomerService@cityofpaloalto.org, or call (650) 329-2161 to have a Customer Service Representative help you.

Holiday waste collection change. Christmas Day and New Year's Day fall on Mondays this year. Your collection day will be moved to the next day following both holidays during these two weeks. If you have questions, please call GreenWaste of Palo Alto at (650) 493-4894.

After the Christmas holiday, you can recycle your tree at the curb. Cut your trees in 4-foot lengths and remove tree stands and all ornamentation. Apartment and condominium complex managers and/or owners, please call GreenWaste of Palo Alto at (650) 493-4894 for information regarding tree collection locations for your complex. Flocked trees are not accepted.

Holiday cooking can leave you with a greasy cleanup, but don't pour cooking oil or grease down the kitchen sink! Grease solidifies and clogs pipes and causes sewer back-ups. Collect food scraps and small amounts of cooking grease and oil into the green compost bin. Large amounts of cooking grease and oil can be collected in a container and brought to the Household Hazardous Waste Station for disposal. The Household Hazardous Waste Station is open every Saturday from 9am – 11am or the first Friday of the month from 3pm – 5pm. Call (650) 496-5910 or visit cityofpaloalto.org/hazwaste for more info.

Big savings, new lower pricing, same easy process to switch your water heater! Our full service program offers expert help with permits, installers, and rebates. Your heat pump water heater is waiting for you. Learn how to make the switch. One call does it all: (650) 713-3411.