

## **November 2024 Utility & Community Announcements**

**Don't be left in the dark!** Through our 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](mailto:UtilitiesCustomerService@cityofpaloalto.org), or call (650) 329-2161 to have a Customer Service Representative help you.

**With cooler weather approaching, now is the perfect time to replace the filter on your Heating, Ventilation, and Air Conditioning (HVAC) systems or furnace.** Clean filters help your system run more efficiently, reducing energy costs and improving air quality. Check your filter and visit [cityofpaloalto.org/efficiencytips](http://cityofpaloalto.org/efficiencytips) to keep your home warm and comfortable and help you save on energy bills.

**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 HHW Station for disposal. The HHW 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](http://cityofpaloalto.org/hazwaste) for more info.

**Holiday Waste Collection Change.** Christmas Day and New Year's Day fall on Wednesdays 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.