

October 2023 Utility & Community Announcements

Your public utilities give back! The first week of October is national Public Power and Public Natural Gas Week. As a City of Palo Alto municipal utility customer you benefit from local policy control, fair and cost-based rates, well-maintained and proactive infrastructure work, personalized and caring customer service, expeditious emergency response, and a focus on environmental sustainability. For information on utilities safety, efficiency services, customer programs, utilities rates, and more, contact us at UtilitiesCommunications@cityofpaloalto.org.

There's no better time to go solar! Now through November 15, you can sign up for SunShares to receive discounts on rooftop solar and battery storage from vetted contractors. Visit cityofpaloalto.org/sunshares to learn more and register.

Create joy, not waste. Add some Zero Waste Cheer to your holiday by including some of the waste-free ideas at cityofpaloalto.org/zwholiday to your holiday plans, and take comfort in reducing waste, pollution and greenhouse gases!

Thanksgiving holiday waste collection schedule: There will be no collection on Thursday November 24. Thursday's collection will be on Friday and Friday's collection will be on Saturday. Call GreenWaste of Palo Alto at (650) 493-4894 with questions.

Get money back with the City's stormwater rebate program when you install a rain barrel, cistern, rain garden, or permeable pavement at your home or business. Visit cityofpaloalto.org/stormwater or call (650) 329-2122 for more info.

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.