

# DON'T BE LEFT IN THE DARK.

**A new way to receive alerts and updates about power outages.**



The City of Palo Alto Utilities (CPAU) can now send our customers text messages about power outages and provide timely notifications and updates.

## HOW WE WILL CONTACT YOU:

**Confirm that your contact information is up-to-date.** Visit [mycpau.cityofpaloalto.org](http://mycpau.cityofpaloalto.org), email Utilities Customer Service at [UtilitiesCustomerService@cityofpaloalto.org](mailto:UtilitiesCustomerService@cityofpaloalto.org), or call (650) 329-2161 to ensure we have the best contact information on file for notification purposes. CPAU can store up to five (5) phone numbers per account/location.

**Text Message Notifications.** Ensure we have your cell phone number on file so we can text you with information about power outages and provide status updates. If you need additional information or have questions about a power outage or other electrical emergency, please call (650) 496-6914.

### FEATURES AND BENEFITS

Customer alerts through text

Faster response time

Web outage map—view details on current and recent outages



CITY OF  
**PALO ALTO**  
UTILITIES

Persons with disabilities who require materials in an appropriate alternative format, auxiliary aids, or modifications to policies or procedures to access City meetings, programs, or services should contact the City's ADA Coordinator George Hoyt at (650) 329-2550 or by emailing [ADA@cityofpaloalto.org](mailto:ADA@cityofpaloalto.org).

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