

STAY INFORMED DURING WINTER POWER OUTAGES.

Text message notifications allow us to communicate with you when there is a power outage.



You don't want to be in the dark if a power outage happens during the holidays or any time of the year. The City of Palo Alto Utilities (CPAU) Outage Management System allows us to provide customers with information about power outages through text messages.

HOW WE WILL CONTACT YOU:

CPAU will automatically send alerts about potential outages that may affect your service address.

Confirm that your contact information is up-to-date. Visit mycpau.cityofpaloalto.org, email Utilities Customer Service at 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 three (3) mobile phone numbers per account.

Text Message Notifications. We can text you with information about power outages and provide status updates. If you need to report a power outage or other electrical emergency, please call or text OUT to **(650) 496-6914**.

FEATURES AND BENEFITS OF THE OUTAGE MANAGEMENT SYSTEM

Customer alerts through text

Faster response time

Web outage map—view details on 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.
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