

# GREEN BUSINESS RESOURCES



Rebates, programs, and services to help your business save money, energy, and water and reach its sustainability goals



CITY OF  
**PALO ALTO**  
UTILITIES

[cityofpaloalto.org/waystosave](http://cityofpaloalto.org/waystosave) • (650) 329-2241

# TABLE OF CONTENTS

3

## **ENERGY EFFICIENCY**

Business Energy Advisor  
Commercial & Industrial Energy Efficiency Program  
Business Customer Rebates  
Benchmark Your Building

5

## **ELECTRIFICATION**

Business Electrification Technical Assistance Program  
EV Charger Rebates  
EV Transformer Rebate Program  
CLEAN (Clean Local Energy Accessible Now)

7

## **SAVING WATER**

WaterSmart  
Water Efficient Technologies (WET) Rebate  
Free Water Saving Devices  
Water Wise Outdoor Survey  
Large Commercial Outdoor Survey  
Landscape Rebates  
Stormwater Rebates

10

## **REDUCE, REUSE, RECYCLE, & COMPOST**

What Goes Where  
Free On-site Technical Assistance  
Clean Up Day  
Disposable Foodware Ordinance Purchasing Guide  
Very Small Quantity Generator Program (Hazardous Waste)

12

## **TRANSPORTATION**

Bay Area Commuter Benefits Program  
Palo Alto Transportation Management Association (TMA)  
Palo Alto Bike Map

15

## **HOW TO REACH US**

Utilities Emergencies  
Customer Service  
Additional Contacts

**SM** — Programs available to small and medium businesses.

**L** — Programs available to large businesses.

# ENERGY EFFICIENCY



▶ **BUSINESS ENERGY ADVISOR** SM

The Business Energy Advisor is your guide to all energy and water efficiency options the City of Palo Alto Utilities (CPAU) offers. By signing up, you will receive a free consultation and on-site assessment to identify energy and water efficiency options relevant to your business. You will receive ongoing assistance for projects you decide to pursue. You will save money on your projects with generous rebates available and lower your utility costs with more efficient equipment.

To be eligible for this program you must be a current non-residential CPAU customer with a facility size smaller than 50,000 square feet.

- 📶 [cityofpaloalto.org/businessenergyadvisor](https://www.cityofpaloalto.org/businessenergyadvisor)
- ✉ [businessenergyadvisor@cityofpaloalto.org](mailto:businessenergyadvisor@cityofpaloalto.org)
- 📞 (650) 761-6417

▶ **COMMERCIAL & INDUSTRIAL ENERGY EFFICIENCY PROGRAM** L




The Commercial and Industrial Energy Efficiency Program can help you manage valuable resources. This program includes a high-level assessment with the ability to drill down to specific components within your site. The assessment will give building owners and facility managers specific recommendations on way to save energy and money. The City of Palo Alto has selected the engineering consultant, Veolia, to help our large commercial customers find energy efficiency opportunities.

- 📶 [www.veolianorthamerica.com/cpau](https://www.veolianorthamerica.com/cpau)
- ✉ [CPAU@veolia.com](mailto:CPAU@veolia.com)
- 📞 (415) 983-3615

# ENERGY EFFICIENCY (Continued)

▶ **BUSINESS CUSTOMER REBATES**  




The Business Customer Rebate Program is designed to help our customers offset the cost of installing energy efficiency upgrades. The City of Palo Alto Utilities (CPAU) offers rebates to commercial, industrial, and public sector customers to upgrade their equipment to energy-efficient products. Electrification rebates are also available to help you replace natural gas equipment with efficient electric options. For a list of qualifying product rebates, terms and conditions and program eligibility please visit our website. All rebate offerings are subject to program funds and rebate amounts may drop as funds are depleted.

-  [cityofpaloalto.org/businessrebates](https://cityofpaloalto.org/businessrebates)
  -  [Utilityprograms@cityofpaloalto.org](mailto:Utilityprograms@cityofpaloalto.org)
  -  (650) 329-2241
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▶ **BENCHMARK YOUR BUILDING**  

Energy benchmarking is the practice of tracking a building's energy usage and using a standard metric to compare the building's measured energy performance over time and to similar buildings nationwide.

Building owners can access their building's energy performance data and track it over time and/or compare it to other buildings using the ENERGY STAR® Portfolio Manager®. Portfolio Manager will give your building a score from 1 to 100. The higher the number, the more efficiently your building uses energy.

-  [cityofpaloalto.org/Departments/Utilities/Business/Ways-to-Save/Benchmarking-Your-Building](https://cityofpaloalto.org/Departments/Utilities/Business/Ways-to-Save/Benchmarking-Your-Building)
-  [UTL-datarequests@cityofpaloalto.org](mailto:UTL-datarequests@cityofpaloalto.org)
-  (650) 329-2251




# ELECTRIFICATION



## ▶ **BUSINESS ELECTRIFICATION TECHNICAL ASSISTANCE PROGRAM** SM L

Upgrade and save on efficient electric alternatives when you ditch fossil fuels. The Business Electrification Technical Assistance Program assists non-residential City of Palo Alto Utilities (CPAU) customers transition from gas equipment to efficient electric alternatives at their offices or facilities.

Through this program you will receive a free consultation and on-site assessment to identify electrification opportunities relevant to your facility. You will receive ongoing technical support with identifying products, contractors, permitting and rebate application assistance.

-  [cityofpaloalto.org/business electrification](https://cityofpaloalto.org/business electrification)
-  [businessenergyadvisor@cityofpaloalto.org](mailto:businessenergyadvisor@cityofpaloalto.org)
-  (650) 761-6417

## ▶ **EV CHARGER REBATES FOR ORGANIZATIONS** SM L

Schools, non-profits, multi-family, and mixed-use properties can receive up to \$80,000 for installing EV chargers. *Rebate amount subject to funding availability.*

For more information or to apply, visit:

-  [cityofpaloalto.org/EV](https://cityofpaloalto.org/EV)




# ELECTRIFICATION (Continued)

▶ **EV TRANSFORMER REBATE PROGRAM**  

Installing EV charging infrastructure may require upgrading electric service capacity to your property. The City of Palo Alto Utilities (CPAU) is offering rebates to cover the costs incurred for infrastructure upgrades directly related to EV charger installations.

A transformer upgrade rebate can be claimed for fees (over and above the standard electric connection fee) associated with the transformer upgrade service performed by CPAU.

This program will help cover the utility service connection fee as well as substructure work for up to \$100,000 (for 10 EV charging ports) for schools, non-profits organizations, public entities, and multifamily/mixed-use properties. Rebates and discounts are subject to funding availability.

-  [cityofpaloalto.org/EV](https://cityofpaloalto.org/EV)
-  [utilityprograms@cityofpaloalto.org](mailto:utilityprograms@cityofpaloalto.org)
-  (650) 329-2241

▶ **CLEAN (CLEAN LOCAL ENERGY ACCESSIBLE NOW)**  

The City of Palo Alto Utilities is offering to purchase electricity generated by renewable energy generation systems within the CPAU service territory. This program is commonly known as a “feed-in tariff” program, which involves CPAU paying a fixed price (tariff) for the power “fed into” the electric grid from local generation systems. Applications are accepted in the order they are received.

-  [cityofpaloalto.org/Departments/Utilities/Business/Ways-to-Save/CLEAN](https://cityofpaloalto.org/Departments/Utilities/Business/Ways-to-Save/CLEAN)
-  [paclean@cityofpaloalto.org](mailto:paclean@cityofpaloalto.org)
-  (650) 329-2314

# SAVING WATER






The City of Palo Alto Utilities (CPAU) partners with Valley Water to offer programs and rebates to help Palo Alto businesses use water more efficiently. All rebate programs require application approval before purchasing equipment or starting any work.

▶ **WATERSMART** SM L

Save money on your water bill, evaluate your water use, and receive personalized recommendations through WaterSmart, an online water management tool.




WaterSmart can help your business:

- Find easy and effective tips to save water with step-by-step advice.
- Track your water use over time to see how you've become more efficient.
- Understand where you are using the most water.

 [cityofpaloalto.org/watersmart](https://cityofpaloalto.org/watersmart)  
 [utilitiescustomerservice@cityofpaloalto.org](mailto:utilitiescustomerservice@cityofpaloalto.org)  
 (650) 329-2161




▶ **WATER EFFICIENT TECHNOLOGIES (WET) REBATE** L

Receive up to \$100,000 through the WET rebate program by modernizing your facility with the latest water-efficient technology.

 [watersavings.org](https://watersavings.org)  
 [conservation@valleywater.org](mailto:conservation@valleywater.org)  
 (408) 630-2554

▶ **FREE WATER SAVING DEVICES** SM L

Shop Valley Water's online store for free tools to help conserve water at your business. You can receive items like faucet aerators, pre-rinse spray valves, and more to improve water efficiency at your business.

 [watersavings.org](https://watersavings.org)  
 [conservation@valleywater.org](mailto:conservation@valleywater.org)  
 (408) 630-2554






# SAVING WATER

## (Continued)

### ▶ **WATER WISE OUTDOOR SURVEY** SM




Irrigation systems are often inefficient due to equipment placement or coverage, over-watering, misting and evaporation patterns, and outdated equipment. Small and medium businesses can schedule a free Water Wise Outdoor Survey to consult an irrigation specialist on ways to improve their system and save on their water bill. Sites must have at least one valve-operated irrigation zone.

 [valleywater.org/outdoor-survey](http://valleywater.org/outdoor-survey)  
 [waterwise@valleywater.org](mailto:waterwise@valleywater.org)  
 (408) 630-2000

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### ▶ **LARGE COMMERCIAL OUTDOOR SURVEYS** L

Commercial, industrial, and institutional properties with a minimum of ½-acre of irrigated landscape and/or 1,000 CCF of annual irrigation water usage are eligible to receive a free consultation to evaluate current irrigation systems and landscape water management. This survey will provide site managers with recommendations for water efficiency improvements and can pre-qualify sites for participation in the Landscape Rebate Program.

 [watersavings.org](http://watersavings.org)  
 [conservation@valleywater.org](mailto:conservation@valleywater.org)  
 (408) 630-2554

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### ▶ **LANDSCAPE REBATES** SM L

**Large Landscape Mulch Rebate.** Adapt your non-functional turf areas into mulch landscapes and get a rebate of up to \$2 per sq. ft.

**Landscape Conversion Rebate.** Convert your turf to a sustainable, low-water-use landscape and get a rebate of up to \$120,000. Artificial turf is not eligible for the rebate.

**Irrigation Equipment Upgrade Rebate.** Upgrade to a smart high-efficiency irrigation system.

To learn more or apply for the Landscape Efficiency Rebates and Programs, contact Valley Water:

 [watersavings.org](http://watersavings.org)  
 [conservation@valleywater.org](mailto:conservation@valleywater.org)  
 (408) 630-2554





▶ **STORMWATER REBATES**  




**Rain Barrels.** Collect and store rainfall from your roof through downspouts for use in landscape irrigation. Rain barrels are an inexpensive and effective way to cut water consumption save on irrigation costs, and reduce stormwater runoff.

**Cisterns.** Collect and hold significantly more water than a rain barrel. Cisterns can be above-ground or below-ground tanks and can hold enough water to irrigate larger landscapes or water-intensive gardens.

**Pervious Pavement.** Allow rainfall to infiltrate into underlying soils. Pervious pavement is often made of materials such as porous asphalt, pervious concrete, and permeable interlocking pavers.

**Rain Gardens.** Divert rainwater from a rooftop into a garden or landscaping. Rain gardens keep runoff from reaching the storm drain system and provide habitat for birds, butterflies, and other animals, especially when planted with native plants. Rain gardens are a great addition when converting lawn to a low-water use landscape.

Some stormwater features will require a building permit before installation. To learn more or apply for any of the Stormwater Rebates, contact us:



 [cityofpaloalto.org/stormwater](https://cityofpaloalto.org/stormwater)  
 [cleanbay@cityofpaloalto.org](mailto:cleanbay@cityofpaloalto.org)  
 (650) 329-2122

# REDUCE, REUSE, RECYCLE, & COMPOST

▶ **WHAT GOES WHERE**  




A comprehensive set of What Goes Where Tools is available to help you and your business succeed in proper waste sorting.

- Unsure which waste container to put an item in? Visit the What Goes Where Tools for answers, [cityofpaloalto.org/wgwtools](http://cityofpaloalto.org/wgwtools)
- Understanding proper waste sorting is essential; download the **Detailed Material Guide** to use as a reference. [greenwaste.com/palo-alto/support/what-goes-where](http://greenwaste.com/palo-alto/support/what-goes-where)
- The Sign-Maker Tool allows you to customize signage that fits your business' needs while fulfilling the City's Zero Waste ordinance requirements. Find this useful tool here, [signmaker.cityofpaloalto.org](http://signmaker.cityofpaloalto.org)
- Reducing food waste during your business lunches not only helps the environment, it can also reduce your costs and improve your bottom line! Find useful food waste reduction strategies and resources here, [cityofpaloalto.org/foodwaste](http://cityofpaloalto.org/foodwaste)

 [ZeroWaste@CityofPaloAlto.org](mailto:ZeroWaste@CityofPaloAlto.org)  
 (650) 496-5910

▶ **FREE ON-SITE TECHNICAL ASSISTANCE**  

The City's contracted waste hauler, GreenWaste of Palo Alto, provides free technical assistance to your business. Their assistance can contribute to potential cost savings to your business and help with evaluating compliance with the City's Zero Waste ordinances. Dedicated staff is assigned to conduct on-site waste evaluations, waste audits, employee trainings, and share tips on how to generate less waste and reduce greenhouse gases.

 [greenwaste.com/palo-alto/commercial](http://greenwaste.com/palo-alto/commercial)  
 [pacustomerservice@greenwaste.com](mailto:pacustomerservice@greenwaste.com)  
 (650) 493-4894



▶ **CLEAN UP DAY** **SM** **L**

GreenWaste of Palo Alto offers businesses one free annual Clean Up Day service for collection of bulky items. Contact GreenWaste of Palo Alto to get more details and schedule your Clean Up Day in advance.

- 📶 [greenwaste.com/palo-alto/cleanupday](https://greenwaste.com/palo-alto/cleanupday)
  - ✉️ [pacustomerservice@greenwaste.com](mailto:pacustomerservice@greenwaste.com)
  - 📞 (650) 493-4894
- 

▶ **DISPOSABLE FOODWARE ORDINANCE PURCHASING GUIDE** **SM** **L**

Palo Alto's Disposable Foodware Ordinance requires Food Service Establishments to provide certain compostable or reusable foodware items such as utensils, stir sticks, straws, produce bags and more. To help your business meet these requirements and explore your foodware options, check out the **Disposable Foodware Ordinance Purchasing Guide**.

- 📶 [cityofpaloalto.org/foodware](https://cityofpaloalto.org/foodware)
  - ✉️ [ZeroWaste@CityofPaloAlto.org](mailto:ZeroWaste@CityofPaloAlto.org)
  - 📞 (650) 496-5910
- 

▶ **VERY SMALL QUANTITY GENERATOR PROGRAM (HAZARDOUS WASTE)** **SM**

Businesses and non-profit organizations that generate small quantities of hazardous waste can make an appointment to safely dispose of hazardous waste for a fee, based on the type and quantity of waste being disposed.

Eligibility requirements: Business must generate 220 pounds or less of hazardous waste per month.

- 📶 [cityofpaloalto.org/hazwaste](https://cityofpaloalto.org/hazwaste)
- ✉️ [VSQG@cleanharbors.com](mailto:VSQG@cleanharbors.com)
- 📞 (800) 433-5060

# TRANSPORTATION

## ▶ **BAY AREA COMMUTER BENEFITS PROGRAM**

Bay Area employers with 50 or more full-time employees within the Bay Area Air Quality Management District (Air District) **geographic boundaries** are required to register and offer commuter benefits to their employees in order to comply with **Air District Regulation 14, Rule 1**, also known as the Bay Area Commuter Benefits Program.

Employers must select at least one of five Commuter Benefit options to offer their employees.

To comply with the Program requirements, an employer must:

- Register;
- Designate a Commuter Benefits Coordinator;
- Select a pre-approved commuter benefits option or propose an alternative;
- Notify employees of the commuter benefit option selected and how to use the benefit;
- Maintain records to document how and when employees were notified about the commuter benefit(s);
- Complete annual registration update.

 **511.org/employers/commuter-benefits-program**

 **commuterbenefits@511.org**

 **Call 511 and say “Commuter Benefits”**



▶ **PALO ALTO TRANSPORTATION MANAGEMENT ASSOCIATION (TMA)** SM L

The Palo Alto TMA reduces Single Occupancy Vehicle (SOV) trips, traffic congestion, and demand for parking by delivering targeted transportation solutions to the Downtown and California Avenue areas' diverse range of employers, employees, visitors and residents. The TMA also serves as a one-stop transportation information resource; it provides a forum for community dialogue and is an active voice in local and regional transportation issues. While the primary focus of the TMA is the Downtown and California Avenue businesses whose employees' travel choices have the highest impacts, its programs and services may extend beyond these constituents.

📶 [paloaltotma.org](http://paloaltotma.org)

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▶ **PALO ALTO BIKE MAP** SM L

It is easy to get around Palo Alto by bicycle! The map on the next page shows the local bicycle network, parks, major shopping areas, and connections to Caltrain and neighboring cities. Share this map with your employee commute coordinator and your employees to encourage active, healthy, and sustainable commuting!

📶 [cityofpaloalto.org/files/assets/public/transportation/bicycling-walking/bike-resources/paloalto-bicycle-map.pdf](http://cityofpaloalto.org/files/assets/public/transportation/bicycling-walking/bike-resources/paloalto-bicycle-map.pdf)

✉ [Transportation@cityofpaloalto.org](mailto:Transportation@cityofpaloalto.org)

# TRANSPORTATION (Continued)

## BIKE MAP OF PALO ALTO





# HOW TO REACH US

## ▶ UTILITIES EMERGENCIES

Electric Downed Lines and Outages: **(650) 496-6914**

Gas Leaks & Pipe Breaks: **(650) 329-2579**

Sewer Problems: **(650) 329-2579**

Street Lights & Traffic Signals: **(650) 496-6916**

Water Main & Hydrant Leaks: **(650) 329-2579**

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## ▶ CUSTOMER SERVICE

Billing and General Questions: **(650) 329-2161**

Call Before You Dig (avoid hitting utility lines): **811** or **1 (800) 642-2444** or visit **USANorth811.org**

Credit & Collections: **(650) 329-2161**

Start/Stop Utility Service: **(650) 329-2161**

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## ▶ ADDITIONAL CONTACTS

Brian Ward, Key Accounts Manager: **(650) 329-2251**,

**Brian.Ward@cityofpaloalto.org**

Business Programs: **(650) 329-2241** or visit **cityofpaloalto.org/waystosave**

Electric Engineering: **(650) 566-4500**

Electric Operations: **(650) 496-6934**

Garbage, Compost & Recycling Collection: **(650) 493-4894** or visit **greenwaste.com/palo-alto**

PaloAlto311: **Available on the app store or online**

Service Disruptions: **cityofpaloalto.org/outageinfo**

Shelby Sinkler, Small and Medium Business Program Manager:

**(650) 329-2525, Shelby.Sinkler@cityofpaloalto.org**

Steve Guagliardo, Assistant to the City Manager—Economic Development:

**(650) 329-2261, Steven.Guagliardo@cityofpaloalto.org**

Storm drains: **(650) 329-2413**, report hazardous material spills or illegal dumping around storm drains

Stormwater: **(650) 329-2122** or visit **cityofpaloalto.org/stormwater**

Utilities Homepage: **cityofpaloalto.org/utilities**

Water Waste Reporting: **PaloAlto311** phone app, email **drought@cityofpaloalto.org** or call **(650) 496-6968**

Water/Gas/Wastewater Engineering: **(650) 566-4501**

Water/Gas/Wastewater Operations: **(650) 496-6982**

Zero Waste Palo Alto: **(650) 496-5910** or visit **cityofpaloalto.org/zerowaste**

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information about the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2368 (voice) or email **ada@cityofpaloalto.org**. ♻️ Printed on recycled paper 5/23





[cityofpaloalto.org/waystosave](http://cityofpaloalto.org/waystosave)  
(650) 329-2241

