

# GREEN LIVING RESOURCES



Rebates, programs, and services to help you improve your sustainability and energy & water efficiency



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

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# BILL PAY ASSISTANCE



## ► **RATE ASSISTANCE PROGRAM (RAP)**

Applicants qualifying for financial or physician-certified medical reasons may be eligible to receive up to 25% off gas and/or electricity charges on monthly utility bills.

For program details and eligibility criteria, visit:



[cityofpaloalto.org/rap](https://cityofpaloalto.org/rap)  
(650) 329-2161

## ► **RESIDENTIAL ENERGY ASSISTANCE PROGRAM (REAP)**

If you are financially eligible for RAP, live in deed-restricted affordable housing, or participate in other income-qualified programs, you may also be eligible to participate in REAP to have energy and water efficiency measures installed in your home at no cost to you. Free installations may include weather stripping, attic insulation, heating systems, water heaters, showerheads, lighting, and more.

For program details, visit:



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

## ► **PROJECT PLEDGE**

When unexpected hardship strikes, ProjectPLEDGE offers one-time utility bill assistance for residential customers for past-due amounts up to \$750. To apply, you must be the City of Palo Alto Utilities (CPAU) customer-of-record. The financial hardship credit received shall not exceed the outstanding balance of the CPAU account at the time of application.

To donate or receive funds, visit:



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

# WHOLE HOME COMFORT



## ▶ HOME EFFICIENCY GENIE

The Genie is your trusted advisor for all efficiency and electrification upgrades and programs to help you save money and keep you comfortable. The Genie provides free over-the-phone energy and water efficiency advice for all Palo Alto residents. The Virtual Assessment, In-Home Assessment, and Home Electrification Readiness Assessment (HERA) are comprehensive services that provide in-depth evaluations of your home's energy efficiency for a small co-pay.



For program details, scheduling an appointment, or free over-the-phone efficiency advice, visit:

- 📶 [cityofpaloalto.org/efficiencygenie](https://cityofpaloalto.org/efficiencygenie)
- 📞 (650) 713-3411
- ✉️ [advisor@efficiencygenie.com](mailto:advisor@efficiencygenie.com)

## ▶ VIRTUAL ASSESSMENT

- A professional technician guides you through your home using a virtual visit phone platform
- The technician checks appliances, lighting, windows and many other items, and asks about your comfort concerns
- Site-specific discussion and exploration help uncover areas of energy efficiency improvements



### ▶ **IN-HOME ASSESSMENT**

- A professional technician visits your home and performs an efficiency assessment of the following:
  - » Heating, ventilation, and air conditioning (HVAC) system(s)
  - » Domestic hot water system(s)
  - » Attic, floor, and wall insulation
  - » Lighting
  - » Windows
  - » Major appliances
- The Advanced In-Home Assessment also includes the following tests:
  - » Building leakage testing using diagnostic equipment
  - » Duct system and leakage testing
  - » Whole-house infrared camera scan and evaluation
  - » FREE direct install of efficiency products in qualifying homes, including LED lightbulbs, smart power strips, high efficiency showerheads, and more

### ▶ **HOME ELECTRIFICATION READINESS ASSESSMENT (HERA)** **(included with any In-Home Assessment)**

The HERA helps residents determine if old appliances and equipment are ready to be replaced, and if their electric panel can support new, efficient, electric alternatives. An assessment of the electric panel and desired electrification upgrades is completed to determine the best path forward. The HERA is offered for all residents who receive an In-Home Assessment.

**95%**



of assessed homes were wasting energy on lighting

**98%**



of assessed homes were leaky or drafty

**73%**

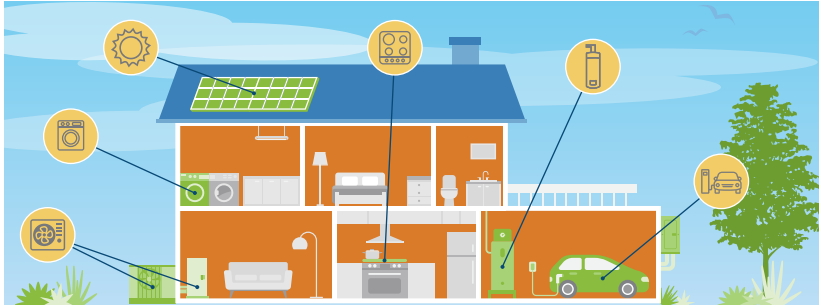


of assessed homes were using more water than needed

# ELECTRIFICATION

The City of Palo Alto encourages the community to consider home electrification by shifting away from carbon-based fuels to electricity for space and water heating, transportation, and cooking.

Call the Home Efficiency Genie at **(650) 713-3411** for free home efficiency and electrification advice and to get a Home Electrification Readiness Assessment (HERA) (included with any In-Home Assessment).



## **Rooftop Solar**

While you don't need solar to electrify, installing a rooftop solar system will generate renewable electricity for your household energy needs. Learn more at [cityofpaloalto.org/solar](http://cityofpaloalto.org/solar).



## **Efficient Electric Water Heater**

If your water heater is more than 10 years old, consider switching to an efficient electric heat pump water heater. Find programs and rebates at [cityofpaloalto.org/switch](http://cityofpaloalto.org/switch).



## **Electric Vehicle (EV)**

Road transportation makes up 65% of Palo Alto's greenhouse gas emissions. Longer driving ranges and more models make switching to an EV easier than ever. Learn more at [cityofpaloalto.org/EV](http://cityofpaloalto.org/EV).



## **Induction Cooktops**

Induction cooking is faster, cleaner, safer, and more energy efficient than gas or traditional electric cooktops. To sign-up for an induction cooking class or test out an induction cooktop through Acterra's Induction Cooktop Loaner Program, visit [acterra.org/palo-alto-cooktop-loan-program](http://acterra.org/palo-alto-cooktop-loan-program).



## **Heat Pump Clothes Dryers**

Heat pump dryers reduce energy use and operating costs by 50-60% compared to conventional electric dryers.



## **Air Source Heat Pumps**

Air source heat pumps can be up to 3 times more efficient than conventional heating and cooling systems.



## ▶ ROOFTOP SOLAR

The City of Palo Alto has supported adoption of residential rooftop solar since 1999. Over 1,000 residential rooftop systems are installed in Palo Alto and City of Palo Alto Utilities (CPAU) has resources to guide new customers through the process of going solar.

Since 2015, Palo Alto has participated in a solar group-buy program known as Bay Area **SunShares**. The program offers vetted contractors and discounted prices on rooftop solar, and typically runs from September through November. To learn when the next program will run, visit [cityofpaloalto.org/sunshares](http://cityofpaloalto.org/sunshares).

Residents can use the **Solar Cost Estimator Tool** to get an estimate of savings from installing a rooftop solar and/or battery storage system. The tool also compares solar financing options side by side. To use the tool, create and log into your MyCPAU account at [mycpau.cityofpaloalto.org](http://mycpau.cityofpaloalto.org).

📶 To learn more about solar in Palo Alto, visit: [cityofpaloalto.org/solar](http://cityofpaloalto.org/solar)

## ▶ SWITCH TO AN EFFICIENT ELECTRIC WATER HEATER

If your gas or electric water heater is more than 10 years old, then consider replacing it with an electric heat pump water heater. Switching to electric is better for your health, your wallet, and the environment. Make the switch to an efficient electric heat pump water heater with these options:

- **Full Service Solution:** \$2,300 for a standard installation through a City contractor, which includes a rebate
- **Full Service Solution with Monthly Payments:** \$1,100 for a standard installation through a City contractor with \$20 monthly payments for 5 years, which includes a rebate
- **Apply for a Rebate:** Get 55% of your project costs covered up to \$3,500 with an approved application. You choose your own contractor with help from an Energy Advisor.

To learn more, visit:

📶 [cityofpaloalto.org/switch](http://cityofpaloalto.org/switch)  
 📞 (650) 713-3411  
 ✉️ [switch@cityofpaloalto.org](mailto:switch@cityofpaloalto.org)



**13.21%**

of California's electricity is generated by solar

**18%**

of your utility bill is typically spent on water heating

# ELECTRIFICATION (Continued)

## ▶ ONLINE EV TOOLS

- Compare electric vehicles (EVs) and find incentives: [electricforall.org/which-car-is-right/](http://electricforall.org/which-car-is-right/)
- Get the facts about going electric: [electricforall.org/ev-myths/](http://electricforall.org/ev-myths/)
- Find the right home charger: [homecharging.electricforall.org/](http://homecharging.electricforall.org/)

## ▶ EV WORKSHOPS AND EVENTS

Free classes and events are available year-round to learn more about driving electric, the latest EV models, e-Bikes, incentives, and more.

📶 For a full schedule visit: [cityofpaloalto.org/workshops](http://cityofpaloalto.org/workshops)

## ▶ HOME EV CHARGER INSTALLATION

Receive a free online estimate for your EV charger installation project and get connected with a local, vetted professional who will handle the permitting and inspections process for you by simply answering a few questions and uploading some photos.

For more information or to apply, visit:

📶 [qmerit.com/utility/cityofpaloalto](http://qmerit.com/utility/cityofpaloalto)  
📞 (650) 329-2241  
✉️ [UtilityPrograms@cityofpaloalto.org](mailto:UtilityPrograms@cityofpaloalto.org)

## ▶ EV CHARGER REBATES FOR ORGANIZATIONS

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](http://cityofpaloalto.org/EV)  
📞 (650) 329-2241  
✉️ [UtilityPrograms@cityofpaloalto.org](mailto:UtilityPrograms@cityofpaloalto.org)

## ▶ TRANSFORMER UPGRADE REBATE PROGRAM

The City is offering rebates to help cover the costs incurred for infrastructure upgrades directly related to EV charger installations. This program will help cover the utility service connection fee, as well as substructure work, up to **\$10,000** for single-family homes and up to **\$100,000** for schools, non-profits, multi-family, and mixed-use properties.

For more information or to apply, visit:

📶 [cityofpaloalto.org/EV](http://cityofpaloalto.org/EV)  
📞 (650) 329-2241  
✉️ [UtilityPrograms@cityofpaloalto.org](mailto:UtilityPrograms@cityofpaloalto.org)



**1 in 4**

Palo Alto households already drive an EV



# SAVING WATER INDOORS



## ► **FREE WATER SAVING DEVICES**

Do you need an efficient showerhead or aerator to reduce water flows in the bathroom or kitchen? Shop Valley Water's online Water Conservation Shopping Cart for free water saving devices.

To request free devices, visit:

📶 [cloud.valleywater.org/shopping-cart](https://cloud.valleywater.org/shopping-cart)

## ► **FREE DIY WATER WISE INDOOR SURVEY KIT**

Evaluate your home's water use and find leaks with a DIY survey kit. The kit includes a step-by-step guide to teach you how to:

- Test system leaks using your water meter
- Test toilet leaks
- Check sink and shower flow rates

Order this DIY kit, which includes devices for testing leaks, through Valley Water's free online Water Conservation Shopping Cart. If you need immediate help, use the online survey guide that provides instructions on how to use food coloring and items around your home to detect toilet leaks, and calculate sink and shower flow rates.

To learn more, visit:

📶 <https://bit.ly/IndoorSurvey>

📞 (408) 630-2554

✉️ [conservation@valleywater.org](mailto:conservation@valleywater.org)

# SAVING WATER INDOORS (Continued)

## ▶ **WATERSMART**

Track your water use and receive personalized recommendations through WaterSmart, a new online water management tool that can help you:

- Find easy and effective tips to save water
- Find and fix possible leaks with automated notifications and email alerts
- Learn how your water use compares to similar Palo Alto households
- Understand where you are using the most water

To learn more, visit:



[cityofpaloalto.org/watersmart](http://cityofpaloalto.org/watersmart)



**(650) 329-2161**



# YARD & LANDSCAPING



## ► **LANDSCAPE EFFICIENCY PROGRAMS**

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




**Free Water Wise Outdoor Survey**—Home irrigation systems are often inefficient due to equipment placement/coverage, over-watering, misting and evaporation patterns, and outdated equipment. Schedule a free Water Wise Outdoor Survey to consult an irrigation specialist on ways to improve your system. Sites must have at least one valve-operated irrigation zone.

**Landscape Conversion Rebate**—Convert your lawn and/or swimming pool to a sustainable, low-water-use landscape and get a rebate of up to \$4 per sq. ft. Consider a rain garden as part of your design. See Stormwater Rebates Program (page 12) to learn more. *Artificial turf is not eligible for the rebate.*

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

**Graywater Laundry-to-Landscape Rebate**—Direct rinse water from your clothes washer to your landscape with a graywater laundry to landscape system and get a rebate of up to \$400.

To learn more and apply for any of the Landscape Efficiency Rebates, contact Valley Water:

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

# YARD & LANDSCAPING (Continued)

## ► **STORMWATER REBATES PROGRAM**




**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 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 pavements are often made of materials such as porous asphalt, pervious concrete, and permeable interlocking pavers.

**Rain Gardens**—Collect rainwater diverted from a roof into a garden. 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 your lawn to a low-water-use landscape. See Landscape Conversion Rebate (page 11) for more information.




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

## ► **POOL DRAINING**

Pools contain chlorine and other chemicals, which if drained into the gutter or storm drain will end up in our creeks harming organisms and wildlife. If draining your pool is necessary, discharge the water to a sanitary sewer cleanout so it can receive proper treatment. The sewer line clean-out is usually located in the front landscaped area or near the sidewalk and marked with an “S.” It looks like a small pipe with a black or white cap. If you need help locating your cleanout, call a plumber or contact the **City of Palo Alto Utilities** for more information.

For more detailed information on Bay-friendly ways to drain and clean your pool, visit:

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

## ► REDUCING PESTICIDES

Residential pesticide use by homeowners and pest control services is the main source of pesticide pollution in San Francisco Bay. Pesticides wash into storm drains and creeks when it rains or when you water your garden. Integrated Pest Management (IPM) offers effective techniques and less toxic products for controlling common pests.

Some IPM techniques include:

- **Sheet mulching**—Sheet mulching is an easy, natural method of getting rid of grass and weeds by layering different mulches to block sunlight. It is an inexpensive, eco-friendly alternative to aggressive tilling and sod cutting.
- **Thoughtful landscape design**—Certain landscape designs can help outcompete weeds so that pesticide use is not necessary.
- **Using less-toxic products**—Most local hardware stores and nurseries carry less toxic product options. You can find a list of these products, as well as local stores that carry them, at [mywatershedwatch.org](http://mywatershedwatch.org).
- **Hiring an expert**—When hiring a professional pest control service, consider hiring an Ecowise, Green Pro, or Green Shield Certified pest control company that can employ a variety of techniques to control pests while minimizing the use of pesticides.

To learn more, visit:

- 📶 [cleanbay.org/ipm](http://cleanbay.org/ipm)
- 📞 (650) 329-2122
- ✉️ [cleanbay@cityofpaloalto.org](mailto:cleanbay@cityofpaloalto.org)

## ► TREE ORDINANCE

The City of Palo Alto recently updated its Tree Protection Ordinance, which went into effect July 21, 2022. The goals of the Tree Ordinance Update are to increase native, drought-tolerant species, ensure community welfare, strive for no net loss/increase in canopy cover, and minimize negative impacts on the urban forest from development.

The updated ordinance better protects a larger part of Palo Alto's urban forest and includes several new measures such as:

- **Strengthened procedures** for when protected tree removals are proposed.
- **An expanded definition of protected trees** to incorporate four additional protected native species, and all trees (except high water users) with a diameter of 15 inches or greater.
- **Maintenance requirements** for property owners who have a protected tree on their property.
- **Increased staffing and resources** to implement these new policies and procedures.

To learn more about the Tree Ordinance Update and ways you can support Palo Alto's urban forest, visit:

- 📶 [cityofpaloalto.org/treeordinance](http://cityofpaloalto.org/treeordinance)
- ✉️ [pwps@cityofpaloalto.org](mailto:pwps@cityofpaloalto.org)

# REDUCE, REUSE, RECYCLE & COMPOST

Palo Alto has a goal to divert 95% of waste from the landfill and reach Zero Waste by 2030. Zero Waste is a systemic approach: eliminating waste wherever possible first, then managing the remaining materials through reuse, recycling, and composting.




## ▶ WHAT GOES WHERE

We have a variety of tools to help you determine what goes in your recycle, compost, and landfill containers.

**RE:Source**—Use this search tool as a guide for reuse and repair:  
[resource.stopwaste.org](http://resource.stopwaste.org).

**Ask a Zero Waste Block Leader for Advice**—Find your neighborhood Zero Waste expert at [cityofpaloalto.org/zwbl](http://cityofpaloalto.org/zwbl).




To view a list of tools, visit:

-  [cityofpaloalto.org/wgwtools](http://cityofpaloalto.org/wgwtools)
-  (650) 496-5910
-  [zerowaste@cityofpaloalto.org](mailto:zerowaste@cityofpaloalto.org)

## ▶ COLLECTION SERVICES

Questions about missed pick-ups, service change requests, broken carts, or looking up your twice-a-year, pre-scheduled Clean Up Days?

Contact GreenWaste of Palo Alto, the City's waste hauler and processor:

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



**19%**

of what Palo Altans throw away is recyclable



## ▶ **HOUSEHOLD HAZARDOUS WASTE**

Palo Alto residents may safely and conveniently dispose of their unwanted or unused toxic household items and medications at the Household Hazardous Waste Station, and pick up usable products from the HHW Reuse Zone.

**Location:** 2501 Embarcadero Way, Palo Alto

**Hours:** Open every Saturday from 9-11 AM (some holiday closures) and the first Friday of each month from 3-5 PM

To see a list of accepted items and holiday closures, visit:

- 📶 [cityofpaloalto.org/hazwaste](https://www.cityofpaloalto.org/hazwaste)
- 📞 (650) 496-5910
- ✉️ [zerowaste@cityofpaloalto.org](mailto:zerowaste@cityofpaloalto.org)

## ▶ **ZERO WASTE BEST PRACTICES**

There are things you can do to reduce waste, conserve resources, and go beyond recycling. For more ideas, visit [cityofpaloalto.org/zwactions](https://www.cityofpaloalto.org/zwactions).

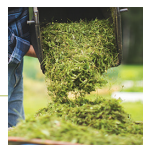
**Home Composting Workshops**—Find out how to build healthy soil, minimize fertilizer and water use, and use less-toxic pest control measures. For more information, visit [cityofpaloalto.org/compost](https://www.cityofpaloalto.org/compost).

**Host a Party Without Waste**—Residents can borrow Zero Waste Party Packs (reusable dishware, utensils, and napkins) for FREE. For more information, visit [cityofpaloalto.org/zwparty](https://www.cityofpaloalto.org/zwparty).

**Food Waste Reduction**—In Palo Alto, 26% of what goes into the landfill containers is expired edible food. To learn how to keep food from going to waste in your home, visit [cityofpaloalto.org/foodwaste](https://www.cityofpaloalto.org/foodwaste).

For more information:

- 📶 [cityofpaloalto.org/zerowaste](https://www.cityofpaloalto.org/zerowaste)
- 📞 (650) 496-5910
- ✉️ [zerowaste@cityofpaloalto.org](mailto:zerowaste@cityofpaloalto.org)



**54%**

of what Palo Altans throw away can be composted

# TRANSPORTATION



## ▶ PEDESTRIAN, BICYCLE, AND TRANSIT RESOURCES

Walking and biking are great ways to stay active and enjoy the outdoors when traveling shorter distances. Choose your routes using the **Palo Alto Bicycle Map**, which shows the local bicycle network, parks, major shopping areas, and connections to neighboring cities. For longer trips, local public transit options include Caltrain, the free Stanford Marguerite shuttle bus network, VTA buses, taxis, and rideshare.

For more bicycling resources, visit:

📶 [cityofpaloalto.org/Bike](https://cityofpaloalto.org/Bike)

For information regarding the City's rideshare service Palo Alto Link, visit:

📶 [cityofpaloalto.org/Departments/Transportation/Palo-Alto-Link](https://cityofpaloalto.org/Departments/Transportation/Palo-Alto-Link)

## ▶ SAFE ROUTES TO SCHOOLS

The Safe Routes to School Program is a local community partnership between the City of Palo Alto, Palo Alto Unified School District (PAUSD), and the Parent Teacher Association. The program's mission is to reduce risk to students en route to and from school and encourage families to choose healthy, active, sustainable alternatives to driving solo more often. Program participation has continued to grow, with an impressive 58% of PAUSD students currently walking or biking to school. Every year, the City of Palo Alto Safe Routes to School Program provides at least 45 minutes of in-class bicycle and pedestrian safety education to students in K, 1, 2, 3, 5 and 6th grade, in addition to middle and high school Back to School Bike Safety, Getting to High School, and Free Bike Repair events.

To learn more about the program and how to participate, visit:

📶 [cityofpaloalto.org/saferoutes](https://cityofpaloalto.org/saferoutes)

📶 [cityofpaloalto.org/files/assets/public/transportation/safe-routes-to-schools/safe-routes-to-school-links/student-school-commute-faqs.pdf](https://cityofpaloalto.org/files/assets/public/transportation/safe-routes-to-schools/safe-routes-to-school-links/student-school-commute-faqs.pdf)

for answers to frequently asked questions about Palo Alto's Safe Routes to School Program.

📞 (650) 329-2520

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



# CARBON NEUTRAL ENERGY



▶ **CARBON NEUTRAL ELECTRICITY AND NATURAL GAS**

Since 2013, Palo Alto has provided 100% carbon neutral electricity and, as of 2017, we also provide 100% carbon neutral natural gas. For electricity, carbon neutral means that we match electricity demand with carbon free supply on an annual basis. For natural gas, carbon neutral means that we buy carbon offsets to balance emissions from natural gas use in Palo Alto.

To learn more about our carbon neutral portfolio, visit:

 [cityofpaloalto.org/carbonneutral](https://cityofpaloalto.org/carbonneutral)


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# EDUCATION

## ▶ **WORKSHOPS**

Throughout the year, the City of Palo Alto typically offers a variety of events and workshops focused on resource sustainability, emergency preparedness, community resilience, and more. Learn how to reduce waste, conserve water, save energy, and prevent pollution.

For Sustainability workshops and webinars, visit:

 [cityofpaloalto.org/City-Hall/Sustainability/Get-Involved/Events-Workshops-and-Meetings](https://cityofpaloalto.org/City-Hall/Sustainability/Get-Involved/Events-Workshops-and-Meetings)

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## ▶ **E-NEWSLETTER**

Stay up to date on the latest Utilities programs, rebates, events, and more by signing up for our e-newsletter at [cityofpaloalto.org/utilitynews](https://cityofpaloalto.org/utilitynews). Stay connected and subscribe to any one of the many newsletters the city offers at [cityofpaloalto.org/NewsletterSignUp](https://cityofpaloalto.org/NewsletterSignUp)

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## ▶ **SOCIAL MEDIA**

Follow us to receive updates on outages, events, and announcements.



Follow @PaloAltoUtilities



Follow @PAUtilities



Follow CPAU on nextdoor.com

# 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**

## ▶ CUSTOMER SERVICE

- Bill Assistance: **(650) 329-2161**
- 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**

## ▶ ADDITIONAL CONTACTS

- Electric Engineering: **(650) 566-4500**
- Electric Operations: **(650) 496-6934**
- Garbage, Compost & Recycling Collection: **(650) 493-4894** or visit **greenwasteofpaloalto.com**
- Heat Pump Water Heater: **(650) 713-3411** or visit **cityofpaloalto.org/switch**
- Home Efficiency Genie: **(650) 713-3411** or visit **cityofpaloalto.org/efficiencygenie**
- Household Hazardous Waste: **(650) 496-5910** or visit **cityofpaloalto.org/hazwaste**
- PaloAlto311: **Available on the app store or online**
- Residential and Business Programs: **(650) 329-2241** or visit **cityofpaloalto.org/waystosave**
- Service Disruptions: **cityofpaloalto.org/outageinfo**
- 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](mailto:ada@cityofpaloalto.org).





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

