

# INSPIRED

by the next generation of energy

In the coming months, overall utility rates are expected to increase by an average of 1.4% in **PALO ALTO**. That's a small price considering the inspiring difference you're making for the future of **our community**. In addition to providing valuable services, your utilities also help fund renewable energy, minimize our impact on

the **environment** and maintain clean air and water

for a **sustainable future**. To learn

more about the rate changes, as

well as rebates, programs, efficiency

tips and other ways to offset costs, visit

[www.cityofpaloalto.org/inspired](http://www.cityofpaloalto.org/inspired)



CITY OF PALO ALTO  
UTILITIES

Inspired by a brighter tomorrow

# WHY ARE THESE RATES CHANGING?



At the City of Palo Alto Utilities our aim is to provide customers with reliable service and environmentally-conscious choices. Gas rates are going down this year due to reduced market and infrastructure costs. Electric rates are rising, primarily because the drought has reduced available hydroelectric power and more expensive power sources must be tapped. Other utility rates are going up so we can maintain or replace infrastructure and meet mandated environmental goals. For details, visit [www.cityofpaloalto.org/inspired](http://www.cityofpaloalto.org/inspired) or call (650) 329-2161.

## Impact on Bill from Proposed Rate Adjustments

UTILITY	AVERAGE MONTHLY USE	CURRENT BILL	PROPOSED BILL	BILL CHANGE	% CHANGE
GAS	SUMMER 30 therms	\$58.10	\$52.59	-\$5.51	-9.5%
	WINTER 100 therms	\$163.33	\$146.26	-\$17.07	-10.5%
	Annual Average	\$110.71	\$99.42	-\$11.29	-10.2%
WATER	14 CCF	\$68.79	\$72.01	\$3.22	4.7%
ELECTRICITY	650 kWh	\$69.36	\$76.33	\$6.97	10.0%
WASTEWATER	Flat rate	\$23.48	\$24.65	\$1.17	5.0%
REFUSE	32-gallon can/cart	\$26.58	\$31.00	\$4.42	16.6%
STORM DRAIN	Flat rate	\$10.95	\$10.95	\$0.00	0.0%
USER TAX		\$12.44	\$12.39	(\$0.06)	-0.4%
<b>TOTAL</b>		<b>\$322.31</b>	<b>\$326.75</b>	<b>\$4.44</b>	<b>1.4%</b>

## Save Money with Rebates and Programs

The City of Palo Alto offers many cost-cutting options for customers.

**RECEIVE A CUSTOMIZED ENERGY AUDIT ON LINE** See how to better manage your bill and save with a Home Energy Analysis at [www.cityofpaloalto.org/energyaudit](http://www.cityofpaloalto.org/energyaudit)

**REQUEST A WATER WISE HOUSE CALL** An experienced water technician can visit your home and make recommendations for saving water indoors and outdoors. Call (800) 548-1882 for your free appointment or visit [www.cityofpaloalto.org/resiwater](http://www.cityofpaloalto.org/resiwater)

**GET FREE WATER-SAVING DEVICES** Efficient showerheads, faucet aerators, toilet flappers and toilet leak detection tablets are available by calling (408) 265-2607 ext. 2554.

**BE REWARDED FOR EFFICIENCY** Check out our SMART Energy Program, our Water Efficiency Program, and other programs at [www.cityofpaloalto.org/resrebate](http://www.cityofpaloalto.org/resrebate) To get rebates for reducing your Stormwater Runoff call (650) 329-2151 or visit [www.cityofpaloalto.org](http://www.cityofpaloalto.org)

**SIGN UP FOR ASSISTANCE PROGRAMS** Eligible low or fixed income customers can save on their energy bill through discounts with our Rate Assistance Program and free efficiency improvements from our Residential Energy Assistance Program. Visit [www.cityofpaloalto.org/lowincome](http://www.cityofpaloalto.org/lowincome) to learn more.

## Tips for Improving Efficiency

For more tips on cutting costs, visit [www.cityofpaloalto.org/utilities](http://www.cityofpaloalto.org/utilities) or call (650) 329-2241.

- Replace incandescent bulbs with energy-efficient Compact Fluorescent Lights (CFL).
- Water your yard early in the day to avoid evaporation.
- Fix leaky sinks and toilets as soon as they are detected.
- Reduce your garbage output over 40% by participating in City recycling and composting programs.