

# Do your part by **HELPING METER READERS**



## **KEEP YOUR METERS ACCESSIBLE** to ensure accurate readings.

If your meter is inaccessible, we have to estimate your monthly usage and require you to correct the situation. To avoid an estimated bill, please keep all landscaping, planter boxes, paving, decks, retaining walls and fences at least three feet away from your electric, natural gas, and water meters.

You also need to remove or prune thorny bushes, trim back overgrown landscaping and move your car away from the meter. Remember, all utility meters and valves are City property and must remain accessible at all times for public safety

## **AVOID INJURIES** caused by the dog.

**Remember, a dog's owner can be held responsible for injuries caused by their dog.**

Please keep your dog restrained or under control. An unrestrained dog prevents us from reading the meter or making necessary utility repairs. This means expensive delays, return trips to your property, estimated meter readings, and potential pet security issues.

Every year, utility meter readers, maintenance crews, and emergency repair personnel working in Palo Alto are bitten by dogs. It is not always large or vicious dogs that attack our workers. Often it is the family pet protecting its property that can inflict serious and sometimes permanent injury.



### **CHANGES TO YOUR BILLING PERIOD:**

Find out more about when your meter is read.

- Due to the change in our utility billing system over the past few months, we are updating our meter reading routes. In the updated routing system you may experience a change in your billing date. **You may notice a change in your bill this month, due to a shorter or longer billing period than normal.**
- To receive our monthly meter reading calendar or find out more about your meter read date change and any impacts to the size of your utility bill, send an email to [meter.readings@cityofpaloalto.org](mailto:meter.readings@cityofpaloalto.org) or call (650) 329-2161.

**SPECIAL CIRCUMSTANCES?** We can train you to read your own meter if you have a security gate and complete special arrangements to obtain your meter readings. Call us at (650) 329-2161 for more information.

**REMINDER about TURN-OFFS:** If you need your water, natural gas or electricity turned off at the meter for any reason, **avoid problems by FIRST calling the City of Palo Alto Utilities at (650) 329-2579.**