FEBRUARY 2013 UCA

Burying pirate treasure? Mining elements? Re-landscaping? Call 811 BEFORE you dig! Someone in the country hits a buried utility line every 3 minutes---don't let that be you! Make the call to USA (Underground Service Alert) 48 hours in advance of ANY digging. This quick, free service spares you the danger, hassle and expense of accidentally damaging underground utilities lines.

Are the *right* names on your Utilities account? To permit spouses, partners etc. to review, manage or close accounts, their names must be added in advance *by the current account holder*. Authorize adding or removing names by calling the Utilities Customer Service Center at (650) 329-2161.

It's dangerous to mess with your meters! Handling meters for any reason requires proper training and tools. Avoid injury *and* paying for damaged meters by having us do the job.

Emergency? Call (650) 329-2579 and Utilities crews will come right away.Less urgent? Make an appointment by calling the Utilities Customer Services Center at (650) 329-2161.

Online Utilities bill payment is easy---check out the newest improvements!

Log onto www.cityofpaloalto.org/myutilitiesaccount and experience fewer clicks and more functions, Including viewing your usage and billing history.

Have you ever hunted for a current or previous bill insert? You are only one click away from finding rebate coupons, announcements, or a missed bill insert. Check them all out at www.cityofpaloalto.org/UTLbillinsert

The "MyCPAU" Mobile App is now available! Use your phone to report utility problems, contact staff, review billing info or check for rebates: www.cityofpaloalto.org/CPAUmobileapps

Safely recycle your personal and financial documents at the Sunnyvale Materials Recovery and Transfer (SMaRT) Station. Document shredding events are held a few times a year on April 27, August 24 and November 2, 2013. For details visit www.zerowastepaloalto.org or call (650) 496-5910.