

Utilities Website Links and Contact Info:

- **Home page** → www.cityofpaloalto.org/utilities
The latest news plus links to our residential and business programs, customer services, engineering (remodeling), operations, rates, supply issues, the Utilities Advisory Commission and more.
- **Account changes, bill payment or questions** → www.cityofpaloalto.org/UtilitiesCustomerService
- **Outage Status Information** → www.cityofpaloalto.org/outageinfo
- **Safety/ Emergency Prep** (electric-gas-water-sewer) → www.cityofpaloalto.org/SafeUtility
- **Rates Overview** → www.cityofpaloalto.org/ratesoverview
- **List of utilities projects happening in town** → www.cityofpaloalto.org/utilityprojects
- **My Utilities Account (MUA)** → www.cityofpaloalto.org/MyUtilitiesAccount
Sign up for a free online account and view your current bill, your bill history or even pay your bill online! Visit our website or call 650 329-2161.
- **Rebates and Efficiency Improvements** → www.cityofpaloalto.org/resrebate
Be more comfortable, have a beautiful home and garden, plus save money! Start with free home energy and water audits and discover the wealth of ideas, rebates, loans and other tools at your fingertips. Visit us online or call (650) 329-2241.
 - Electric and gas efficiency rebates → www.cityofpaloalto.org/SmartEnergy
 - Wise water use services and rebates → www.cityofpaloalto.org/resiwater
- **Workshops Currently Scheduled:** → www.cityofpaloalto.org/workshops
Always updated with the latest available offerings, take advantage of free courses ranging from smart Landscaping Alternatives to Installing Solar Systems
- **Palo Alto GREEN** → www.cityofpaloalto.org/pagreen
If you haven't already, you will soon be getting a separate letter inviting you to participate in this nationally-recognized top-ranking program supporting the purchase of renewable energy.

Public Works Website Links and Contact Info:

- **GreenWaste of Palo Alto** (Garbage Collection) *Service questions should be directed to them by calling (650) 493-4894.*
- **Zero Waste Palo Alto** (Reduce, Reuse, Recycle) → www.zerowastepaloalto.org
Visit Zero Waste online or call (650) 496-5910
- **Watershed Protection** (Regional Water Quality Control Plant) → www.cleanbay.org
Visit online or call (650)329-2598

Quick List of Important Phone Numbers

Electrical problems or outages:	(650) 496-6914
Gas or water leaks:	(650) 329-2579
Street light outages:	(650) 496-6916
Sewer backups:	(650) 496-6995
Call before you dig:	811 [call 48 hours in advance to have underground utilities marked]
Refuse/Recycling Service issues:	(650) 493-4894 [GreenWaste, Inc.]
Storm Drain issues:	(650) 496-6974 [after hours: (650) 329-2413]