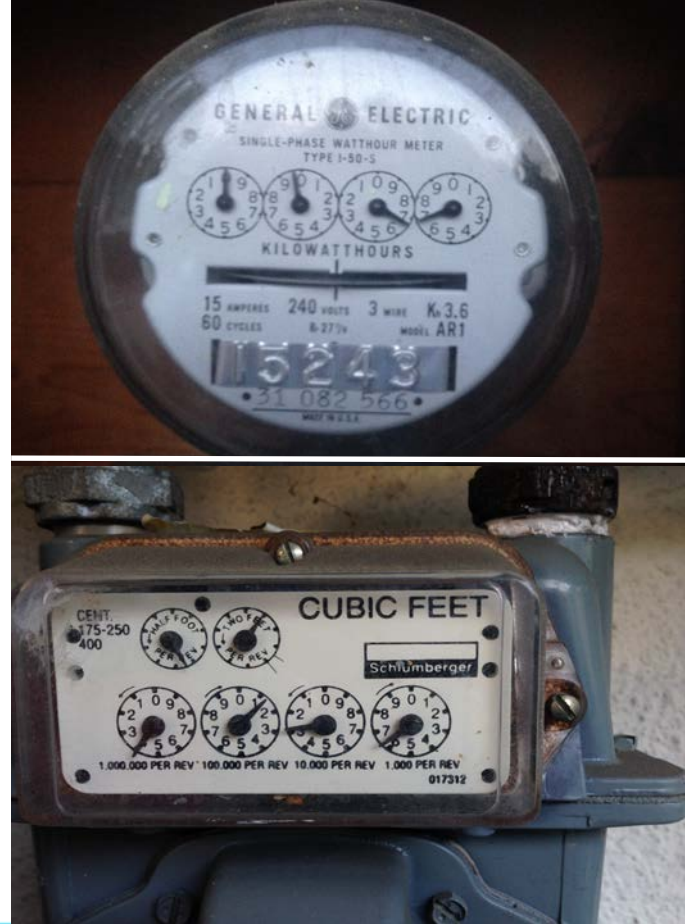# "Customer Reads Own Utility Meter" Program

Issue: Due to increased security and privacy concerns, Palo Alto Utilities realizes that many customers prefer to secure their side/back yards which unfortunately restricts meter reading ability. With the "Customer Reads Own Meter" Program, participants may submit their meter reads by the following methods:

- ✓ **EMAIL –** send readings to meter.readings@cityofpaloalto.org no later than 5 days before your route is read. Please include service address and meter reads (and/or a photo of your dials).
- ✓ **INTERNET –** go to: cityofpaloalto.org/MeterReadForm Send your meter readings no later than 5 days before your route is read.
- ✓ **MAIL –** meter read cards can be mailed to City of Palo Alto, 250 Hamilton Ave. Palo Alto, CA 94301. Mailed cards must be submitted 10 days before route is read. To request additional cards please contact Customer Service at (650) 329-2161.

see other side on how to read meter reading schedule

CITY OF PALO ALTO UTILITIES

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How to read the Meter Reading Schedule:

1. Determine your route number by contacting Customer Service at (650) 329-2161 or e-mail Janelle Day at Janelle.day@cityofpaloalto.org
2. Now, locate your route number on the schedule at cityofpaloalto.org/MeterRouteSchedule This will supply you with the actual day your meter is scheduled to be read.
3. Once you have determined your read schedule, please submit your meter reads **before** your scheduled read date, according to the submission method you choose (see other side for submission options). This will result in more accurate bills.