

# HOW TO REACH US

## CITY OF PALO ALTO UTILITIES

### UTILITIES EMERGENCIES

Electrical problems/outages..... (650) 496-6914

Gas/water leaks..... (650) 329-2579

Street light outages..... (650) 496-6914

Sewer backups..... (650) 496-6995

Call before you dig..... 811

Traffic signal outages/  
malfunctions..... (650) 496-6916

### OTHER EMERGENCY NUMBERS

Emergency regular phone ..... 9-1-1

Non-9-1-1/Emergency public safety ... (650) 329-2413

City public information hotline..... (650) 329-2420

Poison control ..... (800) 222-1222

Traffic signal malfunction ..... (650) 496-6916

### CUSTOMER SERVICE AND PROGRAMS

Customer Service and Billing ..... (650) 329-2161  
[cityofpaloalto.org/utilitiescustomerservice](http://cityofpaloalto.org/utilitiescustomerservice)

Utility Program Services ..... (650) 329-2241  
[cityofpaloalto.org/utilityprograms](http://cityofpaloalto.org/utilityprograms)

### ONLINE AND MOBILE

Log in to PaloAlto311 for non-emergency  
reports and service requests

[cityofpaloalto.org/utilities](http://cityofpaloalto.org/utilities)

[cityofpaloalto.org/outageinfo](http://cityofpaloalto.org/outageinfo)

[cityofpaloalto.org/safeutility](http://cityofpaloalto.org/safeutility)

[cityofpaloalto.org/storms](http://cityofpaloalto.org/storms)



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UTILITIES

Inspired by a brighter tomorrow.