Green Living Resources
CITY OF PALO ALTO UTILITIES

Rebates, programs and services to help you improve your sustainability and energy & water efficiency
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RATE ASSISTANCE PROGRAM

The Rate Assistance Program (RAP) is a 25% discount on portions of your utility bill that is available to residents who are experiencing financial hardship or have a medical condition that requires higher than normal consumption. Supporting documentation will be required to confirm eligibility for RAP.

To learn more or see if you qualify for RAP, contact us:
WEB: cityofpaloalto.org/RAP
PHONE: (650) 329-2161

RESIDENTIAL ENERGY ASSISTANCE PROGRAM

The Residential Energy Assistance Program (REAP) helps reduce utility bills for eligible low-income or medically qualified residents by improving home efficiency at no cost.

Qualifying residents can receive free upgrade services including: insulation installation, refrigerator upgrade, showerhead upgrade and LED lighting installation.

To learn more or see if you qualify for REAP, contact us:
WEB: cityofpaloalto.org/REAP
PHONE: (650) 329-2241

PROJECT PLEDGE

CPAU customers can voluntarily support their neighbors in need through Project PLEDGE. While our monthly Rate Assistance Program offers eligible residents a 25% reduction in their gas and electric bill, Project PLEDGE provides one-time bill-pay assistance that covers 100% of utility bills. This one-time assistance is given to Palo Altans unable to pay their utilities bill due to sudden economic, medical or family emergencies. Project PLEDGE is supported by donations from residents, given on a one-time or monthly basis. Your support is appreciated.

To learn more about donating to or receiving funds from Project PLEDGE, contact us:
PHONE: (650) 329-2547
WHOOLE HOME COMFORT

Your home contains a complex web of interconnected systems—from the materials that make up your home’s building envelope to the systems and equipment that bring you power, water, heating and cooling. Whole home comfort programs from CPAU provide advice and solutions that impact your home. If you haven’t thought much about the relationship between the efficiency and comfort of your home before, this is a good place to start.

HOME EFFICIENCY GENIE

We are proud to announce that the Home Efficiency Genie program is the recipient of the 2019 National Energy Innovator Award from the American Public Power Association. This award-winning program offers a professional, customized checkup of your home to pinpoint areas that are wasting energy and water.

A specially trained building performance expert will use diagnostic testing equipment to evaluate the building envelope and measure the performance of your home as a system. The new home electrification readiness assessment will assess the current ability for your home to accommodate electric vehicle charging equipment or high-efficiency electric appliances such as heat pump space and water heating.

For a limited time, customers can qualify for a full refund of their in-home assessment price paid, up to $149, when they complete one of the top efficiency project recommendations.

Contact us to schedule a Genie House Call or to get a free initial consultation:
WEB: efficiencygenie.com
PHONE: (650) 713-3411

OVER 300 OF YOUR NEIGHBORS HAVE RECEIVED A HOUSE CALL:

95% of homes were wasting energy on lighting
98% of homes were leaky or drafty
73% of homes were using more water than needed

See testimonials from your neighbors at efficiencygenie.com
KITCHEN & BATHROOM

Kitchens and bathrooms are meant to be clean, comfortable and functional. However when these rooms are draining money along with water and energy, things can get messy.

Before you begin a bathroom remodel or kitchen appliance upgrade, have an energy expert evaluate your home for leaks and drafts (see Efficiency Genie, page 3).

FREE DIY WATER-WISE INDOOR SURVEY KIT

CPAU's partner in water conservation, Valley Water, offers a Do-it-Yourself kit to evaluate indoor water use that includes a flow rate bag for testing shower and sink flow rates and dye tablets to test toilets for leaks. Included in the kit will be a step-by-step guide to evaluating water use, including:

• Meter leak test
• Toilet leak test
• Sink/shower flow rates
• General indoor leak information

Contact Valley Water for more information:
WEB: watersavings.org
PHONE: (408) 630-2554

HEAT PUMP WATER HEATER PROGRAM

There are multiple options in water heaters today. Now is a good time to consider upgrading yours to an electric heat pump water heater (HPWH). Switching to an electric HPWH can cut costs because electric HPWHs are more energy efficient than other electric water heaters or gas water heaters. It can also reduce your carbon footprint because the carbon emissions associated with your HPWH’s electricity use are neutralized, due to the CPAU carbon neutral electricity supply portfolio.

CPAU is offering a rebate of up to $1,500 for qualifying electric HPWH models.

To learn more, visit:
WEB: cityofpaloalto.org/hpwh
PHONE: (650) 329-2241
Making your outdoor space more water efficient is easy with these available landscape surveys, rebates and guidelines.

**LANDSCAPE EFFICIENCY**

CPAU and Valley Water offer educational services and rebates to help Palo Alto residents use water more efficiently in the landscape.

**Free Water-Wise Outdoor Survey.** Home irrigation systems are often inefficient due to equipment placement/coverage, over-watering, misting and evaporation patterns, and outdated equipment. Residential single-family and small multi-family sites with at least one valve-operated irrigation zone are eligible to participate in Valley Water's Water-Wise Outdoor Survey.

**Landscape Conversion Rebate.** CPAU and Valley Water offer rebates to Palo Alto residents who switch from water-intensive yards to low water use landscapes. Receive up to $2/ft² in rebates for your lawn or swimming pool conversion.

**Irrigation Equipment Upgrade Rebate.** Valley Water offers rebates for qualifying irrigation hardware.

**Graywater Laundry to Landscape Rebate.** A laundry to landscape graywater system diverts and reuses water from clothes washers to pre-approved landscape areas. Valley Water provides Palo Alto residents a rebate of $200 per single-family residential site for properly installing a laundry to landscape graywater system.

To learn more or apply for any of the Landscape Efficiency Rebates, contact Valley Water:

**WEB:** watersavings.org

**PHONE:** (408) 630-2554

In order to be eligible for any of the above rebates, pre-installation inspections are required. Specific installation requirements may apply.
STORMWATER REBATE PROGRAM

Rain Barrels. Capture and store rainfall from your roof through downspouts for use in landscape irrigation. Rain barrels are an inexpensive and effective way to cut water consumption and reduce stormwater runoff.

Cisterns. Capture rainwater but hold significantly more water than a rain barrel. Cisterns are often connected to an electrical pump that is attached to a hose bib or watering hose for use in landscape irrigation.

Pervious Pavement. Allows rainfall to infiltrate into underlying soils and is often made of materials such as porous asphalt, pervious concrete or permeable interlocking pavers.

To learn more or apply for any of the stormwater rebates, contact us:

WEB: cityofpaloalto.org/stormwater
PHONE: (650) 329-2122
EMAIL: cleanbay@cityofpaloalto.org

Example image of rain barrel. Visit our website for rebate guidelines prior to purchasing or installing any materials.
Palo Alto has a goal of Zero Waste by 2021. Zero Waste is more than recycling – it seeks to eliminate waste wherever possible first, and then manage the discards we do have through reuse, recycling and composting.

**RECYCLE, COMPOST, LANDFILL**

We have a variety of tools to help you figure out what goes in your recycle, compost and landfill containers.

- **What Goes Where Tools.** To view our *What Goes Where Tools* page and use the *RecycleWhere* search tool, visit [cityofpaloalto.org/wgwtools](http://cityofpaloalto.org/wgwtools)
- **Ask a Zero Waste Block Leader.** Find your neighborhood Zero Waste expert at [cityofpaloalto.org/zwbl](http://cityofpaloalto.org/zwbl)
- **Ask Zero Waste Palo Alto:**
  - **EMAIL:** zerowaste@cityofpaloalto.org
  - **WEB:** cityofpaloalto.org/wgwtools
  - **PHONE:** (650) 496-5910

**ZERO WASTE BEST PRACTICES**

These Zero Waste best practices help you prevent waste.

- **Home Composting Workshops.** Find out how to build healthy soil, minimize fertilizer and water use, and use less-toxic pest control measures. For more information, visit [cityofpaloalto.org/compost](http://cityofpaloalto.org/compost)
- **Host a Party Without Waste.** Residents can borrow Zero Waste Party Packs (reusable dishware, utensils and napkins) for FREE. For more information, visit [cityofpaloalto.org/zwparty](http://cityofpaloalto.org/zwparty)
- **Food Waste Reduction.** Consumers are responsible for wasting more edible food than any other part of the food supply chain. In Palo Alto, 26% of what is thrown in the garbage is edible food. To learn how to keep food from going to waste in your home, visit [cityofpaloalto.org/foodwaste](http://cityofpaloalto.org/foodwaste)

For more information:
- **EMAIL:** zerowaste@cityofpaloalto.org
- **WEB:** zerowastepaloalto.org
- **PHONE:** (650) 496-5910
**REFRIGERATOR RECYCLING**

The City offers a $50 rebate for your old refrigerator or freezer. This includes a free pickup from your home or office. The $50 rebate will be applied to your bill.

Schedule your pickup:
**WEB:** cityofpaloalto.org/fridge
**PHONE:** (888) 540-7756

**COLLECTION SERVICES**

Questions about missed pickups, service change requests, broken carts or your Clean Up Day date?

Contact GreenWaste of Palo Alto, the City’s waste hauler and processor:
**EMAIL:** pacustomerservice@greenwaste.com
**WEB:** greenwasteofpaloalto.com
**PHONE:** (650) 493-4894

**HOUSEHOLD HAZARDOUS WASTE**

Palo Alto residents may safely and conveniently dispose of their unwanted or unused toxic household items at the Household Hazardous Waste (HHW) Station:

**LOCATION:** 2501 Embarcadero Way, Palo Alto

**HOURS:** Open every Saturday from 9–11 AM (some holiday closures) and the first Friday of each month from 3–5 PM

To see a list of accepted items and holiday closures, contact us:
**EMAIL:** zerowaste@cityofpaloalto.org
**WEB:** cityofpaloalto.org/hazwaste
**PHONE:** (650) 496-5910

**OLD, EXPIRED & UNWANTED MEDICATION**

To find the nearest disposal locations for unwanted medicine, visit:
**WEB:** med-project.org
ELECTRICAL SERVICE UPGRADE ASSISTANCE

Installing an EV charger at your home or property may require upgrading electric service capacity. If you apply for an EV charger permit and receive notice that your installation will require electric service capacity fees greater than the standard connection fee, please note that CPAU provides a generous rebate for properties needing to upgrade their transformer. Single family dwellings are eligible for up to $10,000, and schools, nonprofits, multifamily and mixed-used buildings are eligible for up to $100,000.

For more information or to apply, visit: WEB: cityofpaloalto.org/electricvehicle

EV CHARGERS FOR ORGANIZATIONS REBATE PROGRAM

Do you own or manage a nonprofit, school, multifamily or mixed-use property in Palo Alto? EV ownership in Palo Alto is rising and CPAU is offering generous rebates to help build EV charging infrastructure.

**EV Charger Rebate Program for Organizations.** Schools, nonprofit, multifamily and mixed-use properties in Palo Alto can receive up to $80,000 in rebates for the installation of EV chargers.

For more information or to apply, visit: cityofpaloalto.org/electricvehicle

1 in 3 new vehicles in Palo Alto in 2018 were electric

ELECTRICAL SERVICE UPGRADE ASSISTANCE

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For more information or to apply, visit: WEB: cityofpaloalto.org/electricvehicle

Palo Alto is a national leader in electric vehicle (EV) adoption and bicycle use. EVs accounted for 22% of all new vehicles purchased in 2016 in Palo Alto. Driving and charging an EV in Palo Alto is a smart environmental and economic choice due to the City’s carbon neutral electricity supply and low electricity retail rates. As part of our progress toward becoming one of the nation’s greenest cities, CPAU has developed several programs to encourage EV adoption. Moreover, 30% of public school students bike to school every day. This translates to over 4,000 youth biking to school daily. Palo Alto also has one of the highest bike commute rates by adults in the country at 8.8%. Biking to work and school supports our clean environment and reduces congestion on our roads.
**BICYCLE RESOURCES**

Palo Alto is a very bicycle-friendly city with designated bike boulevards, bike tunnels and a robust Safe Routes to School program.

For more information, visit:
WEB: cityofpaloalto.org/bike

For more information on how your family can get to school in healthy, green ways, visit:
WEB: cityofpaloalto.org/saferoutes
Using renewable energy resources such as solar photovoltaics (PV), wind, hydroelectric power and landfill gas can reduce the environmental impact and carbon intensity of residential energy consumption.

**CARBON NEUTRAL ELECTRICITY & GAS**

Since 2013, CPAU has had a **100% carbon neutral** electricity portfolio, with electricity supplied by non-carbon-emitting sources (hydroelectric, solar, wind, landfill gas). In dry years when hydroelectricity resources are low or unavailable, CPAU purchases market power matched by the purchase of Renewable Energy Credits (RECs) to maintain carbon neutrality. As of July 2017, the City of Palo Alto has also had a carbon neutral natural gas portfolio. While electricity can be generated from carbon-free resources, natural gas is a fossil fuel and we must purchase offsets to neutralize greenhouse gas emissions from natural gas use.

To learn more about our carbon neutral portfolio and see updates, visit: cityofpaloalto.org/carbonneutral

**ROOFTOP SOLAR**

The City of Palo Alto has supported adoption of residential rooftop solar since 1999. Over 1,000 residential rooftop systems are installed in Palo Alto and CPAU has resources to guide new customers through the process of going solar. The state-directed Net Energy Metering (NEM 1) program, which compensates customers for exported electricity at full retail rates, transitioned to the NEM Successor program (NEM 2) in December 2017. As of January 2018, all new solar customers who did not submit and receive approval for a NEM 1 Reservation are automatically served by NEM 2 as part of the solar photovoltaic permitting process. NEM 2 compensates customers for electricity they export to the grid based on the Export Electricity Compensation rate.

To learn more about solar in Palo Alto, visit: cityofpaloalto.org/solar

13.21% of California's electricity is generated by solar
**LOCAL SOLAR PLAN**

In 2014, Palo Alto’s City Council adopted the Local Solar Plan and set an overarching goal of meeting 4% of Palo Alto’s electrical energy needs from local solar by 2023. At the end of 2018, approximately 2% of Palo Alto’s energy needs were met by local resources.

One of the programs that Palo Alto has undertaken since the Local Solar Plan went into effect is the solar group-buy program, also known as Bay Area SunShares. Palo Alto has participated in the SunShares program since 2015 and was the top Outreach Partner in 2015, 2017 and 2018. The program offers vetted contractors and discounted prices on rooftop solar, and typically runs from August through November.

To learn when the next program will run, visit:
**WEB:** cityofpaloalto.org/sunshares

**SOLAR WATER HEATING**

A solar water heating system uses the sun’s heat to provide hot water for domestic use. Installing a solar water heating system can reduce your utility bill.

CPAU is excited to offer incentives for solar water heater (SWH) installations. Applicants must purchase a new qualifying SWH system in order to be eligible. Solar pool heating systems are not eligible for this program.

To apply or learn more, contact us:
**WEB:** cityofpaloalto.org/swh  
**PHONE:** (650) 329-2241  
**EMAIL:** swhp@cityofpaloalto.org

40 sq ft of SWH panels are needed to meet the needs of a typical 2-person household in CA.
How to Reach Us

UTILITIES EMERGENCIES
Electric Downed Lines and Outages ........................................ (650) 496-6914
Gas Leaks & Pipe Breaks .................................................. (650) 329-2579
Water Main & Hydrant Leaks ................................................. (650) 329-2579
Traffic Signals & Street Lights ............................................. (650) 496-6916
Sewer Problems ................................................................ (650) 329-2579

CUSTOMER SERVICE
Billing and General Questions ............................................... (650) 329-2161
Low Income Assistance ........................................................ (650) 329-2161
Credit & Collections ............................................................. (650) 329-2333
Utility Service On/Off ............................................................ (650) 329-2161
Call Before You Dig (avoid utilities) .................................. 811 or 1 (800) 227-2600
Or visit: cityofpaloalto.org/safeutility

ADDITIONAL CONTACTS
Homepage ............................................................................ cityofpaloalto.org/utilities
Service Disruptions ............................................................... cityofpaloalto.org/outageinfo
Utility Program Services ....................................................... (650) 329-2241
Residential Efficiency Programs ........................................... cityofpaloalto.org/utilityprograms
Business Efficiency Programs ............................................... cityofpaloalto.org/commercialprograms
Engineering ........................................................................ (650) 566-4500
Electric Operations ............................................................... (650) 496-6934
Water/Gas/Wastewater Operations .................................... (650) 496-6982
Refuse & Recycling Collection ............................................ (650) 493-4894
Zero Waste Palo Alto ........................................................... (650) 496-5910
zerowastepaloalto.org
Household Hazardous Waste .............................................. (650) 496-5910
cityofpaloalto.org/hazwaste
PaloAlto311 ....................................................................... Available on the app store or online
Report spills of hazardous materials
or illegal dumping around storm drains .......................... (650) 329-2413
Home Efficiency Genie ........................................................ (650) 713-3411
WORKSHOPS

The City offers free workshops throughout the year on topics ranging from green building to EVs, native gardens, home composting and new technologies such as heat pump water heaters.

For the current workshop schedule, or to add your name to our email list to receive updates on events and programs, contact us:

WEB: cityofpaloalto.org/workshops
PHONE: (650) 329-2241

CONTACT INFORMATION

Phone
Call CPAU Customer Service at (650) 329-2161.

Email
Reach us by email at customerservice@cityofpaloalto.org

E-Newsletter
Stay up to date on the latest CPAU programs, rebates, events and more. Sign up for our e-newsletter at cityofpaloalto.org/utilitynews

Social Media
Follow us to receive updates on outages, events and announcements.

Follow @PaloAltoUtilities

Follow @PAUtilities

Follow CPAU on nextdoor.com

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information about the City’s compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City’s ADA Coordinator at (650) 329-2368 (voice) or email ada@cityofpaloalto.org

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