

## **May 2022 Utilities and Community Announcements**

**Good food that went bad makes up 26% of residential garbage.** Being smarter about food saves money and natural resources while reducing greenhouse gas emissions. Don't let good food go to waste, visit [cityofpaloalto.org/foodwaste](http://cityofpaloalto.org/foodwaste) or call (650) 496-5910 for tips and tools to help you reduce food waste in your home.

**Talk to your vet about using oral medications to control fleas and ticks on your pets instead of collars or topical meds.** Topical treatments get on hands and furniture and into the San Francisco Bay when washing your pet and bedding. Visit [baywise.org](http://baywise.org) for more info.

**Effective April 4, 2022, the maximum payment amount CPAU will accept by credit card, without charging processing fees to customers, is \$5,000.** This \$5,000 limit will apply to each monthly utility bill associated with a utility customer's account. To set up a convenient, alternative payment option or if you have questions, please visit [mycpau.cityofpaloalto.org](http://mycpau.cityofpaloalto.org) or contact the Utilities Customer Service Center at [UtilitiesCustomerService@cityofpaloalto.org](mailto:UtilitiesCustomerService@cityofpaloalto.org) or (650) 329-2161.

**CPAU customers will soon see a temporary hydro rate adjuster line item on utility bills, which was adopted to help avoid wide swings in customer rates.** The drought is affecting our ability to buy low-cost hydroelectric power, driving up energy costs. CPAU purchases electricity from several sources and in an average year, about 50% of the City's electric supply comes from hydroelectric power plants. The last three years of drought have severely impacted our hydroelectric resources, which means we must purchase power from other, higher-cost supply sources. The temporary hydro rate adjuster was enacted by Council in March and went into effect April 1. Learn more at [cityofpaloalto.org/ratesoverview](http://cityofpaloalto.org/ratesoverview)

**The Palo Alto Fire Department launched a new ambulance subscription program, Palo Alto FireMed, for the community to enhance the services provided in Palo Alto.** A low-cost alternative to paying for emergency medical ambulance rides, residents and businesses can sign up monthly for Palo Alto FireMed to eliminate out-of-pocket expenses for emergency medical ambulance rides originating in the City. Starting at \$8 per month, Palo Alto residents and businesses can sign up today by visiting [cityofpaloalto.org/FireMed](http://cityofpaloalto.org/FireMed)