

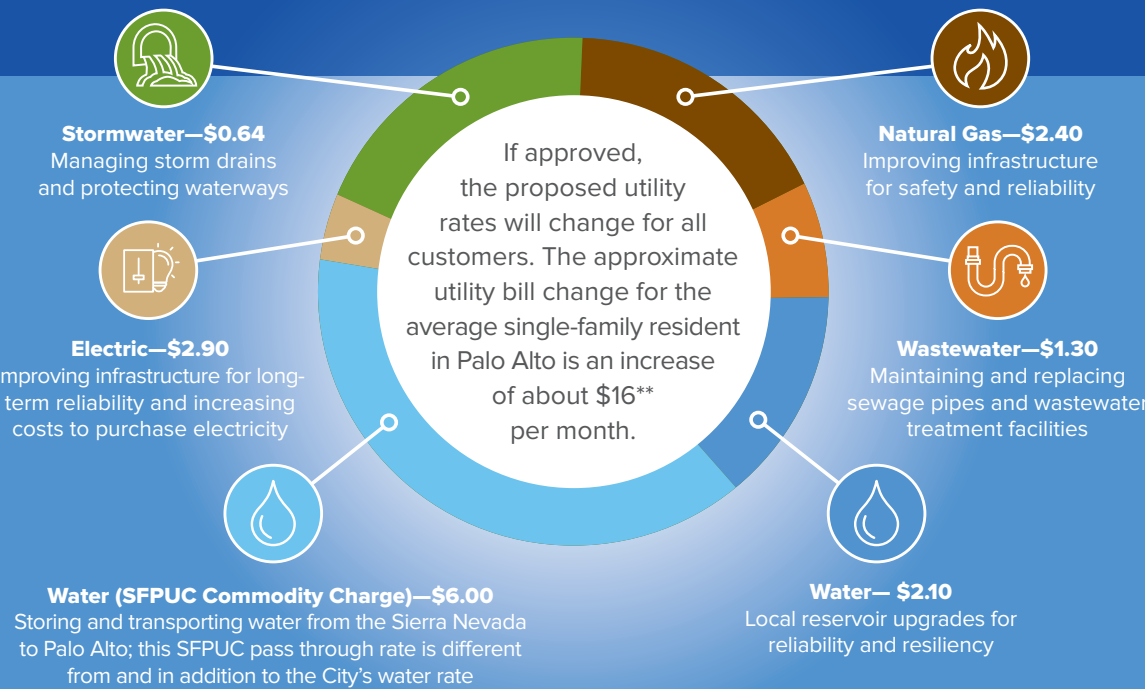
UTILITY RATES ARE HEATING UP. LET'S HELP YOU PUT THEM ON ICE.

The Palo Alto City Council approved new rates for utility services that are effective July 1, 2022.¹ Read on to learn more.

In a time when rising prices seem hard to avoid, City of Palo Alto Utilities (CPAU) provides many options to help you cool off utility bill costs despite rising costs, and give you better peace of mind for your pocketbook, your home and the environment.

But first, let's explain the utility rates, which are rising faster than we've seen in previous years. That's because the cost of supplying utilities has gone up. Inflation has increased costs across the industry, several years of drought have impacted supply costs, and the cost of maintenance like construction and safety upgrades have gone up, too. Plus on May 10, 2022, after years of drought, the City's water supplier, San Francisco Public Utilities Commission (SFPUC), increased the wholesale water rate it charges the City for the water CPAU delivers to its retail customers, from \$4.10 to \$4.75 per hundred cubic feet (CCF). This cost is passed through to City water customers.*

AVERAGE MONTHLY BILL IMPACTS FOR A SINGLE-FAMILY RESIDENTIAL UTILITY ACCOUNT



Find more details at cityofpaloalto.org/ratesoverview

* CPAU passes through SFPUC's commodity charges automatically, in accordance with Government Code 53756 and the City's Water Utility Rate Schedules W-1, W-2, W-4 and W-7.

** Amounts shown are calculated based on average residential utility bills for calendar year 2021. Bill impacts will vary based on usage and rate schedule. Rate changes will vary for commercial customers.

¹ The Council approved increases to the City's stormwater, electric, gas, water and wastewater rates on June 13, 2022 for an effective date of July 1, 2022. The SFPUC wholesale water rate automatically passed through to City customers is effective August 1, 2022.





FOUR WAYS TO COOL DOWN RISING BILLS

We understand the difficulty of utility costs going up as inflation and other costs rise. We've made it easier for you to discover and capitalize on programs and resources that can help you lower your utility costs with energy and water savings.

1

Get a **FREE** consultation from the Home Efficiency Genie with custom recommendations for your home based on your energy and water usage.



2

Replace your gas-powered hot water heater with a heat pump appliance and get up to \$1,500 in rebates.



3



Get rebates to help the cost of water saving upgrades like landscape and irrigation equipment retrofits, graywater, rain barrels, and more.

4



You may be eligible to receive discounts on energy and storm drain charges based on medical and financial needs. Contact us for information and to apply at cityofpaloalto.org/RAP.

Get started at cityofpaloalto.org/utilityprograms
Contact us for utilities billing or account questions at
utilitiescustomerservice@cityofpaloalto.org or (650) 329-2161.



CITY OF
PALO ALTO
UTILITIES

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on 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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