Utilities Strategic Plan
Electricity | Water | Gas | Wastewater | Fiber Optics

Mission:
The City of Palo Alto Utilities (CPAU) mission is to provide safe, reliable, environmentally sustainable and cost effective services.

Strategic Direction
At CPAU, our people empower tomorrow’s ambitions while caring for today’s needs! We make this possible with our outstanding professional workforce, leading through collaboration and optimizing resources to ensure a sustainable and resilient Palo Alto.

We must create a vibrant and competitive environment that attracts, retains, and invests in a skilled and engaged workforce.

We must collaborate with internal teams and external stakeholders to achieve our shared objectives of enhanced communication, coordination, education and delivery of services.

We must manage our finances optimally and use resources efficiently to meet our customers’ service priorities.

We must invest in and utilize technology to enhance the customer experience and maximize operational efficiency.

CITY OF PALO ALTO VALUES

INTEGRITY  INNOVATION

QUALITY  COURTESY  EFFICIENCY

RELIABILITY  SAFETY

TEAMWORK  TRUST  ACCOUNTABILITY