

## HOW TO CONTACT PALO ALTO UTILITIES

# Your Utilities Customer Service Representatives are Just a Call or Click Away!



For all your utility needs, just call, email or visit us in person at 250 Hamilton Avenue. **We're here to help!**

| UTILITIES SERVICE DISRUPTIONS & EMERGENCIES                              | <a href="https://paloalto.gov/outages">paloalto.gov/outages</a>                                   |
|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Electric Downed Lines, Outages                                           | (650) 496-6914                                                                                    |
| Water-Gas-Wastewater Leaks, Pipe Breaks, Hydrants, Sewer Problems        | (650) 329-2579                                                                                    |
| Street Lights & Traffic Signals                                          | (650) 496-6916                                                                                    |
| CUSTOMER SERVICE                                                         | <a href="https://paloalto.gov/utilitiescustomerservice">paloalto.gov/utilitiescustomerservice</a> |
| Billing Questions, Credit & Collections, Start & Stop Service            | (650) 329-2161                                                                                    |
| RECYCLING, COMPOST, WASTE SERVICES                                       |                                                                                                   |
| GreenWaste Palo Alto                                                     | (650) 493-4894; <a href="https://greenwaste.com/palo-alto">greenwaste.com/palo-alto</a>           |
| Zero Waste Palo Alto                                                     | (650) 496-5910; <a href="https://paloalto.gov/zerowaste">paloalto.gov/zerowaste</a>               |
| Household Hazardous Waste                                                | (650) 496-5910; <a href="https://paloalto.gov/hazwaste">paloalto.gov/hazwaste</a>                 |
| CALL BEFORE YOU DIG                                                      | 811 or 1 (800) 642-2444 or <a href="https://USANorth811.org">USANorth811.org</a>                  |
| RESIDENTIAL & BUSINESS PROGRAMS                                          | <a href="https://paloalto.gov/waystosave">paloalto.gov/waystosave</a>                             |
| Energy & Water Efficiency, Electrification, Electric Vehicles, Workshops | (650) 329-2241                                                                                    |
| Concierge for Heat Pump Water Heater Program                             | (650) 713-3411                                                                                    |
| STORMWATER MANAGEMENT                                                    | <a href="https://paloalto.gov/stormwater">paloalto.gov/stormwater</a>                             |
| Watershed Protection                                                     | (650) 329-2122                                                                                    |
| Storm Drains: to report hazardous material spills or illegal dumping     | (650) 329-2413                                                                                    |
| PALOALTO311: Available on the app store or online                        |                                                                                                   |
| DEVELOPMENT SERVICES                                                     |                                                                                                   |
| Building Permits                                                         | (650) 329-2496                                                                                    |



Contact [UtilitiesCommunications@paloalto.gov](mailto:UtilitiesCommunications@paloalto.gov) to request a free magnet with this information & more.