

January 2026 Utilities and Community Announcements

Happy New Year! This is a great time to ensure your account information is up to date and stay connected with us. Contact us to verify account information at (650) 329-2161 or by logging into paloalto.gov/MyCPAU. Opt for paperless utility billing to reduce waste and costs! Sign up for our e-newsletter at paloalto.gov/utilitynews.

Changes to Your Utility Bill Format: City of Palo Alto Utilities customers who receive paper bills will see an update to the format of the utility bills beginning in January 2026. The primary change is in the paper size of the utility bill and bill envelope. The key information on your bill will remain the same. There is no change to the billing process, payment options, or billing schedule. Please do not disregard the bill when you receive it in the mail if you notice a slightly larger size of the envelope and paper.

Save the date for Palo Alto Earth Day 2026! Join City staff, community organizations, neighbors, and friends for a celebration of the earth and day of climate action Sunday, April 19 from 1 - 4 p.m. at Rinconada Library. Save to your calendar at paloalto.gov/EarthDayFestival.

Take charge of your mailbox! Stopping junk mail is a waste reduction practice that is more impactful than recycling. By stopping the mail you don't want, you can conserve natural resources and reduce greenhouse gas emissions. Learn how you can reduce your junk mail at paloalto.gov/junkmail or call (650) 496-5910.

Prepare for winter storms! Visit paloalto.gov/storms to monitor storm and creek activity, report storm problems, find free sandbag locations and other helpful resources. Visit paloalto.gov/creekmonitor to monitor real-time Palo Alto creek level information and sign up at sfcjpa.org/floodwarning for automatic flood and storm notifications.

Palo Alto's Public Smoking Ordinance helps protect our waterways. Cigarette butts are a leading source of litter in our creeks and streets, seeping toxic chemicals into our waterways. Learn more at paloalto.gov/smokingordinance.