

May 2026 Utilities and Community Announcements

Proposed rate changes effective July 1, 2026 - The City of Palo Alto Utilities (CPAU) works hard to keep rates low. However, rate increases are necessary this year to continue to provide safe and reliable utilities for all Palo Altans. Rate changes are proposed for electric, natural gas, refuse, stormwater management, wastewater, and water. Learn about your utility rates at paloalto.gov/ratesoverview. For more information on ways to keep utility bill costs low or financial assistance, call Utilities Customer Service at (650) 329-2161 or email us at utilitiescustomerservice@paloalto.gov.

Need to drain your pool, spa, or fountain? Always drain to your sanitary sewer cleanout. Draining water from these sources to a storm drain is prohibited because it can pollute creeks with copper, chlorine, sediments, and other contaminants. Learn more at paloalto.gov/stormwater.

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 paloalto.gov/foodwaste or call (650) 496-5910 for tips and tools to help you reduce food waste in your home.

Be wary of phone scams! Scammers may pose as the City of Palo Alto Utilities (or PG&E), say an account is overdue and threaten to turn off power if not paid immediately. Please call the Utilities Customer Service Call Center at (650) 329-2161 if you need to speak with a representative about your account, verify a balance, review payment history and/or make a payment.

Call before you dig! Your safety is our number one priority. If you're planning to plant a tree, build a fence or dig in your yard for any other reason, you must call 811 to have your utilities marked. Visit paloalto.gov/safeutility for more info.