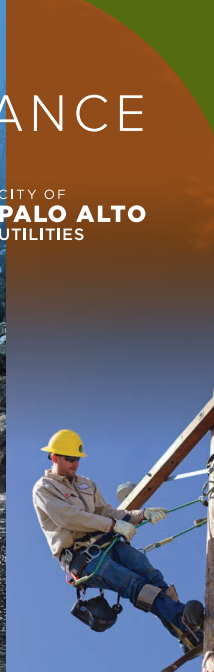


UTILITIES AT A GLANCE

FISCAL YEAR 2025



CITY OF
PALO ALTO
UTILITIES



OVERVIEW

MISSION STATEMENT To provide safe, reliable, environmentally-sustainable and cost-effective services.

GENERAL INFORMATION The City of Palo Alto owns, operates and maintains all of its utilities, which means residents and businesses benefit in many significant ways:

- Competitive utility rates
- Reliable and safe service operations
- Local control and policy-setting
- Responsiveness and accountability to citizens and utility customers
- Community values-driven programs and services
- Support for Fire, Police, Library and other City and community services

The City of Palo Alto Utilities (CPAU) provides all electric, natural gas, water and wastewater collection services in Palo Alto. Additionally, since 1997, a dark fiber optics loop has been available to business customers. For information about current services, please visit paloalto.gov/utilities or call the Utilities Customer Service Center at (650) 329-2161.

Recycle, compost, landfill, hazardous waste, wastewater treatment, and stormwater management services are under the purview of the City's Public Works Department. For information about those services, please visit paloalto.gov/pwd or call (650) 329-2151.

COMMUNITY DRIVEN SUSTAINABILITY As a community, Palo Alto is committed to demonstrating leadership on the path to a sustainable future. CPAU is the first utility in the world to provide both carbon neutral electricity and natural gas as a standard to all customers. The City's long-term contracts for clean electric resources in its portfolio, including solar, wind, and hydroelectric generation, has allowed the City to exceed the State's requirement for delivering eligible renewable energy supplies. CPAU purchases high-quality carbon offsets to balance greenhouse gas emissions from our natural gas use. To learn more about our carbon neutral energy portfolio, please visit paloalto.gov/carbonneutral

CPAU offers energy and water saving programs, rebates and electrification services to help customers use utility resources more efficiently, reduce their impact on the environment and keep utility costs low. CPAU also offers assistance to low-income customers including both bill payment plans and free home efficiency and electrification measures. Find information online at paloalto.gov/waystosave



FINANCIAL HIGHLIGHTS



Fiscal Year 2025 (in thousands)



Electric



Gas



Water



Sewer



Fiber Optics



Zero Waste

Sales Revenue	\$ 191,103	\$ 56,123	\$ 53,537	\$ 26,631	\$ 3,482	\$ 30,534
Interest, Fees & Other Revenue	\$ 47,710	\$ 3,319	\$ 2,971	\$ 3,591	\$ 437	\$ 1,941
Commodity Purchase Costs	\$ 111,481	\$ 19,159	\$ 27,856	\$ 15,486	–	\$ 21,782
Operating Costs	\$ 55,442	\$ 18,704	\$ 24,693	\$ 7,856	\$ 3,210	\$ 13,362
Capital Depreciation	\$ 9,919	\$ 4,069	\$ 3,959	\$ 3,319	\$ 571	\$ 78

FINANCIAL HIGHLIGHTS

ELECTRIC & FIBER OPTICS



Electric

1900 year founded

Number of customer meters

26,428 Residential

3,566 Commercial

143 City

19 miles of 60 KV sub-transmission lines

116 miles of primary overhead distribution lines

195 miles of primary underground distribution lines

184 MW highest peak load

9 substations (with 300 MVA total capacity)

937 GWh total annual electricity purchased

109 traffic signals (intersections) maintained

7,033 street lights maintained

4,064 MWh annual savings through efficiency programs

All information is for FY 2024-25 unless indicated otherwise.
CPAU's electric supply portfolio has been carbon neutral since 2013.

Fiber Optics

1996 year founded

1997 year of fiber optic backbone construction

56.3 route miles of fiber cable (complete backbone)

21.6 miles of overhead fiber optic cable

34.6 miles of underground fiber optic cable

170 commercial buildings connected to fiber optic backbone in Palo Alto

\$3.4 million gross sales “dark fiber* licensing”—customer & City sales combined

* “Dark” refers to fiber infrastructure that is leased to customers.

ELECTRIC & FIBER OPTICS

NATURAL GAS

1917 year founded

Number of meters

21,610 Residential

2,148 Commercial

38 City

Pressure of distribution system

The City of Palo Alto's natural gas distribution system is operated at a nominal pressure of **25 pounds per square inch (psi)**, with the exception of some large non-residential customers which may require a higher nominal pressure.

All information is for FY 2024-25 unless indicated otherwise.

211 total miles of gas pipelines

199 total miles of gas service pipelines

25,436,120 therms total annual gas purchased

Gas system average daily use

89,979 therms November-March

48,374 therms April-October

65,453 therms Year-round

Why does natural gas have an odor?

Natural gas is odorless. Therefore, ethyl mercaptan ($\text{CH}_3\text{-CH}_2\text{-SH}$) is added to natural gas because people can smell even tiny amounts of this compound, which can help in detecting a dangerous gas leak. If you've smelled a skunk, you'll recognize the odor of mercaptan since this chemical makes up 70% of a skunk's stinky spray!

If you smell gas, leave the area immediately and call (650) 329-2579 or 911.



NATURAL GAS

WATER & WASTEWATER

Water

1896 year founded

Number of meters

16,626 Residential

3,409 Commercial

337 City

231 miles of water main

Number of wells

1 Active standby

7 Emergency standby

Number of reservoirs

4 Steel

3 Reinforced concrete

All information is for FY 2024-25 unless indicated otherwise.

13 million gallons of total storage capacity

3.4 billion gallons of total annual water purchased

Water system average daily use

6.7 million gallons November-March

10.3 million gallons April-October

8.7 million gallons Year-round

15.8 million gallons peak flow

Fluoride

0.7 ppm Average concentration

Chloramine

2.27 ppm Average residual

SFPUC website: sfwater.org/home.cfm

Wastewater

1898 year founded

Number of accounts

20,751 Residential

1,767 Commercial

47 City

22,565 customer hookups

2 billion gallons effluent treated from Palo Alto sewers per year

216 total miles of sanitary sewer lines

Palo Alto's drinking water, which comes from the Tuolumne River in the Sierra Nevada mountains, is among the purest in the world.

ZERO WASTE

Waste Collection

1914 year founded

6,300 tons of recyclable materials collected from residents

14,700 tons of compostable materials collected from residents

6,900 tons of landfill materials collected from residents



88% percentage of waste diverted from landfill (calendar year 2024)

5,664 households participating in the Household Hazardous Waste (HHW) program

52,300 tons of materials recycled or composted

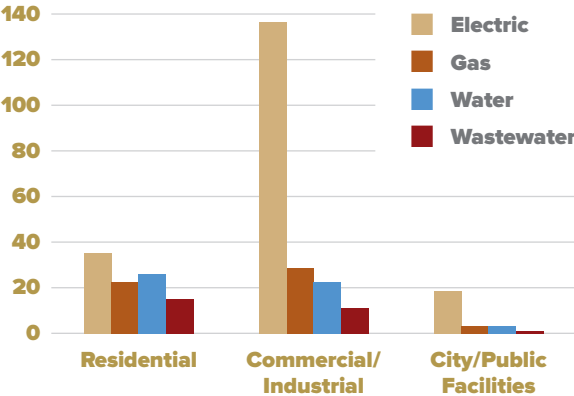
Zero Waste Palo Alto

Achieving zero waste by 2030 is done by reducing waste and maximizing reuse, recycling, and composting while protecting the environment by safely collecting and disposing of household hazardous waste and maintaining and monitoring the City's closed landfill to meet all regulatory requirements.

Learn more about the City's zero waste programs at paloalto.gov/zerowaste or call (650) 496-5910.



FY 2024-25 Sales Revenue **In \$ Millions**



Residential Rate Structures

based on 30-day month

Electric

Tier One	0–450 kWh
Tier Two	Over 450 kWh

Gas

Summer Tier One	23 therms
Summer Tier Two	Over 23 therms
Winter Tier One	60 therms
Winter Tier Two	Over 60 therms

Water

Tier One	0–6 ccf
Tier Two	Over 6 ccf

FY 2024-25 Average Monthly Residential Bill*

	 Electric	 Gas	 Water	 Sewer	 Zero Waste	 Stormwater
Dollars	\$ 125.63	\$ 84.20	\$ 124.04	\$ 55.79	\$ 46.57	\$ 17.29
Usage	636 kWh	34 Therms	10 CCF			

Total Average Residential Bill: **\$453.52**

* Average monthly residential bills reflected FY 2025 rates; the 5% utility user tax is not included in these amounts.

For more details on all customer classes and current rates, visit us at palloalto.gov/ratesoverview

Other Quick Facts **69,700** population served** **26** square miles served **267** utilities employees

** From the FY 2025 Annual Comprehensive Financial Report.

RESIDENTIAL RESOURCES



Understanding Resource Terms



What can a kilowatt do?

One thousand watts of electricity used for one hour equals one kilowatt-hour (kWh). The electricity in one kWh can light a 10-watt LED bulb for 100 hours, power a laptop for 20 hours, keep an energy efficient refrigerator running for 24 hours, or drive an average electric car for 3-4 miles.



What can a therm do?

One therm of gas equals 100,000 British Thermal Units (BTUs). A BTU is the amount of heat required to raise one pound (~ one pint) of water one degree Fahrenheit. One therm is enough energy to run a typical gas clothes dryer for five hours, operate an oven for four hours, a gas fireplace for one and a half hours, or heat 750 gallons of water, which is approximately equivalent to the total hot water use for a family of four over 10 days.



What can a ccf do?

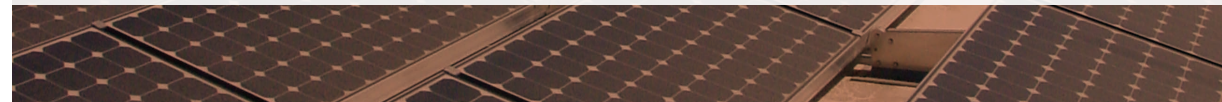
One hundred cubic feet (ccf) of water equals approximately 748 gallons. One ccf of water is typically enough for a person to take 62 six-minute showers with a 2 gallon per minute showerhead or wash 30 loads of laundry with a high efficiency clothes washer.

Carbon Neutral Electricity

Our electricity comes from carbon-free sources, including solar, wind and hydroelectric (hydropower). Over the year these resources generate enough carbon-free electricity to cover customers' electricity needs. In low hydropower years, CPAU may need to purchase market power.

Renewable Energy Credits (REC) are purchased to "true-up" any market electric power purchased at the end of the year. On an hourly basis, when renewable resources are not producing electricity, CPAU purchases market power with some carbon emissions. At the end of the year, these hourly carbon emissions are "neutralized" through our own hourly surplus generation or trued-up with REC purchases.

Carbon-offset projects are used to offset emissions from natural gas, as no natural gas use is free of carbon emissions. **Learn more at palloalto.gov/carbonneutral**



CONTACT INFORMATION

Customer Service

(650) 329-2161

(Billing Questions, Low Income Assistance,
Credit & Collections, Utility Service On/Off)

Online Account Management mycpau.cityofpaloalto.org

Utilities Emergencies

Electric Downed Lines and Outages (650) 496-6914

Gas Leaks & Pipe Breaks (650) 329-2579

Water Main & Hydrant Leaks (650) 329-2579

Sewer Issues (650) 329-2579

Street Light Outages (650) 496-6914

Call 811 Before You Dig (avoid underground utilities)

Or visit: paloalto.gov/safeutility

PaloAlto311, available on the app store

Key Utilities Contacts

Homepage:

paloalto.gov/utilities

Service Disruptions:

paloalto.gov/outageinfo

Utility Program Services

(650) 329-2241

Customer Programs

paloalto.gov/waystosave

Electric Engineering

(650) 566-4500

Electric Operations

(650) 496-6934

Water/Gas/Wastewater Engineering

(650) 566-4501

Water/Gas/Wastewater Operations

(650) 496-6982

Waste Collection Services

(650) 493-4894

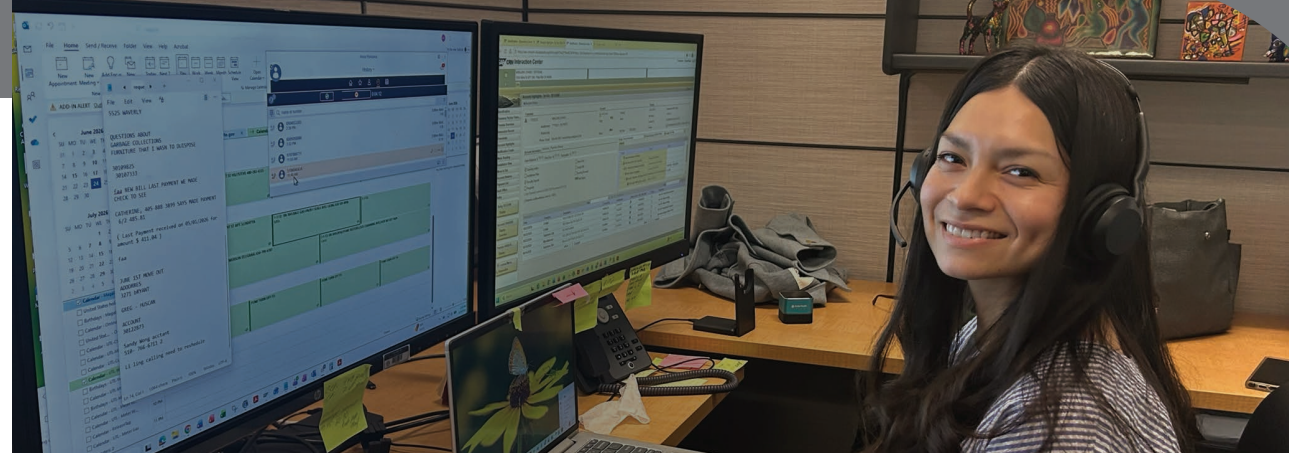
Recycle/Compost/Landfill FAQs

(650) 496-5910

Household Hazardous Waste

(650) 496-5910

paloalto.gov/HHW



Solutions at Your Service:

CPAU Customer Service Representatives are here to assist you with billing and account management, utility service connections, and more. Find quick answers and manage your account anytime at mycpau.cityofpaloalto.org.

Glossary

Electric

GW	gigawatt
GWh	gigawatt-hour
MW	megawatt
MWh	megawatt-hour
kW	kilowatt
kWh	kilowatt-hour
kV	kilovolt
MVA	megavolt amps

Gas

psi	pounds per square inch
therm	unit of heat equal to 100,000 British Thermal Units (BTU)

Water

gpm	gallons per minute
mgpd	million gallons per day
ccf	hundred cubic feet (1ccf=748 gallons)
ppm	parts per million

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@paloalto.gov



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