

March 2025 Utilities and Community Announcements

Questions about your utilities bill or account? We're here to help! Please contact Utilities Customer Service at UtilitiesCustomerService@cityofpaloalto.org or (650) 329-2161. A representative can review your account history, utility usage, meter reading, & billing. Need in-person help starting, stopping, or pausing a utility account, paying a utility bill, or registering an online account? Visit the Utilities Customer Service Desk at City Hall and let us know how we can help you. Learn more at cityofpaloalto.org/lobbyservices.

Make safety a top priority! Please call 811 before digging to have us mark your utility lines and avoid a dangerous and costly accident. Read more safety tips at cityofpaloalto.org/safeutility and contact us at UtilitiesCommunications@cityofpaloalto.org to request printed copies of our gas safety awareness brochure.

Medicines and needles should not go in the trash or down the sink or toilet. Disposing of medications improperly can contribute to pollution in the San Francisco Bay. Dispose of your needles and medications safely. Visit cleanbay.org, or call (650) 329-2122 for drop-off locations or free mail-back options.

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

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