

GREEN LIVING RESOURCES



Rebates, programs, and services to
help you improve your sustainability
and energy & water efficiency



paloalto.gov/waystosave • (650) 329-2241

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BILL PAY ASSISTANCE



► **RATE ASSISTANCE PROGRAM (RAP)**

Applicants qualifying for financial or physician-certified medical reasons may be eligible to receive up to 25% off gas and/or electricity charges on monthly utility bills.

For program details and eligibility criteria, visit:



paloalto.gov/rap
(650) 329-2161

► **RESIDENTIAL ENERGY ASSISTANCE PROGRAM (REAP)**

If you are financially eligible for RAP, live in deed-restricted affordable housing, or participate in other income-qualified programs, you may also be eligible to participate in REAP to have energy and water efficiency measures installed in your home at no cost to you. Free installations may include weather stripping, attic insulation, heating systems, water heaters, showerheads, lighting, and more.

For program details, visit:



paloalto.gov/reap
(650) 329-2241
REAP@paloalto.gov

► **PROJECT PLEDGE**

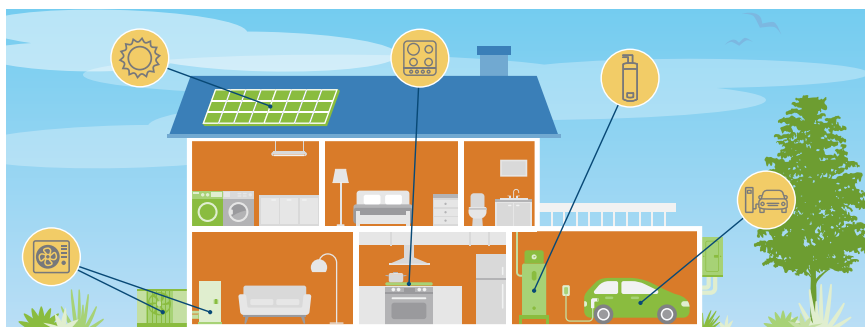
When unexpected hardship strikes, ProjectPLEDGE offers one-time utility bill assistance for residential customers for past-due amounts up to \$750. To apply, you must be the City of Palo Alto Utilities (CPAU) customer-of-record. The financial hardship credit received shall not exceed the outstanding balance of the CPAU account at the time of application.

To donate or receive funds, visit:



paloalto.gov/projectpledge
(650) 329-2161
UtilitiesCustomerService@paloalto.gov

HOME ELECTRIFICATION



Rooftop Solar

While you don't need solar to electrify, installing a rooftop solar system will generate renewable electricity for your household energy needs. Learn more at palalto.gov/solar.



Efficient Electric Water Heater

If your water heater is more than 10 years old, consider switching to an efficient electric heat pump water heater. Find programs and rebates at palalto.gov/residentialelectrification.



Electric Vehicle (EV)

Road transportation makes up 65% of Palo Alto's greenhouse gas emissions. Longer driving ranges and more models make switching to an EV easier than ever. Learn more at palalto.gov/EV.



Induction Cooktops

Induction cooking is faster, cleaner, safer, and more energy efficient than gas or traditional electric cooktops. Learn more at palalto.gov/cookelectric.



Heat Pump HVAC

Air source heat pumps can be up to 3 times more efficient than conventional heating and cooling systems. Find programs and rebates at palalto.gov/residentialelectrification.



► **ELECTRIFICATION AND ENERGY ADVISING SERVICES**

The City of Palo Alto encourages the community to consider home electrification by shifting away from carbon-based fuels to electricity for space and water heating, transportation, and cooking. For more information, including rebates and resources, visit: paloalto.gov/residentialelectrification.

The Energy Advisors are here to help you explore efficiency upgrades and navigate City programs. To get free, impartial guidance that can save you money and keep you comfortable, visit:

- web: paloalto.gov/getadvice
- phone: (650) 713-3411
- email: switch@paloalto.gov

► **SWITCH TO AN ELECTRIC HEAT PUMP WATER HEATER**

Replacing your gas water heater with a heat pump is better for your health, your wallet, and the environment. Make the switch to an efficient electric heat pump water heater with these options:

- **Full Service Solution**—Save thousands on a new electric heat pump water heater with the City’s Full Service Solution program.
- **Emergency Water Heater Service**—Have a water heater emergency? Switch quickly to a new heat pump water heater within two days using the City’s emergency program. Weekend service at an extra charge.
- **Apply for a Rebate**—See “Home Electrification Rebates” section for more information.

To learn more, visit:

- paloalto.gov/residentialelectrification
- (650) 713-3411
- switch@paloalto.gov

HOME ELECTRIFICATION (Continued)

► HOME ELECTRIFICATION REBATES

The City of Palo Alto Utilities (CPAU) has new Home Electrification Rebates to help residents replace gas appliances with clean, efficient electric appliances. In addition to the main rebates listed below, add-on rebates are available for electrical panel upgrades, wiring and circuit splitting technology, and attic insulation.

- **Heat Pump Water Heater Rebate**—Receive a rebate of \$3,500 by replacing a gas water heater with a heat pump water heater.
- **Heat Pump HVAC**—Receive a rebate of \$2,500 by replacing a fossil fuel-based heating source, such as a gas furnace, with a heat pump HVAC system.
- **Gas Meter Removal Incentive**—Receive an incentive of \$2,500 for fully electrifying your home, with confirmation of gas meter removal.

How it Works:

1. Start a rebate application to reserve funds.
2. Once approved, funds are reserved for up to 120 days as you install your equipment.
3. Complete installation and pass final inspection.
4. Submit your final documentation.
5. Receive your rebate check in the mail within 5 weeks.

To learn more and apply for rebates, visit:



paloalto.gov/residentialelectrification



(650) 713-3411



switch@paloalto.gov

► ROOFTOP SOLAR

The City of Palo Alto has supported adoption of residential rooftop solar since 1999. Over 1,000 residential rooftop systems are installed in Palo Alto and City of Palo Alto Utilities (CPAU) has resources to guide new customers through the process of going solar.

Since 2015, Palo Alto has participated in a solar group-buy program known as Bay Area **SunShares**. The program offers vetted contractors and discounted prices on rooftop solar, and typically runs from September through November. To learn when the next program will run, visit paloalto.gov/sunshares.

To learn more about solar in Palo Alto, visit:

📶 paloalto.gov/solar



58%

of gas consumption in Palo Alto homes is used for space heating



31%

of gas consumption in Palo Alto homes is used for water heating

ELECTRIC VEHICLES & CHARGERS

▶ **ONLINE EV TOOLS**

- Compare electric vehicles (EVs) and find incentives: electricforall.org/which-car-is-right
- Get the facts about going electric: electricforall.org/ev-myths
- Find the right home charger: homecharging.electricforall.org

▶ **EV WORKSHOPS AND EVENTS**

Free classes and events are available year-round to learn more about driving electric, the latest EV models, e-Bikes, incentives, and more.




For a full schedule, visit:

 paloalto.gov/workshops

▶ **EV CHARGERS FOR SINGLE-FAMILY HOMES**

Receive a free online estimate for your EV charger installation project and get connected with a local, vetted professional who will handle the permitting and inspections process for you by simply answering a few questions and uploading some photos.


For more information or to apply, visit:

 qmerit.com/utility/cityofpaloalto
 **(650) 329-2241**
 UtilityPrograms@paloalto.gov

▶ **EV CHARGER REBATES FOR MULTI-FAMILY PROPERTIES AND NON-PROFITS**

Schools, non-profits, multi-family, and mixed-use properties can receive up to **\$80,000** for installing EV chargers. *Rebate amount subject to funding availability.*

For more information or to apply, visit:

 paloalto.gov/EV
 **(650) 329-2241**
 UtilityPrograms@paloalto.gov



► **TRANSFORMER UPGRADE REBATE PROGRAM**

The City is offering rebates to help cover the costs incurred for infrastructure upgrades directly related to EV charger installations. This program will help cover the utility service connection fee, as well as substructure work, up to **\$10,000** for single-family homes and up to **\$100,000** for schools, non-profits, multi-family, and mixed-use properties.

For more information or to apply, visit:



paloalto.gov/EV



(650) 329-2241



UtilityPrograms@paloalto.gov



1 in 4

Palo Alto households
already drive an EV

MOBILITY

► PEDESTRIAN, BICYCLE, AND TRANSIT RESOURCES

Walking and biking are great ways to stay active and enjoy the outdoors when traveling shorter distances. Choose your routes using the **Palo Alto Bicycle Map**, which shows the local bicycle network, parks, major shopping areas, and connections to neighboring cities. For longer trips, local public transit options include Caltrain, the free Stanford Marguerite shuttle bus network, VTA buses, taxis, and rideshare.

For more bicycling resources, visit:

📶 paloalto.gov/Bike

For information regarding the City's rideshare service Palo Alto Link, visit:

📶 paloalto.gov/paloaltolink

► SAFE ROUTES TO SCHOOLS

The Safe Routes to School Program is a local community partnership between the City of Palo Alto, Palo Alto Unified School District (PAUSD), and the Parent Teacher Association. The program's mission is to reduce risk to students en route to and from school and encourage families to choose healthy, active, sustainable alternatives to driving solo more often. Program participation has continued to grow, with an impressive 58% of PAUSD students currently walking or biking to school. Every year, the City of Palo Alto Safe Routes to School program provides in-class bicycle and pedestrian safety education to students in K, 1, 2, 3, 5 and 6th grade, in addition to offering middle and high school Back to School Bike Safety/Bike Repair events.




To learn more about the program and how to participate, visit:


 palloalto.gov/saferoutes

To find the suggested routes for walking and rolling to your family's school, visit:

 palloalto.gov/saferoutes

Check out education resources for walking, biking, transit and carpooling at:

 palloalto.gov/saferoutes

 **(650) 329-2520**

 **SafeRoutes@palloalto.gov**

SAVING WATER INDOORS

► **FREE WATER SAVING DEVICES**

Do you need an efficient showerhead or aerator to reduce water flows in the bathroom or kitchen? Shop Valley Water's online Water Conservation Shopping Cart for free water saving devices.

To request free devices, visit:

 cloud.valleywater.org/shopping-cart




► **FREE DIY WATER WISE INDOOR SURVEY KIT**

Evaluate your home's water use and find leaks with a DIY survey kit. The kit includes a step-by-step guide to teach you how to:

- Test system leaks using your water meter.
- Test toilet leaks.
- Check sink and shower flow rates.

Order this DIY kit, which includes devices for testing leaks, through Valley Water's free online Water Conservation Shopping Cart. If you need immediate help, use the online survey guide that provides instructions on how to use food coloring and items around your home to detect toilet leaks, and calculate sink and shower flow rates.

To learn more, visit:

 <https://bit.ly/IndoorSurvey>
 **(408) 630-2554**
 conservation@valleywater.org





► **WATERSMART**

Track your water use and receive personalized recommendations through WaterSmart, a new online water management tool that can help you:

- View your hourly, daily, and weekly water use from your new Advanced Metering Infrastructure (AMI).
- Find easy and effective tips to save water.
- Find and fix possible leaks with automated notifications and email alerts.
- Learn how your water use compares to similar Palo Alto households.
- Understand where you are using the most water.

To learn more, visit:

 paloalto.gov/watersmart
 (650) 329-2161



YARD & LANDSCAPING

► LANDSCAPE EFFICIENCY PROGRAMS

The City of Palo Alto Utilities (CPAU) partners with Valley Water to offer programs and rebates to help Palo Alto residents use water more efficiently outdoors. *The programs below require application approval before purchasing equipment or starting any work.*

Free Water Wise Outdoor Survey—Home irrigation systems are often inefficient due to equipment placement/coverage, over-watering, misting and evaporation patterns, and outdated equipment. Schedule a free Water Wise Outdoor Survey to consult an irrigation specialist on ways to improve your system. Sites must have at least one valve-operated irrigation zone.

Landscape Conversion Rebate—Convert your lawn and/or swimming pool to a sustainable, low-water-use landscape and get a rebate of up to \$4 per sq. ft. Consider a rain garden as part of your design. See Stormwater Rebates Program (page 15) to learn more. *Artificial turf is not eligible for the rebate.*

Irrigation Equipment Upgrade Rebate—Upgrade to a smart high-efficiency irrigation system.

Graywater Laundry-to-Landscape Rebate—Direct rinse water from your clothes washer to your landscape with a graywater laundry to landscape system and get a rebate of up to \$400.

To learn more and apply for any of the Landscape Efficiency Rebates, contact Valley Water:



watersavings.org



(408) 630-2554



conservation@valleywater.org



► **STORMWATER REBATES PROGRAM**

Rebates are available to help reduce the cost of stormwater runoff upgrades. Use them towards making a drought-tolerant landscape.

Rain Barrels—Collect and store rainfall from your roof through downspouts for use in landscape irrigation. Rain barrels are an inexpensive and effective way to reduce water consumption and stormwater runoff.

Cisterns—Collect and hold significantly more water than a rain barrel. Cisterns can be above-ground or below-ground tanks and can hold enough water to irrigate larger landscapes or water-intensive gardens.

Pervious Pavement—Allow rainfall to infiltrate into underlying soils. Pervious pavements are often made of materials such as porous asphalt, pervious concrete, and permeable interlocking pavers.

Rain Gardens—Collect rainwater diverted from a roof into a garden. Rain gardens keep runoff from reaching the storm drain system and provide habitat for birds, butterflies, and other animals, especially when planted with native plants. Rain gardens are a great addition when converting your lawn to a low-water use landscape. See Landscape Conversion Rebate (page 14) for more information.

Some stormwater features will require a building permit before installation. To learn more or apply for any of the Stormwater Rebates, contact us:

📶 paloalto.gov/stormwater
📞 (650) 329-2122
✉️ cleanbay@paloalto.gov




YARD & LANDSCAPING (Continued)

► **POOL DRAINING**

Pools contain chlorine and other chemicals. If they are drained into the gutter or storm drain, the chemicals will end up in our creeks harming organisms and wildlife. If draining your pool is necessary, discharge the water to a sanitary sewer cleanout so it can receive proper treatment. The sewer line clean-out is usually located in the front landscaped area or near the sidewalk and marked with an “S.” It looks like a small pipe with a black or white cap. If you need help locating your cleanout, call a plumber or contact the **City of Palo Alto Utilities** for more information.

If your pool is larger than 20,000 gallons or needs to be drained to a City manhole, please reach out to [Pretreatment@paloalto.gov](mailto: Pretreatment@paloalto.gov) for an Exceptional Waste Discharge Permit prior to draining.

For more detailed information on Bay-friendly ways to drain and clean your pool, visit:

-  paloalto.gov/wastewatertreatment-residents
-  **(650) 329-2122**
-  cleanbay@paloalto.gov


► **TREE ORDINANCE**

The City of Palo Alto recently updated its Tree Protection Ordinance, which went into effect July 21, 2022. The goals of the Tree Ordinance Update are to increase native, drought-tolerant species, ensure community welfare, strive for no net loss/increase in canopy cover, and minimize negative impacts on the urban forest from development.

The updated ordinance better protects a larger part of Palo Alto’s urban forest and includes several new measures such as:

- **Strengthened procedures** for when protected tree removals are proposed.
- **An expanded definition of protected trees** to incorporate four additional protected native species, and all trees (except high water users) with a diameter of 15 inches or greater.
- **Maintenance requirements** for property owners who have a protected tree on their property.
- **Increased staffing and resources** to implement these new policies and procedures.

To learn more about the Tree Ordinance Update and ways you can support Palo Alto’s urban forest, visit:

-  paloalto.gov/treeordinance
-  pwps@paloalto.gov

► REDUCING PESTICIDES

Residential pesticide use by homeowners and pest control services is the main source of pesticide pollution in San Francisco Bay. Pesticides wash into storm drains and creeks when it rains or when you water your garden. Integrated Pest Management (IPM) offers effective techniques and less toxic products for controlling common pests.

Some IPM techniques include:

- **Sheet mulching**—Sheet mulching is an easy, natural method of getting rid of grass and weeds by layering mulch over cardboard to block sunlight. It is an inexpensive, eco-friendly method to replace lawn with drought-tolerant or native landscaping.
- **Thoughtful landscape design**—Certain landscape designs can outcompete weeds so that pesticide use is not necessary.
- **Using less-toxic products**—Most local hardware stores and nurseries carry less toxic product options. You can find a list of these products, as well as local stores that carry them, at mywatershedwatch.org.
- **Hiring an expert**—When hiring a professional pest control service, consider hiring an Ecowise, Green Pro, or Green Shield Certified pest control company that can employ a variety of techniques to control pests while minimizing the use of pesticides.

To learn more, visit:

📶 paloalto.gov/wastewatertreatment-residents
📞 (650) 329-2122
✉️ cleanbay@paloalto.gov

► PROTECT WATERWAYS

Residents and businesses are the leading causes of local stormwater pollution. Small changes to your daily activities can prevent pollution and protect our waterways.

To learn more, visit:

📶 paloalto.gov/stormwater-residents
📞 (650) 329-2122
✉️ cleanbay@paloalto.gov

REDUCE, REUSE, RECYCLE & COMPOST

Palo Alto has a goal to divert 95% of waste from the landfill and reach Zero Waste by 2030. Zero Waste is a systemic approach: eliminating waste wherever possible first, then managing the remaining materials through reuse, recycling, and composting.

► WHAT GOES WHERE

We have a variety of signs, stickers, and sorting information to help you determine what goes in your recycle, compost, and landfill containers. To view a list of tools, visit paloalto.gov/wgwttools.

RE:Source—Use this search tool as a guide for reuse and repair: resource.stopwaste.org.

Ask a Zero Waste Block Leader for Advice—Find your neighborhood Zero Waste expert to get connected and borrow a party pack full of reusable dishware, utensils, and napkins for your next party at paloalto.gov/zwbl.

To view a list of all zero waste resources, visit:

📶 paloalto.gov/zwresidents
📞 (650) 496-5910
✉️ zerowaste@paloalto.gov

► COLLECTION SERVICES

Questions about missed pick-ups, service change requests, broken carts, or looking up your twice-a-year, pre-scheduled Clean Up Days?

Contact GreenWaste of Palo Alto, the City's waste hauler and processor:

📶 greenwaste.com/palo-alto
📞 (650) 493-4894
✉️ pacustomerservice@greenwaste.com



19%

of what Palo Altoans throw
away is recyclable



▶ **HOUSEHOLD HAZARDOUS WASTE**

Palo Alto residents may safely and conveniently dispose of their unwanted or unused toxic household items and medications at the Household Hazardous Waste Station, and pick up usable products from the HHW Reuse Zone.

Location: 2501 Embarcadero Way, Palo Alto

Hours: Open every Saturday from 9-11 AM (some holiday closures) and the first Friday of each month from 3-5 PM

To see a list of accepted items and holiday closures, visit:

📶 paloalto.gov/hazwaste
📞 (650) 496-5910
✉️ zerowaste@paloalto.gov

▶ **ZERO WASTE BEST PRACTICES**

There are things you can do to reduce waste, conserve resources, and go beyond recycling. For more ideas, visit paloalto.gov/zwliving.

Home Composting Workshops—Find out how to build healthy soil, minimize fertilizer and water use, and reduce greenhouse gases. For more information, visit paloalto.gov/compost.

Compost Giveaway Station—Pick up free garden-ready compost at Eleanor Pardee Community Garden. For address, operating hours, and other details, visit paloalto.gov/compost.

Food Waste Reduction—In Palo Alto, 26% of what goes into the landfill containers is expired edible food. To learn how you can curb climate change and keep food from going to waste in your home, visit paloalto.gov/foodwaste.

For more information, visit:

📶 paloalto.gov/zerowaste
📞 (650) 496-5910
✉️ zerowaste@paloalto.gov



54%

of what Palo Altans throw away can be composted

CARBON NEUTRAL ENERGY



► **CARBON NEUTRAL ELECTRICITY AND NATURAL GAS**

Since 2013, Palo Alto has provided 100% carbon neutral electricity and, as of 2017, we also provide 100% carbon neutral natural gas. For electricity, carbon neutral means that we match electricity demand with carbon free supply on an annual basis. For natural gas, carbon neutral means that we buy carbon offsets to balance emissions from natural gas use in Palo Alto.

To learn more about our carbon neutral portfolio, visit:

 [**paloalto.gov/carbonneutral**](https://paloalto.gov/carbonneutral)

EDUCATION

► WORKSHOPS

Throughout the year, the City of Palo Alto typically offers a variety of events and workshops focused on resource sustainability, emergency preparedness, community resilience, and more. Learn how to reduce waste, conserve water, save energy, and prevent pollution.

For Sustainability workshops and webinars, visit:

📶 paloalto.gov/City-Hall/Sustainability/Get-Involved/Events-Workshops-and-Meetings

► E-NEWSLETTER

Stay up to date on the latest Utilities programs, rebates, events, and more by signing up for our e-newsletter at paloalto.gov/utilitynews. Stay connected and subscribe to any one of the many newsletters the city offers at paloalto.gov/NewsletterSignUp

► SOCIAL MEDIA

Follow us to receive updates on outages, events, and announcements.

 Follow @PaloAltoUtilities


 Follow @PAUtilities

 Follow CPAU on nextdoor.com


HOW TO REACH US

► UTILITIES EMERGENCIES


Electric Downed Lines and Outages:

 **(650) 496-6914**


Gas Leaks & Pipe Breaks:

 **(650) 329-2579**


Sewer Problems:

 **(650) 329-2579**

Street Lights & Traffic Signals:


 **(650) 496-6916**

Water Main & Hydrant Leaks:


 **(650) 329-2579**

► CUSTOMER SERVICE

Bill Assistance:

 **(650) 329-2161**

Billing and General Questions:


 **(650) 329-2161**

Call Before You Dig (avoid hitting utility lines):


 **811 or 1 (800) 642-2444**

 **USANorth811.org**

Credit & Collections:


 **(650) 329-2161**

Start/Stop Utility Service:


 **(650) 329-2161**

► ADDITIONAL CONTACTS


Electric Engineering:

 **(650) 566-4500**

Electric Operations:


 **(650) 496-6934**

Garbage, Compost & Recycling Collection:




















 **(650) 493-4894**

 **greenwasteofpaloalto.com**

Heat Pump Water Heater:

 **(650) 713-3411**

 **paloalto.gov/residentialelectrification**

-  Home Energy Advisor:
 **(650) 713-3411**
paloalto.gov/getadvice
- Household Hazardous Waste:
 **(650) 496-5910**
 **paloalto.gov/hazwaste**
- PaloAlto311:
 **Available on the app store or online**
- Residential and Business Programs:
 **(650) 329-2241**
 **paloalto.gov/waystosave**
- Service Disruptions:
 **paloalto.gov/outageinfo**
- Storm Drains: Report Hazardous Material Spills and/or Illegal Dumping
Around Storm Drains
 **(650) 329-2413**
- Stormwater:
 **(650) 329-2122**
 **paloalto.gov/stormwater**
- Utilities Homepage:
 **paloalto.gov/utilities**
- Water Waste Reporting:
 **PaloAlto311** phone app
 **drought@paloalto.gov**
 **(650) 496-6968**
- Water/Gas/Wastewater Engineering:
 **(650) 566-4501**
- Water/Gas/Wastewater Operations:
 **(650) 496-6982**
- Zero Waste Palo Alto:
 **(650) 496-5910**
 **paloalto.gov/zerowaste**

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information about 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**.



paloalto.gov/waystosave
(650) 329-2241

