



Seattle
Public
Utilities

2016 ANNUAL REPORT CARD

Seattle Public Utilities' mission is to provide efficient and forward-looking utility services that keep Seattle the best place to live. Our Strategic Business Plan (SBP) helps us work towards that mission by establishing values, focus areas, and service goals. This Annual Report Card highlights the progress we've made in the last year towards achieving the goals laid out in our plan.

2016 HIGHLIGHTS

In 2016, SPU:

- achieved a **nation-leading 58% recycling rate**
- expanded our **street sweeping program** to reduce water-way pollution, removing 158 tons of pollutants from 20,000 miles of streets
- continued work to **reduce backups and flooding** in flood-prone neighborhoods like South Park and Broadview
- established **community partnerships** in several hard-to-reach Seattle communities to ensure everyone has equal access to our essential services
- began work on the **Ship Canal Water Quality Project**, a 2.7-mile tunnel that will keep more than 50 million gallons of raw sewage and polluted runoff from overflowing into our local waters
- worked with our customers and partner utilities to reduce per-capita water use and achieve annual **water conservation goals**

COMING SOON: SBP 2018-2023 UPDATE

We update our Strategic Business Plan every three years to meet changing needs and requirements. The 2018-2023 update includes important investments that protect public health and enhance the city's natural and built environments.

Essential Services

We will continue to provide reliable core services in the face of a growing population, increasing regulations, and climate change.

Resiliency

We will respond to the needs of a changing city with resilient and reliable services.

Rate Increase

The SBP helps us find cost savings and efficiencies while maintaining high-quality services. However, the cost to provide basic services will increase in 2018-2023 due to inflation and higher costs for operations, capital financing, taxes, and major contracts. The proposed average annual rate increase is 5.5%.

Learn more

Read the proposed SBP 2018-2023 update at www.seattle.gov/util/aboutus/strategicbusinessplan

A COMMUNITY-CENTERED UTILITY

SPU is partnering with community members to make Seattle the best place to live for everyone.



In 2016, SPU offered 12 free Auto Leaks Workshops. Participants learned how to find and fix leaks to prevent oil and other car fluids from polluting our local waters.



SPU customers discussed proposed updates to utility programs and services at a Strategic Business Plan Update community meeting.



SPU relies on customers to report graffiti and illegal dumping around our city. In 2016, SPU exceeded its response-time goals for graffiti and illegal dumping cleanup.

2016 PERFORMANCE

Services	Measure	2016 Performance
Effective customer service	Respond to 90% priority reports of drinking water, drainage, and wastewater problems within one hour.	Met goal. (responded to 94.5% of priority reports within one hour)
Mountain-fresh drinking water	Maintain 100% compliance with Department of Health regulations; maintain regulatory compliance and provide sufficient supply to meet customers' water needs.	Met goal. (100% compliance)
Safe sewage transport to King County treatment plants	No more than four sewer backups per 100 miles of pipe per year.	Met goal. (3.8 sewer backups per 100 miles of pipe)
Dependable garbage, food and yard waste, and recycling pickup	Provide reliable solid waste pickup with only one missed pickup for each 1,000 stops.	Exceeded goal. (0.4 missed pickups per 1,000 stops)
Effective recycling and composting	Recycle 70% of all solid waste citywide by 2022.	On track. (58% solid waste recycling rate)
Drainage that reduces flooding and pollution	Remove 140 tons of pollutants from roads in 2016.	Met goal. (removed 158 tons of pollutants)
Planning for the future	Manage 10 million gallons of stormwater runoff using Green Stormwater Infrastructure (RainWise rain gardens and cisterns) in 2016.	Met goal. (managed 10.3 million gallons of stormwater)
Efficient illegal dumping pickup	Complete requests for illegal dumping cleanup within 10 business days at least 80% of the time.	Met goal. (cleanup within 10 business days 98% of the time)
Efficient graffiti removal	Clean up graffiti on SPU property and SDOT structures within targeted times at least 90% of the time (10 business days for SDOT structures; six business days for SPU property).	Met goal. (met target cleanup times 96.7% of the time)

THE SPU PROMISE

Everything we do is in the service of keeping our promise to our customers:

- We provide efficient and forward-looking utility services to keep Seattle the best place to live.
- We strive to ensure that our customers' utility dollars sustain and improve their quality of life.
- We solve problems at the source.
- We continue to create a culture focused on our customers' safety, innovation, inclusion, and value for money.



Every day SPU's 1400 employees deliver reliable drinking water, garbage and recycling, and drainage and wastewater services to your home or business.

For interpretation services please call 206-684-3000.

如需口譯服務請電 206-684-3000。

통역 서비스를 원하시면 206-684-3000 번으로 전화해 주십시오.

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www.seattle.gov/util

