



# Introduction: Seattle Public Utilities Discussion with Customer Review Panel

**April 29, 2013**



# A Tour Through a Combined Utilities Bill: Water

## Seattle Public Utilities Bill

Statement date: October 25, 2011

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### DETAILED BILLING INFORMATION

#### Water Service

Service From	Service Through	CCF Usage	Previous Reading	Current Reading
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Aug 22, 2011    Oct 18, 2011    9.00    1020.00    1029.00

Meter Number: PCN-U0456968-1    Service Category: WTR1

Base service charge    10.40

Summer Residential    3.79 CCF at \$3.9980 per CCF    15.08

Base service charge    14.30

Winter Residential    5.21 CCF @ \$3.620 per CCF    18.86

*Water revenue pays the following costs:*

*32% for infrastructure and maintenance*

*23% for water quality and supply*

*13% for taxes*

*9% for administration*

*13% for services, billing and customer service*

*5% for security and emergency response*

*5% for environmental investments*

**Current Water Service**

**58.64**

# A Tour Through a Combined Utilities Bill: Sewer & Solid Waste

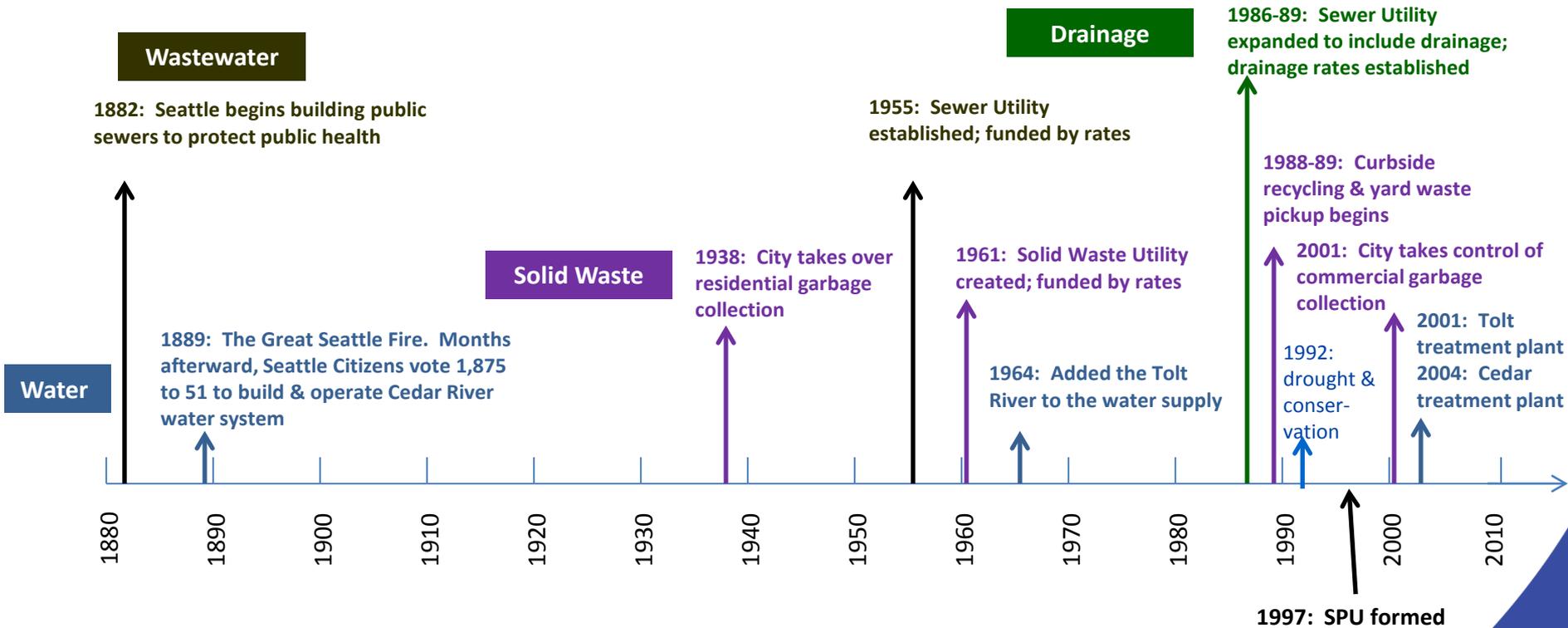
## Sewer Service

Service From	Service Through	CCF Usage	Previous Reading	Current Reading
Aug 22, 2011	Oct 18, 2011	9.00		
Residential Inside City		9.00 CCF at \$10.280 per CCF		92.52
<i>67% of sewer revenue is paid to King County Metro for sewage treatment</i>				
<b>Current Sewer Service</b>				<b>92.52</b>

## Solid Waste Service

Service From	Service Through		
Oct 01, 2011	Dec 01, 2011		
Mini curb/Alley		1.00 Unit(s)	40.60
Oct 01, 2011	Dec 01, 2011		
YW mini Bi-mo		1.00 Unit(s)	8.70
Oct 01, 2011	Dec 01, 2011		
Recycling			0.00
<b>Current Solid Waste Service</b>			<b>49.30</b>
Other Charges			
Extra Garbage Pickup	Sep 08, 2011		8.10
<b>CURRENT BILLING:</b>			<b>208.56</b>

# SPU's History and Roots





# What Our Customers Tell Us

Quality of life is a major reason people live in Seattle.

SPU's residential and business customers value SPU services because these services are essential to quality of life.

They share these beliefs and values regardless of their neighborhood, income level or language spoken.



# Our Story

At Seattle Public Utilities, our job is to protect the area's quality of life.

We do this work while always keeping in mind that we need to spend customers' money wisely.

We will make sure that as Seattle grows it's even better for future generations.

# How We Affect Your Life





# Water



# Drainage



# Wastewater



# Solid Waste



# Our People: Expertise and Passion





# We Are a City Department and a Business

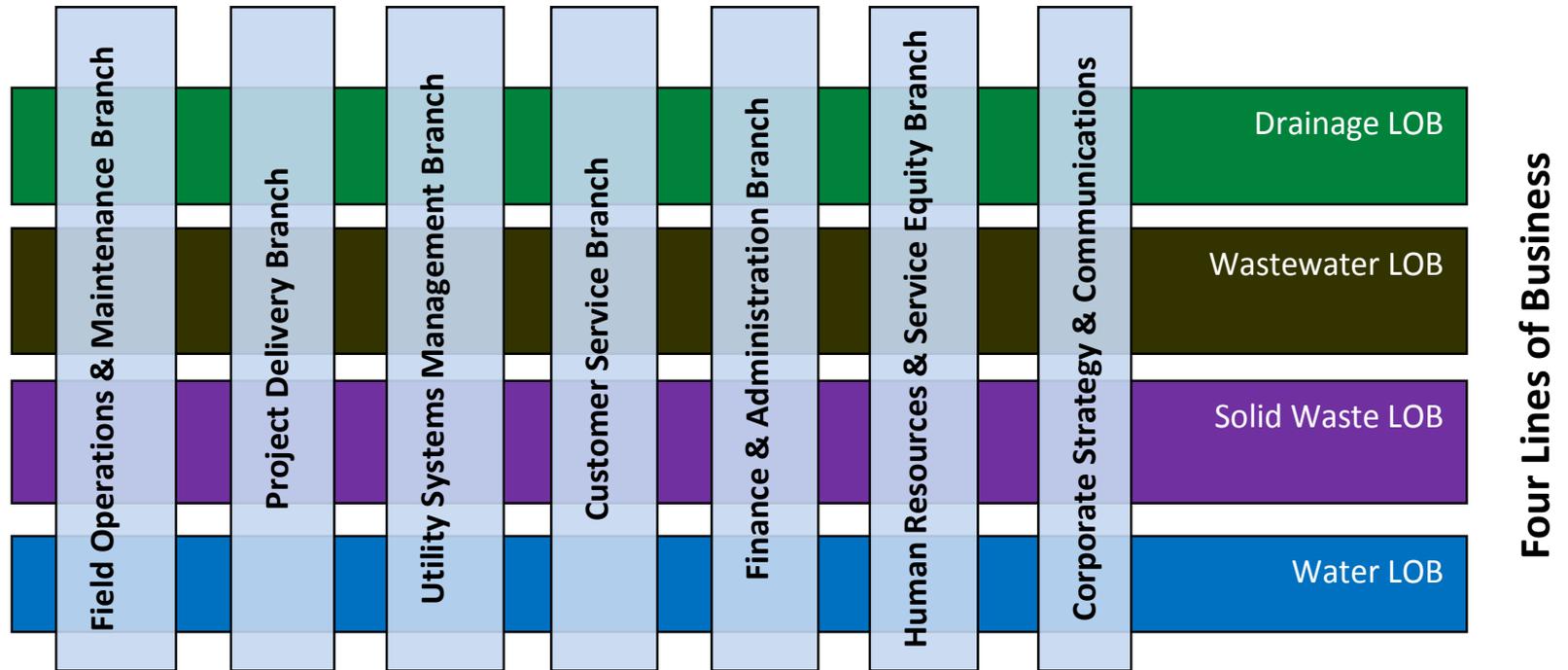
## ***A Department:***

- We take direction from the Mayor and City Council
- We purchase services from other City departments

## ***A Business:***

- We receive revenue from residential and business services use, wholesale water customers, and permitting and other fees
- We issue bonds to finance large projects in the most cost effective way
- We pay city and state taxes and develop annual, audited financial statements.

# How We're Organized



Seven Functionally Organized Branches

Four Lines of Business

# Water: A Consumable Product Delivered to 2/3rds of King County

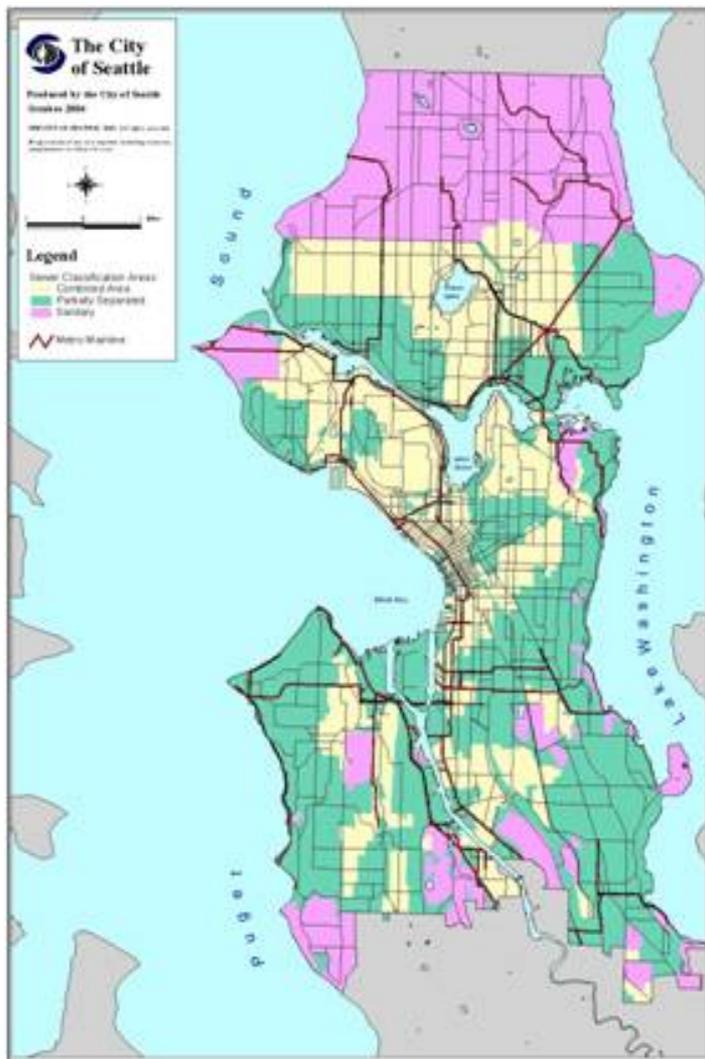


**Seattle Retail Service Area**

**Wholesale Customers**

**Watersheds**

# Drainage and Wastewater: Keeping Seattle the Best Place to Live

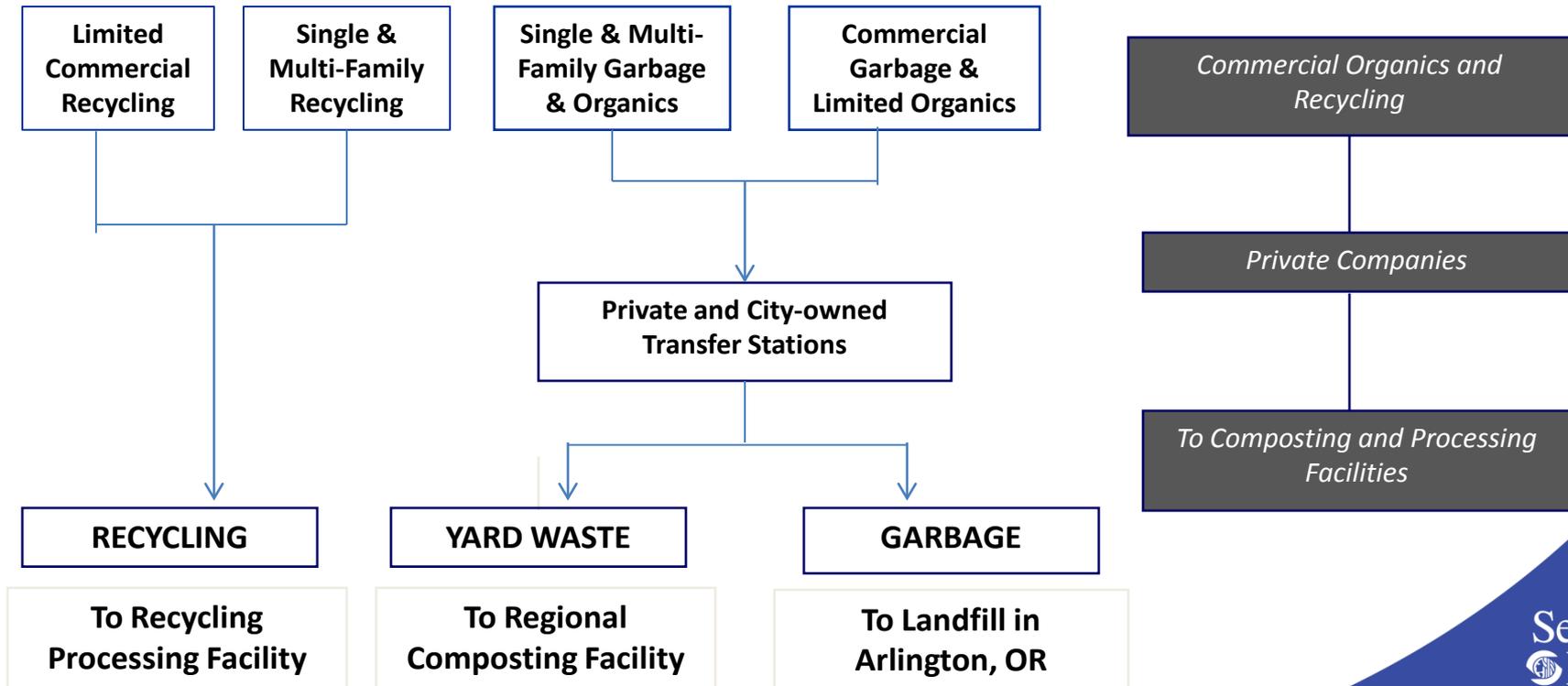


**Fully Separated System**  
354 total pipe miles

**Partially Separated System**  
976 total pipe miles  
553 combined pipe miles

**Combined System**  
425 total pipe miles  
350 combined pipe miles

# Innovative Solid Waste Services Reduce Landfilling





# Our Strategic Line-of Sight: The SPU Promise

An effective strategic business plan requires a clearly defined customer promise so that people connect the dots between what we focus on and what we deliver.



# Mission and Vision

*Mission: What SPU delivers*

Providing efficient and forward-looking utility services that keep Seattle the best place to live.

*Vision: The big goal by 2020*

Our customers will see how their utility dollars sustain and improve their quality of life.



# Strategic Role and Values

*Strategic Role: SPU's primary strategic approach*

**Solving problems at the source.**

*Values: Guides employees use to make decisions*

**Customer** We are accountable to our customers.

**Focus**

**Safety** We provide a safe environment for our employees and customers.

**Innovation** We encourage employees to explore new ideas and challenge traditional viewpoints.

**Inclusion** We listen and collaborate to ensure our actions are equitable and improve quality of life.

**Value for Money** We make effective decisions based on financial, social and environmental costs and benefits.

# Thanks for Your Help!

You will play a significant role in our ongoing story.

We are looking forward to working with you.