

Information about your water, drainage, wastewater and solid waste utility services.

## Solve Your 'Waste Woes' Online

Have a problem with your garbage, recycling, or food and yard waste? Skip the phone and report online – it's quick and easy!

### Missed collection

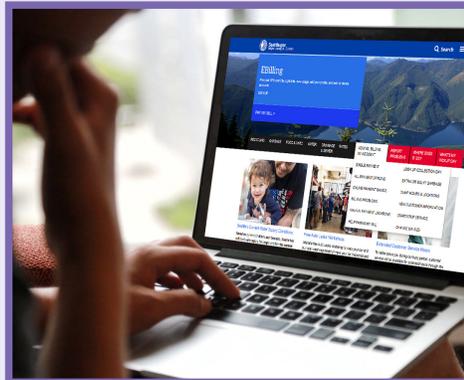
Was your bin skipped?  
Report a missed pick up after 6 p.m.  
on your collection day.

### Damaged or missing bin

Discover a dent in your bin? Has it  
disappeared entirely? Report online  
to get a replacement.

### Change bin size

Need a smaller garbage bin?  
You can change the size of your bins to fit your needs.  
To report online, visit [seattle.gov/util/aboutus/contactus](http://seattle.gov/util/aboutus/contactus).



## Don't Flush Trash

Toilet paper is the only product, besides human waste, that breaks down when flushed. Everything else—even products that claim to be “flushable”—can cause expensive backups and clogs in your home and the city sewer system, leading to sewage overflows in our local waters.

Here are a few common items that should not be flushed:

- Wipes (even if labeled “flushable”)
- Paper Towels
- Tampons
- Facial tissues
- Diapers
- Floss



*Don't flush these common items.*



Watch what happens when you flush garbage and other items at [bit.ly/SPUFlush](http://bit.ly/SPUFlush).

## Don't Let Storms Be a Pain, Rake Your Street Drain

Storm season is coming! During the stormy fall season, street drains can easily become clogged with fallen leaves and other debris. Clogged drains can cause water to back up and flood our streets and sidewalks.

Keep your neighborhood storm drains clear with these tips:

- Use a rake or broom to clear leaves and debris away from storm drains. Dispose of leaves and other yard waste in your food and yard waste cart. Other street debris goes in the garbage.
- Make sure to stay safe: wear gloves, work from the curb, and be aware of your surroundings. Adults should supervise any children who want to help.
- Report clogged drains and flooding to SPU by calling **206-386-1800**.

For more tips on how to prepare for rain, flooding, and storms, visit [takewinterbystorm.org](http://takewinterbystorm.org).



## Don't Miss Out - \$100 Toilet Rebates

A toilet is a household's biggest water user. An old, leaky toilet uses up to 5 gallons per flush (gpf) – that's a lot of water! New, efficient toilets use 1.1 gpf or less, saving you money on your utility bill. Join thousands of SPU customers and replace your old (installed before 2004), water-guzzling toilet with a qualifying Premium toilet!



Learn more at [savingwater.org/rebates](http://savingwater.org/rebates) or call **206-615-1282**.

## Free Toilets Available!

Seattle Public Utilities provides free water saving toilets and installation for income qualified homeowners. Check the table to the right to see whether your household qualifies. Homes must be located in Seattle, receive an SPU bill, and have existing toilets that were installed before 2004. By replacing your old toilet, you'll help conserve water and save money on your utility bill.



Learn more at [seattle.gov/util/freetoilets](http://seattle.gov/util/freetoilets) or call **206-488-5751**.

## Be The First to Know - Get Alert Seattle

From severe weather to major traffic disruptions, it's important to stay informed. If you live or work in Seattle, sign up now to receive free notifications from AlertSeattle, the official emergency notification system used by the City of Seattle. Sign up at [Alert.Seattle.gov](http://Alert.Seattle.gov).



## Free Toilet Eligibility

Number in Household

Total Monthly Income



\$2,698



\$3,528



\$4,358



\$5,188

## Don't Drip and Drive

Oil and other auto fluids can leak from your car and find their way to local waterways, hurting wildlife and habitat. Attend a free Auto leaks Workshop to learn how to find and fix leaks. You'll have your car inspected by a certified expert and get a free Maintenance Check Kit.

Upcoming Workshops:

- September 29, 2108
- October 1, 2018

To register, go to [seattle.gov/util/autoleaks](http://seattle.gov/util/autoleaks).



## Customer Charge Updates

Seattle Public Utilities (SPU) plans to update charges for customer-requested services on Oct. 1, 2018, pending the adoption of a Director's Rule.

Proposed updated charges recover the actual costs for SPU to provide water shut offs/turn ons, special meter reads, meter tests, meter removals, meter resets and other requested services. To learn more about these charge updates, visit [atyoursevice.seattle.gov](http://atyoursevice.seattle.gov).

## It's Salmon SEEson

This fall, see your water conservation efforts pay off as salmon return to the streams and rivers around Puget Sound to spawn. For viewing locations, go to [kingcounty.gov/salmon](http://kingcounty.gov/salmon) and click on Salmon SEEson.



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