



AT YOUR SERVICE

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

Help Seattle Public Utilities Shape the Future of Seattle's Drainage and Wastewater System

Can you imagine Seattle without rain, lakes, creeks, rivers, and Puget Sound?

It's obvious that the way our city looks, feels, and functions is shaped by our natural waterways; what's less obvious is the drainage and wastewater system that intersects with those waters. Everyone in Seattle relies on a vast, invisible stormwater, ground water, and wastewater drainage system to help keep our waterways clean and prevent our streets from flooding. But that's not all the system can do. The potential benefits of Seattle's drainage and wastewater infrastructure go far beyond healthy waters and safe streets. With your input, our future system can help bring about positive change.



As we face powerful forces like climate change and rapid growth, future investments in water systems will transform our city. We need your help to imagine how our drainage and wastewater infrastructure can change over the next 50 years to help Seattle become more resilient, just, and equitable. You can help us look beyond pipes and green infrastructure to see their broader role in people's lives—safer neighborhoods, deeply rooted communities that resist displacement, thriving local businesses, and healthy and fun public spaces.



A 50 Year Plan for Seattle's Water Resilience

Seattle Public Utilities' Shape Our Water project is about working together to guide drainage and wastewater planning, identify priorities for change, and ensure that future investments bring economic, health, and quality of life benefits to everyone, especially residents who have been historically underserved.

In the fall of 2020 we began the Shape Our Water project by inviting local community-based organizations to tell us about their connections to urban waters and what they value about how water shapes their lives. You can see their stories at shapeourwater.org/community-stories.

Now we invite you to get involved by sharing what you value about the waterways that intersect with the places we all live, work and play. Get started at www.shapeourwater.org.

Snow/Ice Collection Delays

During the winter season, icy roads may prevent SPU's contracted haulers from collecting garbage, recycling, or food/yard waste. Collection trucks can weigh up to 30 tons and cannot safely navigate icy streets the same way our cars can.

In the case of severe weather, there are several places to go to find out whether your solid waste collection has been postponed:

- Website: seattle.gov/utilities
- Twitter: [@SeattleSPU](https://twitter.com/SeattleSPU)
- Blog: atyourservice.seattle.gov
- Recycle It: seattle.gov/recycleit
- AlertSeattle: alert.seattle.gov

We'll also communicate via local media and other local online platforms.

Packaging: To Recycle, or Not To Recycle

Shipping & receiving more packages lately? Make sure you know where they should go when you're done with them. Here's a few top tips:

Cardboard

Recycle it (as long as it's dry)

Paper padded mailer

Recycle it (as long as it's dry)

Bubble-lined envelope

Reuse it (or toss it in the garbage)

Plastic bag mailers

Reuse it (or toss it in the garbage)

For more answers to your "where does it go?" questions, visit seattle.gov/utilities/wheredoesitgo



Seattle Public Utilities Wastewater Pump-Out Program Addresses a Crucial Community Need

Spills involving human waste from RVs contaminate our waterways and put our community's health at risk. They also have negative effects on people experiencing homelessness who are staying in RVs, including depriving them of their dignity.

In 2019, there were nearly 100 RV wastewater spills reported to Seattle Public Utilities (SPU), but the actual spill count is likely much higher. With approximately 2,700 people living in cars and RVs in Seattle and King County, and no easy way for them to safely dispose of human waste, many more RV spills go unreported.

"I've only driven to the dump once," says Dante, who is experiencing homelessness and currently stays in his RV. "It's dangerous due to the age of my RV. The cost and logistics are hard, too."

"The stress of not having a safe bathroom is hard to relate to for most people," says Chris Wilkerson, SPU RV Wastewater Program Coordinator. "It has a huge negative impact on people's physical and mental health and on the health of the surrounding community."

In response to this growing need, SPU has created a pilot program to dispose of human waste from RVs and help prevent spills.



SPU staff use a large vacuum truck to remove and safely dispose of waste from RVs.

"This program was born out of an increasing trend of expensive spills to our infrastructure, causing risks to public health and contamination to our water bodies," says Ellen Stewart, SPU Source Control and Pollution Prevention Division Director. "We decided to solve the problem at the source by starting a pilot program to provide sewage pump-out services to RV residents on a regular schedule."

In early 2020, SPU began partnering on the program with human service agency Saint Vincent de Paul (SVdP).

"The wastewater program in which Saint Vincent de Paul partners with SPU is a classic public-private partnership that is good for the community," says Jim Reisteter, a SVdP volunteer. "SVdP provides a home visit offering food, clothing, gas cards, toiletries, hygiene items, and lunches while SPU provides the pump out."

"This program has made a tremendous difference in my life," said Kayla, a client. "It has helped me to stay safe and focused on my employment."

Danny, another client who has requested pump-out services, says, "It helps keep the area clean and lets me sleep at night with one less worry."

As of mid-December 2020, SPU had successfully completed 1,100 pump-outs in areas of the city that have a high concentration of RVs and the pilot has led to fewer reported spills- good for our RV neighbors, good for the environment, good for our community.

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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Para servicios de traducción, por favor, llame al 206-684-3000.

Para sa serbisyo ng tagapagpaliwanag, tumawag sa 206-684-3000

Muốn yêu cầu dịch vụ thông dịch xin gọi số 206-684-3000.

Get Help With Your Utility Bill



Flexible Payment Plans

Did you know SPU offers utility bill payment plans? With a payment plan you can break up your bill into segments and pay over time with no late fees.

Call us today at **206-684-3000**. We'll help you set up a plan that works with your budget.

No time to call? Payment Plans are now available on the new City of Seattle Utility Services website. Log in or set up a profile today at myutilities.seattle.gov.

Utility Discount Program Online Enrollment

We know that COVID-19 has made it much harder for some of our customers to afford essential utility services. We're here to help.

It's now easier than ever to apply for the City of Seattle's Utility Discount Program. Income-eligible residential customers can access 60% off their Seattle City Light bill and 50% off their Seattle Public Utilities bill by filling out a short online form.

Go to seattle.gov/UDP and click "Apply Online."

Contact Us

24/7 Emergency Services

(e.g. urgent flooding, hydrant leaks)

- (206) 386-1800

Report Problems

(e.g. graffiti, illegal dumping, needles)

- www.seattle.gov/utilities
- www.seattle.gov/finditfixitapp
- (206) 684-7587

Customer Service

- www.seattle.gov/utilities
- www.seattle.gov/utilities/EmailUs
- (206) 684-3000 M-F, 7:30am-6pm

