



Seattle's Drinking Water: Safe, Secure, Essential

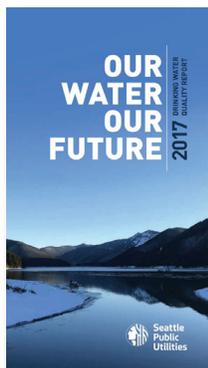
From hand-washing to hydration, tap water plays an essential role in public health and well-being, especially during crises like the COVID-19 pandemic. We want to assure you that Seattle's water remains safe and protected against contaminants, including COVID-19 caused by the novel coronavirus. Here's what you need to know:



- Seattle's water is safe from the novel coronavirus that causes COVID-19. There is no evidence of coronavirus in our protected drinking water supply. Learn more at www.epa.gov/coronavirus/drinking-tap-water-safe.
- Our water is treated (chlorinated) to remove microbial contaminants, such as bacteria and viruses. The water is also treated to remove and inactivate microbial contaminants such as chlorine-resistant Cryptosporidium.
- We monitor the water supply continuously to make sure it remains safe.
- We plan for emergencies so we can continue to deliver the safe drinking water you rely on.
- We follow the guidelines of national, state, and local health agencies to keep our community, employees, and neighbors safe.
- You do not need to spend money on bottled water because of COVID-19. (However, we do recommend having a two-week water supply of drinking water available in the event of an emergency such as an earthquake. More information at www.seattle.gov/emergency-management/prepare.)

Annual Drinking Water Quality Report

For more information on Seattle's water, keep an eye out for our annual Drinking Water Quality Report in your mailbox by July 1. The U.S. Environmental Protection Agency requires that every community water supplier provide an annual water quality report to its customers. In this report, we explain how we keep your water clean and safe, 24 hours a day, 365 days a year.



For interpretation services please call 206-684-3000.
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Utility Bill Assistance During the COVID-19 Crisis

We know that the novel coronavirus outbreak has made it much harder for some of our customers to afford essential utility services.

We have taken several actions to help those experiencing financial hardship during this time:

No Water Shut-offs

To protect our most vulnerable customers, we have stopped all water shut-offs due to non-payment and we are restoring water service to those who had already been disconnected.

Expanded Payment Plans

We have suspended the 50 percent down payment usually required to establish a payment plan and doubled the amount of time customers have to get caught up on their bill from 60 days to 120 days.

Expanded Utility Discount Program

The City of Seattle has created an online "fast-track" form for the Utility Discount Program. Income-eligible residential customers can now access heavily discounted utilities (60% off Seattle City Light bills and 50% off Seattle Public Utilities bills) simply by signing a short web form that attests to their household income, without having to provide income documentation for each of their household members.

Waived Late Fees

In response to legislation signed into law by Mayor Durkan on March 24, SPU has waived all late fees and interest charges for residential, small-business, and nonprofit customers.

For more information go to www.atyourservice.seattle.gov and click on "Helping Our Customers During the COVID-19 Crisis."

Gratitude for Our Essential Workers



Like doctors, nurses, bus drivers, grocery store clerks, and many more essential workers, SPU's operations staff have been on the front lines of the COVID-19 pandemic, protecting the public by ensuring continued delivery of essential services—clean, safe drinking water, reliable solid waste pickup, and dependable drainage and wastewater treatment.

SPU staff and community members across the city have been showing their appreciation for our essential utility workers with signs in their windows and posts on social media. Here are a few of our favorites so far:



#ThankYouSPUFrontLine

Have a message of thanks you'd like to share with SPU's front line staff? Put a sign in your window or near your solid waste bins, then post on your favorite social media platform using #ThankYouSPUFrontLine.

Peak Water Rates

Peak residential water rates are in effect from May 16 – September 15 each year. Peak rates use a three-tiered rate structure with progressively higher rates as water consumption increases. Since we have less rain in the summer, Seattle depends on water stored in our mountain reservoirs to meet demand while leaving enough water in the rivers for fish.

Water Usage	Inside Seattle	Outside Seattle	Shoreline & Lake Forest Park
Off-Peak Usage (Sept 16 - May 15)	\$5.40	\$6.16	\$6.39
Peak Usage (May 16 - Sept 15)			
First Tier (up to 10 CCF* in 60 days)	\$5.55	\$6.33	\$6.73
Second Tier (next 26 CCF in 60 days)	\$6.86	\$7.82	\$8.32
Third Tier (over 36 CCF in 60 days)	\$11.80	\$13.45	\$14.31

*1 CCF = about 750 gallons of water—enough to fill about 10 average-sized bathtubs to the brim.

Higher summer water rates encourage us to use water wisely. For water conservation tips and rebates, visit www.savingwater.org.

There's No Such Thing as a "Flushable" Wipe

Using more disposable wipes than usual? You're not alone. Wipes are in high-demand these days.

Whether you're new to wipes or a regular user, don't forget: no matter what it says on the label, "flushable" wipes aren't flushable! They can get stuck in sewer pipes, ultimately creating clogs, causing backups, and damaging our shared sewer system.

