

# AT YOUR SERVICE

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

## Need Help Paying Your Utility Bills?

We know that COVID-19 has made it harder for some of our customers to afford essential utility services. We have flexible payment plans available for all customers, and for income-eligible customers, assistance programs that can help with Seattle City Light and Seattle Public Utilities (SPU) bills.

**Call Now:** The moratorium on disconnects has expired. We urge you to call us now at **(206) 684-3000** or visit us online at **myutilities.seattle.gov** before the end of the year to make a pay plan, pay your balance, and avoid future disruption in your service.

### Ways We Can Help

#### Flexible Payment Plan

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** or log in at **myutilities.seattle**.

#### 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 applying for the Utility Discount Program. Go to **seattle.gov/UDP** and click **"Apply Online."**

#### Emergency Assistance Program

Qualifying residents can receive immediate emergency assistance - up to \$461 toward their utility bill. To find out if you qualify, call 206-684-3000 or go to **seattle.gov** and search "Emergency Assistance Program."



### Community Donation Fund

Want to help others in the community who need assistance with their utility bills? You can make a donation to Seattle Public Utilities' Community Donation Fund.

Every dollar donated through the Community Donation Fund goes directly towards emergency financial assistance to help qualifying customers pay their SPU bills.

Learn how to make a donation at **seattle.gov/utilities/donations**.

**Don't let your utility bills stress you out.**

**We're here to help.**

**Call us now at 206-684-3000  
or visit [myutilities.seattle.gov](https://myutilities.seattle.gov)**



# How to Compost Your Christmas Tree

Set out up to two trees along with other bundled holiday greens next to your curbside food and yard waste cart on your collection day.

Trees must be cut into 4 foot length sections. Trunks cannot exceed 4 inches in diameter.

If dropping off at a Transfer Station, trees must be less than 8 feet in length.



There is no fee for trees set out the month of January!

## New! Adopt-a-Drain

Love rain, your drain and your neighborhood? Sign up today to adopt your local storm drain through a new program!

Adopt-a-Drain asks residents to adopt a storm drain to keep it clear of leaves, trash, and other debris. This helps prevent localized flooding. Volunteers commit to fifteen minutes, twice a month, for cleaner waterways and healthier communities.

Seattle and six other Puget Sound Cities are working together to encourage residents to adopt a local storm drain. Learn more at [adopt-a-drain.org/wa](http://adopt-a-drain.org/wa).



To commit to keeping your storm drain clear year-round, visit [adopt-a-drain.org/wa](http://adopt-a-drain.org/wa).

# How SPU Prepares for Storm Season and How You Can Help

SPU prepares for storm season with proactive cleaning and maintenance, increasing standby staffing, and having emergency preparedness plans. Here are two ways you can prepare:

### Rake Leaves

Leaves can lead to clogged drains. Rake leaves before they end up in the street. Put raked leaves in your yard waste bin and use them as mulch!

### Protect Pipes

Disconnect garden hoses, insulate outdoor pipes and spigots, and insulate crawl space pipes to protect them from breaking.

# Snow, Ice, and Holidays Can Mean Collection Delays



Icy, snowy roads can delay solid waste collections. Stay tuned to local media and these sites for messages:

SPU's Website: [seattle.gov/utilities](http://seattle.gov/utilities)

Twitter: @SeattleSPU

SPU's Blog: [atyoursevice.seattle.gov](http://atyoursevice.seattle.gov)

Recycle It App: [seattle.gov/recycleit](http://seattle.gov/recycleit)

AlertSeattle: [alert.seattle.gov](http://alert.seattle.gov)

**Holidays:** Garbage, recycling, and food and yard waste are not collected on Thanksgiving, Christmas, or New Year's Day.

Christmas 2021 and New Year's Day 2022 both fall on a Saturday, so there are **no collection delays** on those days.

On Thanksgiving, service will be delayed **by one day**:

| Collection Day | Moved To    |
|----------------|-------------|
| Thur, Nov 25   | Fri, Nov 26 |
| Fri, Nov 26    | Sat, Nov 27 |

**Transfer Stations:** The City of Seattle's North and South Transfer Stations will be closed on Thanksgiving, Christmas, and New Year's Day.

For interpretation services please call 206-884-3000.  
 加管口解服務熱電 206-884-3000.

특약 서비스를 원하시면 206-884-3000 번으로 전화해 주십시오.

Waxi adeegiyada turjubaanka fadhlan wax 206-884-3000.

Para servicios de traducción, por favor, llame al 206-884-3000.

Para sa serbisyo ng tagapagpaliranag, tumawag sa 206-884-3000.

Muốn yêu cầu dịch vụ thông dịch xin gọi số 206-884-3000.

## Contact Us

### 24/7 Emergency Services

(e.g. urgent flooding, hydrant leaks)  
 • (206) 386-1800

### Report Problems

(e.g. graffiti, illegal dumping, needles)  
 • [seattle.gov/utilities](http://seattle.gov/utilities)  
 • [seattle.gov/finditfixitapp](http://seattle.gov/finditfixitapp)  
 • (206) 684-7587

### Customer Service

• [myutilities.seattle.gov](http://myutilities.seattle.gov)  
 • [seattle.gov/utilities/EmailUs](mailto:seattle.gov/utilities/EmailUs)  
 • (206) 684-3000 Mon-Fri, 7:30am-6pm

