



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

Paper or Plastic?

A recent city study found that BOTH paper and plastic grocery bags are bad for the environment. Seattleites use more than 360 million disposable bags a year, so the best thing to do is bring your own reusable bag when you go shopping.



To cut our city's disposable bag use in half and reduce litter and climate pollution, Seattle Mayor Greg Nickels and City Council President Richard Conlin have proposed a 20-cent green fee on grocery bags and a ban on expanded polystyrene (sometimes called "Styrofoam") restaurant food containers, to begin on January 1, 2009. To learn more about these proposals, visit www.seattle.gov/util/bagsandfoam.

Seattle Water Makes the Grade

The 2007 Drinking Water Quality Report has been released and the findings show that Seattle has some of the best tasting, purest-source water in the nation. The report, a federal requirement for every water utility in the nation, shows that Seattle's tap water is also one of the best deals around, costing less than one-third of one cent per gallon. Compare that to your favorite bottled water which costs around 79 cents per pint. Bottled water is not any more pure or safe than Seattle tap water.

There is also a major environmental impact from purchasing bottled water. Nationwide, plastic bottles require 17-million barrels of oil to produce. Most end up in the garbage, not in recycling, and to top it off, it takes three liters of water to produce one liter of bottled water.

A good idea is to purchase a reusable water bottle - lightweight stainless steel is the best - and drink Seattle tap water.

Our Billing Is Greener

Keep your eyes open the next month or two to see changes to your utility bill. Your billing information will be printed on both sides of the paper, reducing the total number of pages in some cases to one. The bill layout will remain the same. We are committed to reducing our carbon footprint – part of the "PaperCuts" campaign initiated by Mayor Greg Nickels.

How Are We Doing?

To meet the service expectations of our customers, SPU sets and tracks service level targets. Over the next year, @ Your Service will highlight our progress in a series of infographics. For more information on service level targets, visit www.seattle.gov/util and search for "Service Levels."

Customer Satisfaction Service Levels for Residential Customers

SERVICE LEVEL TARGET	TARGET MET IN 2007?
Receive a satisfaction score of at least 5.0 (on a scale of 1 to 7) for each of SPU's services and SPU's customer service attributes	Yes
Reduce litter and graffiti so that 80% of residents are satisfied	Yes

Actual 2007 Scorings:

- SPU services received scores ranging from 5.52 to 6.48.
- SPU customer service attributes received an average score of 5.67.

You Can Stop Graffiti

Tired of graffiti in your neighborhood?



The Red Wagon Paint-Out Program provides free materials and training to volunteers

who want to remove unsightly graffiti in their community. Call (206) 684-3056 for more information or to sign up today!

Peak Season Water Rates Begin

Peak usage water rates come into effect May 16 and continue through September 15.

The residential water rates table below shows a three-tiered rate structure with progressively higher rates as water consumption increases. To learn more about peak season water rates or third-tier rates and appeals, please visit www.seattle.gov/util and click on “Water” or call (206) 684-3000. City of Shoreline residents should call or visit online for specific rate information.

Water Usage	Inside City Limits	Outside City Limits
Off-Peak Usage (Sept. 16 – May 15)	\$2.53/ccf	\$2.88/ccf
Peak Usage (May 16 – Sept. 15)		
First-Tier: Up to 10 ccf in 60 days	\$2.88/ccf	\$3.28/ccf
Second-Tier: Next 26 ccf in 60 days	\$3.35/ccf	\$3.82/ccf
Third-Tier: Over 36 ccf in 60 days	\$8.55/ccf	\$9.75/ccf

West Nile Virus Precautions



Warmer temperatures signal the beginning of mosquito season and that means taking precautions against West Nile Virus (WNV), a mosquito-borne disease. WNV can infect birds, horses and other animals, as well as people.

In 2006, Washington state reported its first confirmed human West Nile Virus infections as well as several bird and horse infections in the state.

What is the Risk? Most people bitten by an infected mosquito don't get sick, but 20 percent of people bitten experience mild to severe flu-like symptoms. Less than one percent of those who experience symptoms develop a life-threatening illness. People of any age can get WNV, but people over age 50 are more at risk for developing the more serious illness, and this risk increases with age.

West Nile Virus is a preventable illness and we can all do our part to prevent infection. Covering your skin and wearing insect repellent, and eliminating standing water that can breed mosquitoes are the best ways to reduce the risk of infection.

To get more information please visit www.seattle.gov/util and then click on “About West Nile Virus” or call Public Health's West Nile Virus hotline at (206) 205-3883.

Simple Steps for Saving Water

By taking these steps now, you'll have a healthy landscape that needs less water in the dry months ahead.

- **Keep your soil moist longer.** Apply mulch such as compost or woodchips on the surface of your garden beds.
- **Water deeply and less often** to encourage deeper roots for healthier, stronger plants. Before you water again, dig down beneath the mulch to see if the soil is still moist. You may not need to water yet.
- If you have an automatic sprinkler system, **call an irrigation specialist to check for breaks and leaks** before dry weather arrives. You may be eligible for rebates of up to \$375 for making your sprinkler system more efficient.



For details about watering new plants, a list of irrigation specialists, and sprinkler rebates, go to www.savingwater.org or call the Garden Hotline at (206) 633-0224.

Keep Meters Clear

Blossoming lawns and gardens can hinder utility meter reading. You can help by trimming the



grass, weeds, brush and branches around your meter box. By doing so, you help ensure precise meter reading and accurate utility bills.

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