

@Your SERVICE

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

You Have a New SPU Account Number

In September 2016, Seattle Public Utilities and Seattle City Light are launching a new customer information and billing system.

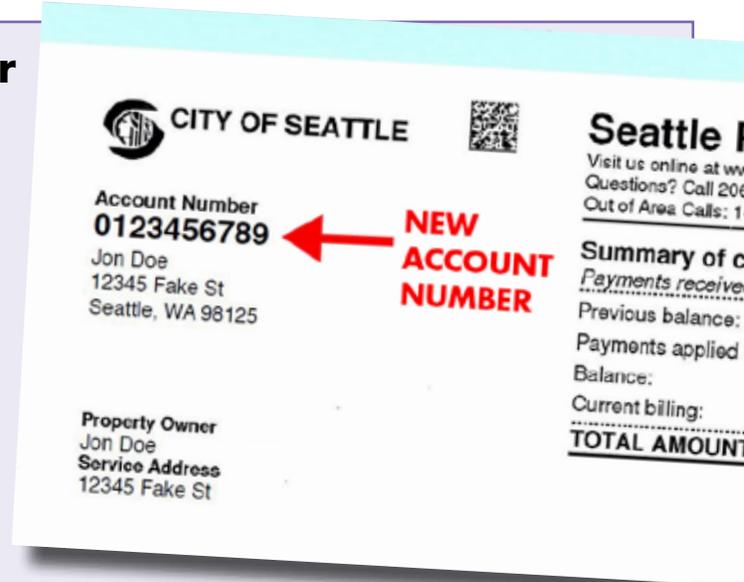
What does this mean for you, the customer?

The most visible impact to customers is that your account number will change. You will find your new number on your September or October billing statement.

What do you need to do with your new account number?

See the chart below.

There will be a **130-day grace period** for payments received with the old account number. After that time, your payment may be suspended and you could incur a late fee.



If you pay using...	Autopay e-billing	Check or in-person payment	One-time website payment or pay by phone	Bill pay service through your bank
Here's what you need to do:	Nothing! Your account number will be updated automatically.	Include the pay stub containing your new account number when you make/send the payment.	Enter your new account number when paying.	Update your account number in your bank's bill pay system.

For more information go to www.seattle.gov/billchanges.



"Reclaimed" by artist Jean Shin

Artist Jean Shin used over 10,000 feet of recycled rebar to create this permanent art installation at SPU's new North Transfer Station, set to open in fall 2016.

SPU Welcomes New Director

Mayor Ed Murray has appointed Mami Hara, an experienced utility executive and planner, as Director of Seattle Public Utilities.

Hara comes to SPU with a strong foundation in public and private sector leadership and a commitment to advancing equitable and sustainable cities.

Prior to this appointment, Hara served for five years as the Chief of Staff at Philadelphia Water, a 2,000-person utility serving more than 2 million customers. Most recently, she worked with the Green Infrastructure Exchange, a practitioner network that supports cities seeking to expand their green stormwater infrastructure programs.

Hara, once confirmed by the Seattle City Council, will replace Ray Hoffman, SPU Director since 2009, who retired in July.



Are You Prepared for Winter Storms?

Windstorms, heavy rains, snow and ice are all part of our Northwest winter. By being prepared, you'll weather whatever Mother Nature throws our way. Here are some things you can do to get ready:

- Clear leaves and debris away from storm drains in your neighborhood with a rake or broom (only if it's safe). If a storm drain appears blocked below the street surface, call 206-386-1800.
- Clean gutters and downspouts.
- Build a family emergency kit. Keep enough water, food and other supplies (flashlights, crank or battery-operated radio, blankets) in your home to meet your needs for at least three days.
- Have a family disaster plan.
- Stay out of flooding basements.
- Check to see if your homeowner's insurance covers flood damage.
- Protect water pipes from freezing in exposed or unheated areas (attics, basements and garages) by wrapping with tape and insulating materials.

For more tips on how to prepare for winter storms, visit www.takewinterbystorm.org.



\$100 Toilet Rebates

High water bill? Your toilet could be the culprit. Old, leaky toilets can use over 5 gallons of water per flush (gpf). By replacing your old toilet with a more efficient model you'll save water and money.

Saving Water Partnership customers who replace their old toilet with a new model (1.1 gpf or less) are eligible for a \$100 rebate.

Learn more at www.savingwater.org/rebates or call 206-615-1282.

See Salmon at Carkeek Park

See hundreds of chum salmon return to Piper's Creek in Carkeek Park and learn what you can do to help keep salmon habitat healthy!

Join volunteers from the Salmon Stewards program on Saturdays and Sundays, **Nov. 5 through Dec. 4, 11 a.m. – 2 p.m.**, and don't miss the **Piper's Creek Salmon Celebration on Sunday, Nov. 20, 11 a.m. – 2 p.m.** There will be children's activities, food, hot drinks and music for all to enjoy.

Learn more about upcoming events and becoming a Salmon Steward (training on Sunday, Oct. 22):

Email bill.malatinsky@seattle.gov, call 206-684-5999, or visit us on facebook at www.facebook.com/CarkeekParkSalmonStewards.



Have Your Car Inspected for FREE!

Oil and other fluids that leak from your car find their way to Puget Sound and other waterways, hurting wildlife and habitat.

Seattle Public Utilities' Automotive Maintenance Program offers FREE workshops to help you prevent these leaks.

As a participant, you'll have your car inspected by a certified mechanic, learn how to find and fix auto leaks, and take home a free vehicle maintenance check kit!

Upcoming classes:

- **Saturday, Sept. 24, 2016**
- **Saturday, Oct. 22, 2016**

Learn more at:

www.seattle.gov/util/autoleaks

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