



## How's Our Water Supply?

In late May, the Washington State Department of Ecology issued a drought advisory for most of the state. Notably, Seattle and the Puget Sound area were not included in the advisory. So, how is our water supply?

**Based on current conditions and forecasts, we anticipate that Seattle and surrounding areas will continue to have sufficient water supply for people and fish throughout the summer,** thanks to our ability to collect and store runoff from snowmelt and rain in our watersheds and reservoirs and our careful daily management of the water system.



*Sunrise view of Chester Morse Lake in the Cedar River Watershed.*

### **NEW!** Seattle Public Utilities Community Donation Fund

The COVID-19 pandemic has made it harder for many customers in our community to afford their utility bills.

You can help by making a donation to Seattle Public Utilities' (SPU's) new 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](http://seattle.gov/utilities/donations).



## Water-Wise Tips

Drought advisory or not, it's always a good idea to use water wisely. Here are a few tips for being water wise this summer:

### Indoors



#### Fix running toilets

A running (leaking) toilet can use 200+ gallons of water a day. That's as much as 15 showers!



#### Don't ignore that drip

Dripping faucets and tubs can also add up. Just one drop every 2 seconds wastes more than 1,000 gallons per year.



#### Replace old appliances

Consider replacing your old toilets, dishwashers, and clotheswashers with more efficient ones.

### Outdoors



#### Water early or late

Check the soil to see if your plants need water. If they do, water early in the morning or later in the evening to reduce evaporation.



#### Let your lawn go dormant

Let your lawn go brown this summer. Water it deeply once a month to keep the roots alive.



#### Head to the car wash

Save water by going to a car wash instead of washing at home. (Bonus: you'll help keep pollutants like oil and soap out of Puget Sound!)

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.

Wixii adeegyada turjubaanka fadlan wac 206-684-3000.

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

Para sa serbisyong tagapagpaliwanag, tumawag sa 206-684-3000.

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

### Get Caught Up On Your Bills with a Flexible Payment Plan

Did you know Seattle Public Utilities offers flexible 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 work with you to set up a plan that works for your budget.

No time to call? Now you can set up payment plans on the City of Seattle's Utility Services Website.

Log in or register your account at [myutilities.seattle.gov](http://myutilities.seattle.gov).



# A Look Back at 2020

2020 was one for the history books. Here's a look at some of our accomplishments during a year like no other.

## 2020 Highlights

### ESSENTIAL SERVICE DELIVERY

Our frontline staff kept essential services running even when the pandemic was at its worst. Thanks to their hard work and dedication, Seattle and surrounding areas could continue to depend on safe, clean water at the tap, reliable sewer service, and uninterrupted solid waste collection.

### 20% RATE PATH REDUCTION

We reduced SPU's rate path by 20 percent and paved the way for greater reductions in future years through the adoption of our Accountability and Affordability Plan.

### SHIP CANAL WATER QUALITY

In late 2020 the Ship Canal Water Quality Project's tunnel boring machine arrived in Seattle. The TBM, named MudHoney, will begin its 2.7-mile journey in late summer.

### WATER OUTAGE MAP

We launched a water outage map to provide customers and residents with real-time info about planned and emergency water outages throughout Seattle.

### CUSTOMER BILL ASSISTANCE

In response to the economic impact of the COVID-19 pandemic, we took several actions to ensure all of our customers had essential services, including suspending all late fees, interest charges, and shutoffs; expanding access to Utility Discount Program enrollment; greatly increasing payment plan flexibility and suspending required down payments; and proactively reaching out to customers who qualify for emergency financial assistance.

### WASTEWATER PUMP-OUT PILOT

We launched a pilot program to provide sewage pump-out services to RV residents, mitigating risks to public health and contamination to our local water bodies.

### UTILITY SERVICES WEBSITE

We improved online customer account management with a new Utility Services Website. Enhanced account management and self-service features include:

- start or stop service
- enroll in autopay
- request a payment plan
- report a missed collection
- change your container size
- schedule a special item pickup
- co-browse with an agent
- and much more

### WASTE-FREE COMMUNITY GRANTS

We awarded \$100,000 to community-led waste prevention projects as part of our Waste-Free Community Grants program to support community leadership and innovation around preventing waste, increasing community access to waste prevention opportunities, reducing pollution, and conserving resources.

## 2020 By the Numbers

# #1

SPU was rated #1 in Customer Satisfaction with Large Water Utilities in the West by J.D. Power, 2 years running!

**42 billion gallons**  
of drinking water delivered

**400 million gallons**  
of stormwater runoff managed with green stormwater infrastructure

**18,000 showers**  
for unhoused residents, through deployment of mobile shower trailers

**2,700 linear feet**  
of earthquake pipe installed

**400,000 square feet**  
of graffiti removed

**3 million pounds**  
of illegally dumped material collected from public property

**26,800**  
drinking water samples tested

**16 Water Apprenticeship**  
positions filled from 680 applicants

**\$300,000**  
in emergency bill assistance

**1.2 million**  
meter reads completed by 23 meter readers walking 7 miles a day

