



**Seattle  
Public  
Utilities**

September - October 2022

# AT YOUR SERVICE

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

## Message from SPU's new GM/CEO Andrew Lee

**Dear Seattle residents,  
workers, and visitors:**

Seattle Public Utilities (SPU) helps keep Seattle running every day. From the water you drink and the food waste you compost, to the water you play in – SPU is an essential and dynamic part of Seattle's daily life.



I am honored that Mayor Harrell nominated me as SPU's next General Manager/Chief Executive Officer and am proud to be one of SPU's 1400+ employees who support healthy people, environment, and economy. I am committed to transforming how SPU equitably manages Seattle's water and waste resources for today and future generations.

Seattle is an amazing city, with a uniquely protected water source that supplies pristine drinking water. SPU's holistic management of our water resources extends to drainage and wastewater services that enhance our city's livability and health. Our exceptional solid waste services, including transfer stations and hazardous waste disposal, and clean city services support all people who live, work, and visit the city. We are committed to providing essential and innovative services to our community.

We are your public utility. Please visit our website at [seattle.gov/utilities](https://seattle.gov/utilities) to learn more about our services—including assistance we provide for qualified customers. If you're interested in learning more about SPU's priorities and goals, please see our Strategic Business Plan. It describes our mission, vision and principles, focus areas, and adopted rate path.

Thank you for your continued support of your public utility.

Sincerely,  
Andrew Lee  
General Manager/CEO, Seattle Public Utilities

## SPU is proud to have:

**Provided utility bill  
assistance**

**Provided reliable solid waste  
pickups to Seattle customers**

**Delivered clean and safe  
drinking water**

**Planted trees**

**Awarded funds to support  
community waste prevention  
projects**

**Welcomed Adopt a Street  
volunteers**

**Adopted our Strategic  
Business Plan**

**Addressed illegal dumping  
complaints**

**Constructed new  
infrastructure**

**Hired and trained  
apprentices**

**Released the Shape Our  
Water Community Vision**

**Tested and analyzed  
drinking water samples**

**And more!**



@Seattle\_Public\_Utilities



@SeattleSPU



@SeattlePublicUtilities

## Are you behind on your utility bill?

Contact us today to set up a flexible payment plan and find out if you qualify for bill assistance.

[seattle.gov/UtilityBillHelp](http://seattle.gov/UtilityBillHelp)

(206) 684-3000



## Help is available! Make a plan now.

We are continuing to connect our customers, who are struggling to pay their bills in full, with financial resources so they can get caught up and maintain their services.

- Flexible **Payment Plans** are available to all customers
- 50% off future Seattle Public Utilities bills and 60% off future Seattle City Light bills by applying online for the **Utility Discount Program**
- Up to \$477, twice a year, in immediate financial assistance towards their past due balances through the **Emergency Assistance Program**

Let us help you make a plan today! Learn more about how you can get help with your utility bills [seattle.gov/UtilityBillHelp](http://seattle.gov/UtilityBillHelp).

## Language Assistance Available

Interpretation services are available at no cost at (206) 684-3000 (press 5, then 5, and request preferred language). Translated materials are available at [seattle.gov/UtilityBillHelp](http://seattle.gov/UtilityBillHelp).

- Información en español
- Impormasyon sa Tagalog
- 中文資訊
- Thông tin bằng tiếng Việt
- 한국어 정보
- Macluumaad Af-Soomaali ah
- བོད་སྐད་ཀྱི་ཐོག་མཐོང་

## Contact Us

**24/7 Emergency Services** (e.g. urgent flooding, hydrant leaks)  
(206) 386-1800

**Report Problems** (e.g. graffiti, illegal dumping, needles)

[www.seattle.gov/utilities](http://www.seattle.gov/utilities) • [www.seattle.gov/finditfixitapp](http://www.seattle.gov/finditfixitapp) • (206) 684-7587

**Customer Service**

[www.seattle.gov/utilities](http://www.seattle.gov/utilities) • [www.seattle.gov/utilities/emailus](mailto:www.seattle.gov/utilities/emailus)  
(206) 684-3000 M-F, 7:30am-6pm

FSC FPO

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 serbisyo ng tagapagpaliwanag, tumawag sa 206-684-3000.  
Muốn yêu cầu dịch vụ thông dịch xin gọi số 206-684-3000.

## Is your home in need of repair?



Resources are available to help income-eligible homeowners save money on home maintenance:

- **Free Toilet Program:** Income-eligible homeowners may qualify to receive a free water-saving toilet. Call (206) 448-5751.
- **Upgrade with Rebates:** Customers can save water and help lower their bill with rebates up to \$100 to replace an older, inefficient toilet or sprinkler timer. Call 206-684-SAVE.
- **Home Repair Loan:** Qualified Seattle homeowners can receive no interest loans to address critical health, safety, and structural issues
- **Side Sewer Assistance Program:** Qualified Seattle homeowners can receive a 0% interest loan to perform emergency repairs to broken or collapsed side sewers

Learn more about resources online at [atyourservice.seattle.gov](http://atyourservice.seattle.gov) search for "Home Repair."

## Raking leaves helps prevent flooding

In November, household customers get up to 10 extra bags of yard waste every collection

