



Seattle  
Public  
Utilities

January - February 2022

# AT YOUR SERVICE

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

## Protect Your Home from Frozen Pipes

Temperatures below freezing can cause water pipes in your home to leak or burst. This can lead to water outages, flooding, and property damage.

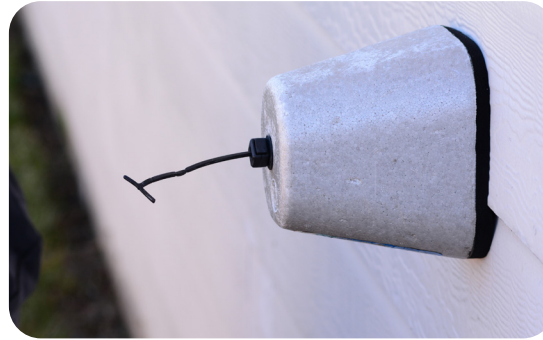
### Prepare your pipes:

To protect your home from pipe breaks, disconnect garden hoses, insulate outdoor pipes and spigots, and insulate indoor pipes in your crawl space, basement, or attic.

When the temperature drops below freezing, protect indoor sink pipes that are against exterior walls by opening under-sink cabinet doors to allow indoor heat to circulate.

Caulk around pipes where they enter the house and close all foundation vents to minimize cold wind from blowing into your house.

Pipes exposed to drafts from open foundation vents are most at risk



of freezing or splitting during cold weather. Close off these vents by sliding cut pieces of wood or Styrofoam into the vent openings (open the vents again in the spring to prevent dry rot).

### Locate your main water shutoff:

Know where your water shutoffs are located. Shut-off valves can be indoors or outdoors, usually in a basement, crawlspace, or garage.

### If pipes break of freeze:

If a water pipe breaks, immediately close the main shut-off valve to stop flooding. If you cannot turn off the main shut-off valve, SPU customers can call (206) 386-1800 for assistance.

## Snow/Ice Collection Delays

In the case of severe weather, there are several places to go to find out whether your solid waste collection has been postponed:

- Website: [seattle.gov/utilities](http://seattle.gov/utilities)
- Twitter: [@SeattleSPU](https://twitter.com/SeattleSPU)
- Blog: [atyoursevice.seattle.gov](http://atyoursevice.seattle.gov)
- Recycle It: [seattle.gov/recycleit](http://seattle.gov/recycleit)
- AlertSeattle: [alert.seattle.gov](http://alert.seattle.gov)

We'll also communicate via local media and other local online platforms.

## Community Donation Fund

Want to help others in the community who need assistance with their utility bills? 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 [www.seattle.gov/utilities/donations](http://www.seattle.gov/utilities/donations)

## Project Spotlight: South Park Drainage and Roadway Partnership



Seattle Public Utilities (SPU) and the Seattle Department of Transportation (SDOT) are working together on the South Park Drainage and Roadway Partnership project to construct streets and a drainage system that will improve chronic flooding and drainage issues. The new drainage system will use storm drains and pipes to capture stormwater (rainfall runoff) and direct it to the future pump station during hightide. The pump station is currently in construction.

The general project area is South Park Industrial Area between 2nd Ave S and 8th Ave S, and S Holden St and S Monroe St. Construction has begun and is expected to be completed by the end of 2022.



## New Public Litter Cans in the New Year

With a new year here, it only seems fitting that Seattle start 2022 with new Garbage and Recycling cans. The new cans feature beautiful photographs that are the work of the young artists of Youth in Focus. This non-profit program provides after-school, summer, and partner programs in Digital and Darkroom photography.

The cans are part of a Seattle Public Utilities pilot to reduce litter in neighborhood business districts, reduce vandalism of cans, and discourage illegal dumping. Each can has a QR code you can scan to report any problems.

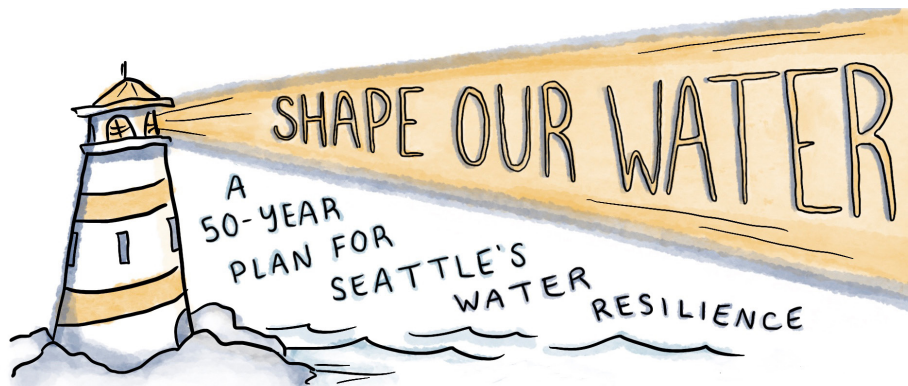
Look for these cans first in the South Park, Alki, Capitol Hill, Little Saigon, Othello, and Georgetown neighborhoods.

## Our Solid Waste Plan is Being Updated and We Want to Hear From You!

At Seattle Public Utilities, we are updating our 20-year plan for solid waste services and programs. The Solid Waste Plan Update will guide how SPU manages facilities, services, and programs related to garbage, recycling, and food and yard waste, with an increasing focus on preventing waste at the source.

The Solid Waste Plan Update will be available for public review and comment in 2022. We invite you to review the plan, and greatly appreciate your feedback. Please visit our website for more information:

[www.seattle.gov/utilities/about/plans/solid-waste](http://www.seattle.gov/utilities/about/plans/solid-waste)



Care about our water future? Check out the **Shape Our Water Community Vision** that was created by Seattle communities and organizations. It will help guide drainage and wastewater investments for the next 50 years.

[www.shapeourwater.org/shapingourwater](http://www.shapeourwater.org/shapingourwater)



Illustrations by Natalie Dupille

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.  
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## Save Water and Money

### \$100 toilet rebates

Replace your old toilet - installed before 2004 - with a new eligible toilet and you may qualify for a \$100 rebate!

[www.savingwater.org](http://www.savingwater.org)  
or call 206-615-1282.

### Free toilet for income-qualified homeowners

Is your household income at or below 80% of the state median income? You may be eligible for a free toilet!

[www.seattle.gov/util/FreeToilets](http://www.seattle.gov/util/FreeToilets)  
or call 206-448-5751.

## 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