



# AT YOUR SERVICE

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



## Better Than Bottled

Why buy bottled when you can pour yourself a glass of some of the best water in the nation just by turning on the tap?

Here are five of our favorite reasons why Seattle’s drinking water is better than bottled:

### 1. It’s Protected and Safe

Because SPU owns and manages both of its watersheds, we have unique control of the protection and quality of our water. This keeps our drinking water supply safe.

### 2. It’s Fresh and Pristine

Many cities source their drinking water from local rivers—the same rivers that are used for recreation, industry, and commerce. Seattle’s water is different. We capture our water as rain and melted snow in forested mountain watersheds. We have one of the purest water supplies in the nation.

### 3. It’s Affordable

Bottled water can be up to 1,000 times more expensive than tap water. Seattle’s drinking water costs less than a penny per gallon. The average cost of a gallon of bottled water is around \$1.50. That can add up fast!

### 4. It Tastes Great

We provide just enough treatment to keep your drinking water safe, clean, and tasting good. We even have a taste test panel that meets twice a month to taste and evaluate our drinking water.

### 5. It’s Better for the Environment

It takes more than twice as much water to produce a plastic water bottle than it does to fill it. And only about 20 percent of those bottles get recycled. The rest end up in landfills or floating in our waterways and will take hundreds of years each to decompose.

## Monitoring Your Drinking Water 365 Days a Year



To make sure your water is clean and safe, SPU’s Water Quality Lab team monitors drinking water quality 365 days per year and tests about 30,000 water samples each year. The Water Quality Lab also evaluates odor and flavor twice a month to make sure that your water tastes great.

You can learn more about how SPU keeps your water clean and safe by going to [seattle.gov/util/WaterQuality](http://seattle.gov/util/WaterQuality).

## Drinking Water Quality Report Coming Soon

For more information about Seattle’s drinking water, keep an eye out for our annual Drinking Water Quality Report in your mailbox by July 1.



To see reports from previous years, go to [seattle.gov/util/WaterQuality](http://seattle.gov/util/WaterQuality).





## Reuse is Replacing Single-Use Cups at Seattle's Music Venues

At SPU, we partner with businesses and community to recycle better and compost more. But we recognize that we need to establish a reuse system and move away from the consumption model of single-use packaging because it is unsustainable and leads to increasing waste and pollution, which further harms our environment and health.

Through a public-private partnership with Reuse Seattle, we are working to create a city-wide reusable food

and beverage container system to make reuse scalable and affordable.

Beginning this summer, you will start seeing a first-of-its-kind reusable cup system in Seattle at a number of live music venues throughout the city. To make this possible, an industry leading company, called r.Cup, will provide washing and sanitization services to replace all single-use plastic cups with reusable beverage containers. For more information visit [ReuseSeattle.org](http://ReuseSeattle.org).

## Download SPU's Recycle It App

- Look up your collection day
- Report missed collections
- Item disposal look up
- Set reminders
- Change cart size
- And more

Learn more at [seattle.gov/RecycleIt](http://seattle.gov/RecycleIt).



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.  
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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.

## Don't Let Your Utility Bill Stress You Out. We're here to help!

### Flexible Payment Plans

Short- and long-term payment plans are available for all customers, regardless of income, and allow you to break up your past due balance into smaller payments to pay it down over a timeframe that works for you.

### Utility Discount Program

Income-eligible residential customers can access 50% off their Seattle Public Utilities bill and 60% off their Seattle City Light bill by applying online for the Utility Discount Program.

### Emergency Assistance

Qualifying residential customers can receive up to \$477, twice a year immediate emergency assistance towards their utility bill.

### Explore Your Options

If you are behind on your utility bills, you can learn more about resources online at [seattle.gov/UtilityBillHelp](http://seattle.gov/UtilityBillHelp) or by calling us at (206) 684-3000.

## 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