



AT YOUR SERVICE

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



Concerned about Paying Your Utility Bill?

Are you behind on your utility bill? Seattle Public Utilities understands that the COVID-19 pandemic has made it difficult for some of our customers to afford their utility services.

We offer financial assistance options to help you pay down your bills and continue receiving utility services.

Payment Plans

We have flexible payment plans available for all customers, including residential, business, and property owners, regardless of income. With a payment plan, you can break up your past due balance into payments that make sense for your budget and pay your balance over time.

Bill Assistance Programs

Utility Discount Program

We encourage all income-eligible customers to enroll in the **Utility Discount Program** to receive an ongoing 60% discount on Seattle City Light electricity bills plus a 50% bill discount for customers who receive their water, sewer, and solid waste services from Seattle Public Utilities.

Emergency Assistance

If you are behind on your utility bills and meet income-eligibility requirements, you may qualify for **Emergency Assistance**. Eligible residential customers can receive up to \$954 annually in immediate, emergency assistance to reduce their past due balance (distributed in two \$477 credits).

Visit us online at seattle.gov/utilities/CovidHelp to explore your options.



Community Donation Fund

Want to help others in the community who need assistance with their utility bills? You can make a donation to Seattle Public Utilities' 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.

Ready to Pay?

We offer multiple options to make it easy to pay your current and past due balance:

- Online at myutilities.seattle.gov
- Call (206) 684-3000 to access our toll-free, 24-hour automated credit card payment (in English and Spanish)
- In-person at a Customer Service Center to pay by cash, check, or credit card



One Seattle Day of Service: Join us on May 21, 2022!

Every Seattle neighbor is invited to come together for the City's first One Seattle Day of Service to roll up their sleeves and give back.

This event joins together a diverse group of public, private, and non-profit partners and organizations to provide a wide array of service opportunities in each neighborhood across the city.

Learn more about volunteering for the One Seattle Day of Service by visiting seattle.gov and search for "day of service."

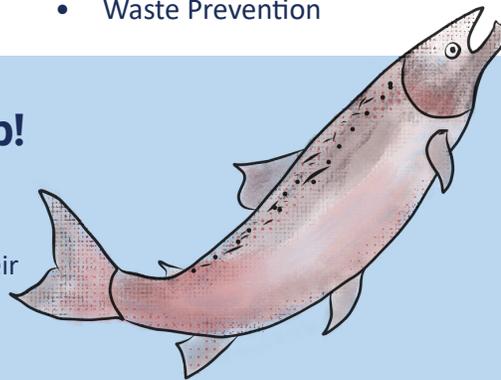
You can also visit seattle.gov/get-involved to explore ongoing opportunities to make meaningful impacts in your community, including:

- Adopt-A-Drain
- Adopt A Street
- Graffiti Cleanup
- Waste Prevention

Salmon Need Our Help!

Salmon are a vital part of our Northwest ecosystem. Please do your part to protect salmon and their freshwater habitat by using water wisely.

By reducing your water consumption at home, you will help us keep water in our creeks and rivers for the salmon, which is especially important in the summer and fall when the weather is dry and stream flows are naturally low.



You can conserve water and save money by taking shorter showers, fixing leaks, and choosing efficient toilets and appliances. For more tips, tools, and rebates to help you save water visit www.savingwater.org.

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.

Water-Efficient Toilets: Save Water and Money

\$100 Toilet Rebate

Customers replacing pre-2004 water-guzzling toilets with PREMIUM 1.1 gallons per flush (or less) models can receive a rebate up to a \$100 per toilet replaced (limit 2 per household).

Owners and managers of apartment or other mixed-use housing may qualify for up to \$100 rebate per toilet replaced.

Learn more by calling (206) 615-1282 or go to www.savingwater.org/rebates.

Free Toilets (Income-Qualified Only)

SPU, in partnership with Sound Generations Minor Home Repair, is providing free toilets and installation for income-qualified homeowners.

For example, a family of four earning less than \$7,211 per month may qualify if they own a home served by Seattle Public Utilities and have an existing toilet that was installed before 2004.

For more information, call (206) 448-5751 or go to www.seattle.gov/utilities/freetoilets.

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
- www.seattle.gov/finditfixitapp
- (206) 684-7587

Customer Service

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