



# AT YOUR SERVICE

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

## How Seattle Public Utilities Prepares for Storm Season

Storm season in Seattle can bring challenges like flooding, frozen pipes, and icy roads. SPU works hard to prepare for these challenges so that, when winter storms hit, we can address impacts and support you and your community.

Here are just a few of the ways we prepare for winter weather:



### Preparing Our Drainage Systems

When rain falls or snow melts, SPU's stormwater system is being put to work. SPU crews prepare for Seattle's wet winters by checking infrastructure to clean it, perform maintenance, and make needed repairs. This includes using vactor trucks—basically giant vacuum trucks that suck up leaves and other debris—to clear storm drains as well as making sure drainage ponds and other structures that manage stormwater are operating correctly.



### Repairing Pipe Breaks

Freezing weather can cause water pipes to freeze and burst. This can lead to flooding, water outages, or even damage roads. SPU's water crews are on standby during freezing weather to quickly repair broken water pipes and mains to help ensure your water continues to flow no matter the temperature.



### Planning for Icy Roads

During the winter season, unsafe road conditions can prevent SPU's contracted haulers from collecting garbage, recycling, or food/yard waste. Collection trucks can weigh up to 30 tons and cannot safely navigate streets with snow and ice the same way our cars can. SPU works closely with our contracted haulers to assess weather conditions and notify you as soon as possible if collection might be delayed due to unsafe road conditions in your neighborhood.

Icy roads and snow also pose safety hazards for SPU's construction projects and maintenance activities and may require a temporary pause in work.

## How You Can Prepare for Storm Season



### Rain and Melting Snow

With thousands of storm drains throughout Seattle, it's far more than SPU crews can keep clear on our own! You can help by safely raking leaves before they end up in the street. Put raked leaves in your yard waste bin or use them as mulch and put debris in the garbage. After a snowfall, clear drains of snow and ice to prevent flooding caused by melting snow.

### Freezing Temperatures

Protect your home from pipe breaks by disconnecting garden hoses, insulating outdoor pipes and spigots, and insulating pipes in your crawl space, basement, or attic.

### Snow and Icy Roads

Find out if unsafe road conditions due to snow and ice will delay your garbage, recycling, and food/yard waste collections by tuning into your local media and checking these sites for updates:

- Website: [seattle.gov/utilities](http://seattle.gov/utilities)
- Twitter: @SeattleSPU
- Blog: [atyourservice.seattle.gov](http://atyourservice.seattle.gov)
- Recycle It App: [seattle.gov/recycleit](http://seattle.gov/recycleit)
- AlertSeattle: [alert.seattle.gov](http://alert.seattle.gov)



## Sign Up For AlertSeattle

- Receive official emergency alerts & notifications
- Select the type of alerts you want to receive
- Select how you'll be alerted - text, email, voice message, & social media
- Stay informed & stay safe

Sign up at [alert.seattle.gov](http://alert.seattle.gov)




**Raking leaves helps prevent flooding**

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

[www.seattle.gov/utilities/stormdrains](http://www.seattle.gov/utilities/stormdrains)

### Mark Your Calendars: Holiday Collection Schedule

Garbage, recycling, and food/yard waste are not collected on Thanksgiving, Christmas, and New Year's Day. On those days, and for the remainder of the week, collection service will be delayed one day.

Collection Day	Moved To
November 24 (Thanksgiving)	November 25
November 25	November 26
December 25 (Christmas)	December 26
January 1 (New Year's Day)	January 2

The City of Seattle's North and South Transfer Stations will also be closed on Thanksgiving, Christmas, and New Year's Day.

### Compost Your Tree for Free!

Compost Christmas trees and holiday greens for free Dec. 26 – Jan. 31!

Remove all decorations, cut into 4-foot or shorter sections, and place trees or bundled greens next to your food and yard waste cart on your regular collection day.

Apartment residents may place up to two trees next to each food and yard waste cart at no charge.

You can also drop off up to 3 trees less than 8 feet in length at a Transfer Station.



For details and more answers to your "where does it go?" questions, check out SPU's lookup tool at [seattle.gov/utilities/wheredoesitgo](http://seattle.gov/utilities/wheredoesitgo).

### Community Donation Fund



This giving season, 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](http://seattle.gov/utilities/donations).

### 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.