

2019 ANNUAL REPORT CARD

2019 HIGHLIGHTS

Making Services Affordable

In 2019 we took some major steps to make our services more affordable:

- We reduced our average annual rate increase from 5.2% to 5.0%.
- We completed an Affordability and Accountability plan and began work on more than half of the actions in the plan.
- We improved customer access to emergency bill assistance and increased enrollment in the **Utility Discount Program**.

The City of Seattle's Utility Discount Program offers income-eligible customers 50% off their Seattle Public Utilities bill and 60% off their Seattle City Light bill.

Get help with your utility bills.

50-60% off
for income-eligible customers.



seattle.gov/UDP



Customer Service Improvements

We're always striving to improve your customer experience. In 2019:

- Our Contact Center exceeded most peak season performance targets with an average call wait time of just over 1 minute.
- We made bills easier to understand by eliminating "bill in advance" practices for solid waste collection.
- We made significant progress on a new and improved **customer self-service web portal**.

Your new utility services website is now live! This upgraded customer portal offers a suite of customer tools and benefits to enhance your customer experience.

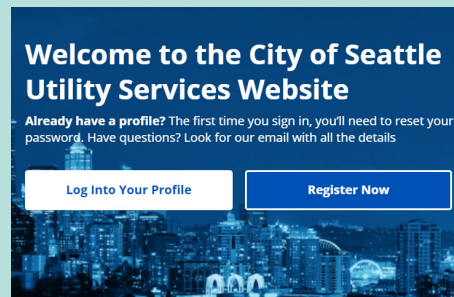
Welcome to the City of Seattle Utility Services Website

Already have a profile? The first time you sign in, you'll need to reset your password. Have questions? Look for our email with all the details

[Log Into Your Profile](#)

[Register Now](#)

myutilities.seattle.gov

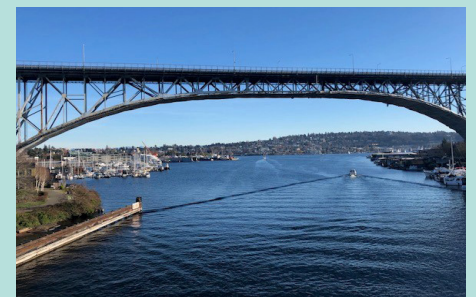


Capital Project Delivery

Our 2019 capital improvement project highlights included:

- We partnered with community members and students from local community-based organizations and schools to develop artwork for capital projects in south Seattle.
- We replaced a 100-year-old water main in a utility tunnel under the Ship Canal between Fremont and Queen Anne
- We began construction on the **Ship Canal Water Quality Project**.

The Ship Canal Water Quality Project is a 2.7-mile long, 18-foot 10-inch diameter tunnel that will capture and hold stormwater and sewage during heavy rains.



seattle.gov/util/shipcanalproject

SPOTLIGHT: WASTE-FREE COMMUNITIES GRANTS

A national leader in waste prevention, SPU developed the Waste-Free Communities Matching Grants to support community leadership and innovation around preventing waste to help the environment, protect public health, build community, and save money.

In 2019, SPU awarded \$100,000 in matching grants to organizations working on diaper waste prevention, food rescue, upcycling textiles, waste prevention education, salvage and deconstruction practices for developers and contractors, and reducing the use of single use plastic water bottles.



Refugee Artisan Initiative (RAI)

2019 grantee RAI works to transform the lives of refugee and immigrant women by providing sustainable employment. RAI provides its artisans with free training and equipment to upcycle donated fabric waste into store-quality home goods. With support from SPU's Waste-Free Communities Matching Grant, RAI began selling its upcycled products in local stores.

Learn more about all of our 2019 grantees at seattle.gov/utilities/wastefreegrants.

2019 BY THE NUMBERS

Here's a sample of the work we did in 2019.

Provided safe, clean drinking water to **1.5 million people** in and around Seattle.

Our **23 meter readers** read an average of **229 meters per day**, walking an average of **1,680 miles** over the course of a year.



Recruited and/or partnered with **4,659 Adopt-a-Street Volunteers** to collect **55,907 pounds of garbage**.



Brought water conservation, water quality, and stormwater education to **12,524 students**.

Awarded **\$100,000 in waste-free community grants** to community-led waste prevention projects.

Responded to **24,156 illegal dumping service requests** and disposed of **2,464,620 pounds** of illegally dumped material.

Trained **1,812 landscape professionals** in sustainable landscaping.

Completed **2.23 miles** of sewer rehabilitation repairs.

Diverted **25 million gallons** of roof runoff through the RainWise program.



Tested **20,000+** drinking water samples.

2019 PERFORMANCE MEASUREMENTS

Services	Measure	2019 Performance
Effective customer service	Respond to 90% priority reports of drinking water, drainage, and wastewater problems within one hour.	Responded to 84% of priority reports within one hour.
Mountain-fresh drinking water	Maintain 100% compliance with Department of Health regulations; maintain regulatory compliance and provide sufficient supply to meet customers' water needs.	Met goal. (100% compliance)
Safe sewage transport to King County treatment plants	No more than four sewer overflows per 100 miles of pipe in the current biennium.	Exceeded goal. (1.3 sewer backups per 100 miles of pipe.)
Dependable garbage, food and yard waste, and recycling pickup	Provide reliable solid waste pickup with only one missed pickup for each 1,000 stops.	1.1 missed pickups per 1,000 stops
Effective recycling and composting	Recycle 70% of all solid waste citywide by 2022.	In progress. (56.5% recycling rate.)
Drainage that reduces flooding and pollution	Remove 140 tons of pollutants from roads in 2019.	Exceeded goal. (Removed 173 tons of pollutants.)
Planning for the future	Manage 270 million gallons of stormwater runoff using Green Stormwater Infrastructure.	Managed 263 million gallons of stormwater.
Efficient illegal dumping pickup	Complete requests for illegal dumping cleanup within 10 business days at least 95% of the time.	Exceeded goal. (Cleanup within 10 business days 99.7% of the time.)
Efficient graffiti removal	Clean up graffiti on SPU property and SDOT structures within targeted times at least 90% of the time (10 business days for SDOT structures; six business days for SPU)	Exceeded goal. (Met target cleanup times 99% of the time.)

For interpretation services please call 206-684-3000.

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통역 서비스를 원하시면 206-684-3000 번으로 전화해 주십시오.

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Para sa serbisyo ng tagapagpaliwanag, tumawag sa 206-684-3000.

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seattle.gov/utilities