



## Tunneling Our Way To Cleaner Waters

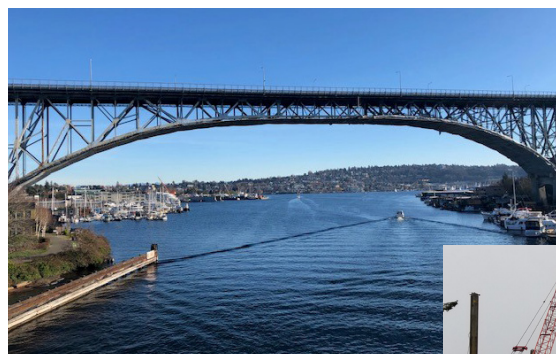
Seattle Public Utilities (SPU) is committed to protecting public health and the environment and enhancing our natural resources. As part of our strategy to protect our local waterways, SPU and King County have begun construction on a 2.7-mile long tunnel, running from Ballard to Wallingford. How will a tunnel protect our local waters? The answer has to do with something called a combined sewer overflow.

### What is a Combined Sewer Overflow?

In Seattle's older neighborhoods, including Ballard, Fremont, Wallingford, and Queen Anne, sewage and stormwater funnel into a single set of pipes. In dry weather, these pipes send combined sewage and stormwater to King County's West Point Wastewater treatment plant. During heavy rains, however, these pipes can become overloaded. When that happens, they send a mixture of stormwater (90%) and sewage (10%) to outfalls that flow into the nearest body of water. These combined sewer overflows, or CSOs, contain contaminants that can make people sick and harm fish, wildlife, and the environment. SPU has completed several projects around the city to address CSOs and improve the health of our local waterways. The Ship Canal Water Quality Project is by far the largest.

### The Ship Canal Water Quality Project

SPU and King County's Ship Canal Water Quality Project will address CSOs into Seattle's Salmon Bay, the Ship Canal, and Lake Union. The 2.7-mile long, 18-foot 10-inch diameter tunnel will capture and temporarily hold stormwater and sewage during heavy rains. Once the storm passes, a pump station will send the wastewater to the treatment plant. Once complete, the SCWQP will prevent an average of 75 million gallons of polluted stormwater and sewage from entering our waterways annually – that's enough to fill 90 Olympic-sized swimming pools! The project is just one of the many ways SPU is reinvesting your dollars back into projects and programs that benefit the health of our community and the environment.



*Left: By significantly reducing polluted stormwater and sewage overflows, the Ship Canal Water Quality Project will create a healthier environment for 100K spawning sockeye salmon who travel through it each year!*



*Right: A construction crew works on building the new 24th Ave NW Pier in Ballard, an early piece of the Ship Canal Water Quality Project.*

For more info about the project, visit [www.seattle.gov/util/shipcanalproject](http://www.seattle.gov/util/shipcanalproject). Sign up for project updates at [www.seattle.gov/lists/shipcanalproject.htm](http://www.seattle.gov/lists/shipcanalproject.htm).

## Customer Service Updates

We're always looking for ways to improve your customer experience. This April-June, we're making it easier to manage your accounts and understand your utility bills.

### Managing Accounts Online

Thanks to recent upgrades, our online account management system is now ADA accessible and mobile-friendly. Haven't signed up for eBilling? Now is a great time to do so! Go to [www.seattle.gov/utilities/ebilling](http://www.seattle.gov/utilities/ebilling).

### Solid Waste Billing Change

Until now, we've billed customers in advance for some of their garbage and food/yard waste collection. This means that when you paid your bill, you were paying for some garbage and food/yard waste services that you had already received, and some that you were going to receive in the future. Confusing, right?

Beginning this spring, SPU will only charge for service that has already occurred. As part of the transition away from "billing in advance," the solid waste charges on your May or June bill may be lower than usual.

For more info go to [bit.ly/SPUBillChange](http://bit.ly/SPUBillChange).

## 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 Mon-Fri, 7:30am-6pm

# Use Water Wisely This Summer

## Peak residential water rates in effect

Summer is on its way! That means warmer, drier days around the Puget Sound area – a great time to practice using water wisely. Here are a few of our favorite tips for smart outdoor water use during the summer months:

- **Brown is the new green**  
Let your lawn go dormant! Most lawns only need water once a month during the summer. They may turn brown, but never fear - they'll bounce back in the fall!
- **Water early and late**  
Water your plants before 8 am or after 7 pm, when temperatures are low and less water is lost to evaporation.
- **Mulch holds moisture**  
Add 2-3 inches of woodchip mulch to your plant beds. Mulch holds in moisture, reducing the need for watering and protects roots from overheating.
- **Sweep to save water**  
Use a broom - not a hose - to clean your sidewalks, driveways, and patios.

Get more tips for using water wisely in the summer and year-round at [www.savingwater.org](http://www.savingwater.org).

Peak residential water rates are in effect from May 16 through September 15 each year. Peak rates use a three-tiered rate structure with progressively higher rates as water consumption increases. Since we have less rain in the summer, Seattle depends on water stored in our mountain reservoirs to meet demand while leaving enough water in the rivers for fish. Higher summer water rates encourage us to use water wisely.

## Peak Water Rates 2019

Water Usage	Inside Seattle	Outside Seattle	Shoreline & Lake Forest Park
<b>Off-Peak Usage</b> (Sept 16 - May 15)	\$5.27*	\$6.01	\$6.39
<b>Peak Usage</b> (May 16 - Sept 15)			
First Tier (up to 10 CCF in 60 days)	\$5.41	\$6.17	\$6.56
Second Tier (next 26 CCF in 60 days)	\$6.69	\$7.63	\$8.11
Third Tier (over 36 CCF in 60 days)	\$11.80	\$13.45	\$14.31

\* Rates are charged per CCF. One CCF = 748 gallons of water.

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.  
Mướn yêu cầu dịch vụ thông dịch xin gọi số 206-684-3000.

## Salmon Need Our Help!

Salmon are a vital part of our Northwest ecosystem. (Orca whales, for example, rely on Chinook Salmon for their diet.)

Please do your part to protect salmon and their freshwater habitat by using water wisely, especially in the summer and fall, when the weather is dry and stream flows are at their lowest.



Spawning Chinook Salmon

# \$SAVE

## Affordability Programs

Did you know the City of Seattle has 100+ free and discounted resources for eligible Seattle residents? Resources like the Utility Discount Program, which gives eligible households a 50-60% discount on their utility bills.

See all Seattle affordability programs at [www.seattle.gov/affordable](http://www.seattle.gov/affordable).

## \$100 Toilet Rebate & Free Toilets

Save water and money by replacing your old toilet. Customers who replace a toilet installed before 2004 with a new eligible toilet may qualify for a \$100 rebate! Learn more: [www.savingwater.org](http://www.savingwater.org) or call 206-615-1282.

**FREE toilets** are also available for income-eligible customers. Learn more at [www.seattle.gov/util/freetoilets](http://www.seattle.gov/util/freetoilets).

## Free Auto Leaks Workshop

Oil and other auto fluids that leak from your car can end up in our local waterways. Join SPU for a **FREE** Auto Leaks Workshop. You'll have your car inspected, learn to find and fix leaks, and get a free maintenance check kit.

Register for upcoming workshops at [www.seattle.gov/util/autoleaks](http://www.seattle.gov/util/autoleaks).

