

Seattle Public Utilities

*Providing essentials.
Improving life.*

January 2014

Seattle
 Public
Utilities

Today

We're presenting this to a lot of different groups. Our goal is to understand what you value so we can better serve you.

Tell us:

1. Your current opinion of Seattle Public Utilities.
2. Where you would focus our work.
3. What specific actions you think are most important to you.

We'll use your input to help create our Strategic Business Plan. We'll report back on how your input influenced the final plan.

Mission

Our promise to you is to be...

- Efficient
- Forward looking, and
- Help keep Seattle the best place for us to live.

Our story

At Seattle Public Utilities, our job is to protect the area's quality of life. We pledge to meet community and environmental needs by:

- Maintaining some of the nation's best drinking water.
- Helping Seattle residents and businesses be recycling leaders.
- Protecting local waterways and the Sound from polluted storm and waste waters.

We do this work while always keeping in mind that we need to spend our customers' money wisely.

We will make sure that as Seattle grows it's even better for future generations – a place where less garbage is shipped to the landfill, it's safe to swim, the drinking water is protected, and where salmon and other species thrive.

Seattle Public Utilities is responsible for a wide range of services

Our 1,400 employees serve over 1.3 million customers in these ways:

- Drinking water
- Sewer (Toilets)
- Drainage (Gutters, street storm drains)
- Garbage
- Recycling (Includes composting)
- Protecting the environment
- Water quality programs
- Transfer stations (The dump and recycling for large items)
- Preventing flooding and landslides.
- Keeping the city litter and graffiti free.

And, by the way, we don't provide electricity or natural gas. That's Seattle City Light or Puget Sound Energy.

How valuable are your utilities to your life?

Typical two-month bill	What you get
\$314 Single family home \$176 Apartment dweller \$1,250 Neighborhood business	Seattle Public Utilities: drinking water, drainage, sewer, garbage pick-up, recycling
\$400	Cell phone service for family of four
\$172	Cable for one household
\$1,208	Food for family of four
\$264	Two months of car insurance for one car
\$1,820	Childcare at an infant center in Seattle

Future needs

General

- Better centralized planning and improving data and project management.
- Ensure we keep and continue developing employees to deliver highest quality services.
- Improve employee safety and reduce absences.
- Prepare for water supply and utility system threats that may occur from climate change.

Water

- Protect our system from earthquakes.

Sewer and drainage

- Reduce sewer back ups and eliminate waste discharge into waterways during heavy storms.
- Reduce flooding in the hardest hit neighborhoods.

Customer service

- Improve access to customer service and improve customers' ability to solve problems on web and mobile applications.
- Increase billing accuracy, simplify payment and permitting processes.

The Strategic Business Plan's four improvement focus areas

What needs to be improved?

1. **Improving how we work to deliver consistent, high quality services**



2. **Better protecting your health and our environment**



3. **Enhancing our services by improving employee skills**



4. **Making it easier to get help and answers**



Improvement focus area #1

Improving how we work to deliver consistent, high quality services

Example Actions



Reduce sewer backups through increased cleaning and sewer pipe replacement.



Every-other-week garbage pick-up to save on collection costs.



Upgrade to smart meters to save money and more quickly solve customer problems.



Improve data and project management to control costs and create better results.

Improvement focus area #2

Better protecting your health and our environment

Example Actions



Increase investments to reduce flooding in the hardest hit neighborhoods.



Increase investments to eliminate sewage being released into waterways during storms.



Prepare for water supply and utility system threats that may occur from climate change.

Improvement focus area #3

Enhancing our services by improving employee skills

Example Actions



Save money and protect workers through improving worker safety and reducing absences.



Deliver higher quality utility services by developing employee and leadership skills.

Improvement focus area #4

Making it easier to get help and answers

Example Actions



Bill customers monthly and create a simple, online payment process.



Improve commercial bill accuracy and streamline the permitting process for new developments to make growth easier and more sustainable.



Make it easier to find information and solve problems on the website and mobile devices.