



AT YOUR SERVICE

Information about your water, drainage and wastewater, and garbage and recycling services.

Reporting Utility-Related Problems

Abandoned couch on your sidewalk? Plugged storm drain causing flooding on your street? Garbage not picked up? Here's how to report problems to Seattle Public Utilities:

Missed Collection

Report a missed garbage, recycling, or food and yard waste collection after 6 p.m. on the day it was missed. To report:

- use the Missed Collection Report Form online*
- call 206-684-3000

Missing or Damaged Bin

To request a replacement for a missing or damaged garbage, recycling, or food and yard waste bin:

- use the Missing or Damaged Bin Report Form online*
- call 206-684-3000

Illegal Dumping and Graffiti

To report illegal dumping or graffiti on public property. To report:

- use the Illegal Dumping Report Form or Graffiti Report Form online*
- call 206-684-7587
- download and use the Find It, Fix It app at www.seattle.gov/finditfixitapp

Plugged Storm Drain

To report non-emergency flooding due to plugged storm drains:

- use the Plugged Storm Drain Report Form online*

Pollution

When it rains, surface water carries pollutants from our streets into creeks, lakes, and Puget Sound. You can help protect our waters by reporting things like oil spills or paint poured down storm drains. To report:

- use the Pollution Report Form online*

Urgent Issues

SPU's Operations Response Center is open 24/7. To report urgent issues such as damaging flooding, chemical spills, or hydrant leaks:

- call 206-386-1800

*Find links to reporting forms on our homepage at www.seattle.gov/util.



SPU's Graffiti Rangers and graffiti removal crews from other departments paint out graffiti on City property.

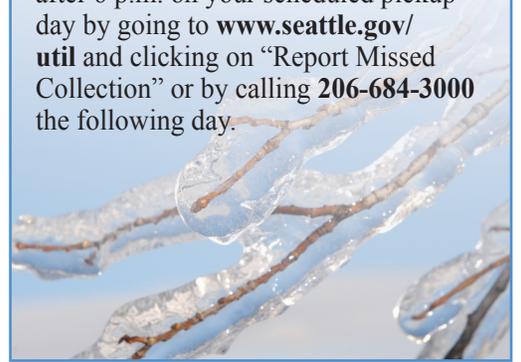
Winter Collections

Garbage, food and yard waste, and recycling collection may be delayed during snowy and icy weather. Check for collection delays at:

- www.seattle.gov/util
- twitter.com/SeattleSPU
- atyoursevice.seattle.gov

Missed Collections:

You can report missed garbage, food and yard waste, or recycling collections after 6 p.m. on your scheduled pickup day by going to www.seattle.gov/util and clicking on "Report Missed Collection" or by calling **206-684-3000** the following day.



Utility Discount Program

If your household income is at or below 70% of the state median income, the City of Seattle's Utility Discount Program helps you pay your utility bill by offering a discount of 50% on your Seattle Public Utilities bill and about 60% on your Seattle City Light bill.

To learn more and find out if you qualify, go to www.seattle.gov/mybill or call **206-684-0268**.



Prepare Your Pipes for the Cold

Freezing temperatures can burst water pipes around your home, potentially causing serious property damage and wasting large amounts of water. Follow these tips to prepare your pipes for the cold:

- Insulate pipes in your home's crawl space, attic, or basement.
- Insulate outdoor pipes and faucets to keep them from freezing.
- Disconnect garden hoses.
- When the temperature hits freezing, open cabinet doors to allow heat to get to uninsulated pipes under sinks and near exterior walls.

For more information on preparing water pipes for winter weather, visit www.takewinterbystorm.org.



Burst pipes can cause serious property damage and waste large amounts of water.

Prepare for freezing weather by insulating your pipes.

Winter Weekends at the Watershed

Seattle Public Utilities' Cedar River Watershed Education Center offers free Winter Weekend Programs for the whole family from January 7 through March 25.

Winter Adventure Hikes

Experience the natural wonders of winter by joining a naturalist for a 2.5-mile hike along the trails of Rattlesnake and Christmas Lakes. Ages 7 and up.

Winter Storytime and Crafts

Not up for a hike? Try the Center's Storytime programs. Each session features different animal or nature-themed stories, pictures, and videos, followed by craft time. All ages.

Winter Weekend Programs

Saturdays and Sundays, 1:30–3:30 p.m.

Cedar River Watershed Education Center
North Bend, WA

To see a program schedule and register for programs, go to www.seattle.gov/util/crweec.



Want a Free Toilet?

Seattle Public Utilities provides free water-saving toilets and installation for income-qualified homeowners. Check the table below to see whether your household qualifies. Homes must be located in Seattle, receive an SPU bill, and have existing toilets that were installed before 2004.

By replacing your old toilet, you'll help conserve water and save money on your utility bill.



Number in Household	Total Monthly Income
1	\$2,698
2	\$3,528
3	\$4,358
4	\$5,188

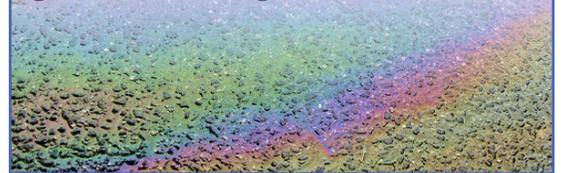
Learn more at www.seattle.gov/util/freetoilets or call 206-448-5751.

Does Your Car Leak Oil?

Oil and other automotive fluids that leak from your car can find their way to Puget Sound and other waterways, hurting wildlife and habitat. Seattle Public Utilities' Automotive Maintenance Program wants to help you prevent this.

Participate in our FREE Auto Leaks Workshop. You'll have your car inspected by a certified automotive instructor, and learn how to find and fix leaks.

To find an upcoming class and register, go to www.seattle.gov/util/autoleaks.



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@ Your Service se encuentra disponible en español en www.seattle.gov/util/yourservice.

@ Your Service có thông tin bằng tiếng Việt trong www.seattle.gov/util/yourservice.

您可在以下網站www.seattle.gov/util/yourservice閱覽《@ Your Service》中文版。

