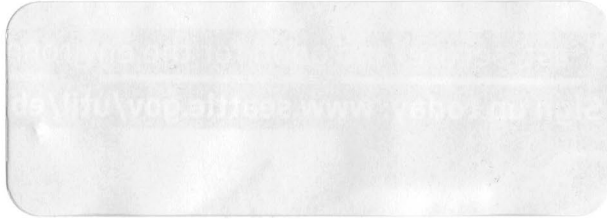




**Seattle
Public
Utilities**

Customer Service Branch
700 5th Ave
PO Box 34027
Seattle, WA 98124-4027

RETURN SERVICE REQUESTED



***Sign up for
eBilling today!***

seattle.gov/util/paymybill

Save a stamp! Pay online.



eBilling is fast, secure, and good for the environment!

Sign up today: www.seattle.gov/util/ebilling



Printed on recycled paper.



For answers to your billing questions in your native language, call 206-684-3000.

Para obtener respuestas gratuitas en español a sus preguntas sobre facturación, llame al 206-684-3000.

Xin gọi số điện thoại 206-684-3000 để có các câu trả lời miễn phí bằng tiếng Việt cho những thắc mắc về hóa đơn của quý vị.

請致電 206-684-3000，將有專人以中文免費答覆您的賬單問題。

Ku hel Af-Soomaali jawaabaha su'aalahaaga ku saabsan biilasha, wac lambarka 206-684-3000.

Magtamo ng libreng mga sagot sa Tagalog para sa inyong mga tanong ukol sa mga singil sa 206-684-3000.

206-684-3000 번으로 전화하시면 당신의 청구서에 대한 문의를 한국어로 무료로 답변해 드립니다.

Hearing Impaired - Call Washington Relay 711

FOR WALK-IN CUSTOMER SERVICES OR TO PAY BILLS IN PERSON, VISIT ANY OF THE 9 LOCATIONS LISTED BELOW

Please bring your bill with you. You may pay your bill by credit card during business hours.

If you need to make a payment plan, please call 206-684-3000 or 1-800-862-1181 (if out of the area).

Open Monday through Friday

Customer Service Center (8:00am to 5:00pm) 700 5th Ave. 4th Floor Lobby
SCL North Service Center (8:30am to 4:30pm) 1300 N 97th St.
SCL South Service Center (8:30am to 4:30pm) 3613 4th Ave. S

Drop-off Payment Box Locations:

Seattle Municipal Tower Lobby 700 5th Ave.

Call individual Neighborhood Service Centers for their hours. Some are open evenings and Saturday.

Ballard	5604 22 nd Ave. NW	206-684-4060
Lake City	12525 28 th Ave. NE (2 nd Floor)	206-684-7526
University	4534 University Way NE	206-684-7542
Central	464 12th Ave.	206-684-4767
Southeast	3815 S Othello St. Ste. 105	206-386-1931
Southwest	2801 SW Thistle St.	206-684-7417



Customer Service Center

Customer Service Center... The Customer Service Center is the primary point of contact for customers... It provides assistance with billing, service requests, and account management... The center is staffed by trained representatives who are available to help customers with any questions or concerns...

Estimated Bill

Estimated Bill... The estimated bill is provided to customers on a regular basis... It shows the amount of service used and the corresponding charges... Customers are encouraged to review their bills carefully to ensure accuracy...

Bill Dispute

Bill Dispute... If a customer has a dispute with their bill, they should contact the Customer Service Center... The center will investigate the issue and work to resolve it as quickly as possible... Customers should provide any relevant information to help the investigation...

Payment your bill

Payment your bill... There are several ways to pay your bill... You can pay online through our website, by phone, or in person at a payment center... We accept major credit cards and debit cards... Payment is due by the 15th of the month following the billing cycle...

Pay by phone

Pay by phone... Customers can pay their bills over the phone... This option is available 24 hours a day, 7 days a week... Customers will need their account number and the amount to be paid...

Bill Dispute

Bill Dispute... If you have a dispute with your bill, you can pay the amount in dispute... This allows you to continue receiving service while the dispute is being resolved... Once the dispute is resolved, the amount will be credited back to your account...

Payment Center Location

Payment Center Location... The Payment Center is located at... It is open during business hours... Customers can pay their bills in person... The center is equipped with self-service kiosks for quick and easy payments... For more information, please visit our website...

Payment Center Location: 3333 1st Avenue, Suite 100, San Francisco, CA 94133. For more information, please call 415-555-1234.

Utility Service Center: 1234 Main Street, San Francisco, CA 94102. Hours: Monday-Friday, 9am-5pm.

Customer Service Center: 5678 Market Street, San Francisco, CA 94103. Hours: Monday-Friday, 8am-6pm.

Payment Center: 9010 Divisadero Street, San Francisco, CA 94115. Hours: Monday-Friday, 10am-4pm.

Bill Dispute: Please contact the Customer Service Center at 415-555-1234 for assistance.

Estimated Bill: Please check your bill for accuracy and contact us if you have any questions.

Pay by phone: Use our secure website to pay your bill safely and conveniently.

Bill Dispute: We will investigate your dispute and resolve it as quickly as possible.

Payment Center: Visit our Payment Center to pay your bill in person.

Customer Service Center: Contact our Customer Service Center for any questions or concerns.

Estimated Bill: Review your estimated bill to ensure it is correct.

Pay by phone: Pay your bill over the phone using our secure system.

Bill Dispute: Dispute your bill by contacting the Customer Service Center.

Payment Center: Pay your bill at our convenient Payment Center location.

Customer Service Center: Get help from our Customer Service Center.

Estimated Bill: Check your estimated bill for accuracy.



Seattle Public Utilities

Customer Service Contacts

Customer Service: 206-684-3000, 1-800-862-1181, SPUCustomerService@seattle.gov

Emergency Water Service: 206-386-1800
Visit us online: www.seattle.gov/util

Pay your bill online:
www.seattle.gov/util/paymybill

Property Owners and Tenants

- Water/sewer/garbage accounts will be maintained in the owner's name only. Current water/sewer/garbage accounts in tenant names will remain active until closing is requested.
- Anyone may pay any Seattle Public Utilities bill, regardless of the name appearing on the account. Payments are accepted from the owner, property management company, tenant, or another third party.
- Owners must inform SPU of any account information and maintenance changes including phone numbers, mailing address, and solid waste service levels.
- Tenants should coordinate as needed with landlord for timely payment of water/sewer/garbage bill.

Estimated Bills

Estimated meter reads are rare, but sometimes necessary. If we cannot access your water meter to obtain a reading, we will estimate your bill. If you receive a bill with a high estimate, your next bill will be reduced by the excess amount of usage. Most bills are from actual meter readings, so you will never be billed for more water than was used at the property for the duration of your account.

Bill Disputes

If you believe your bill is incorrect, please contact us right away at 206-684-3000 or SPUCustomerService@seattle.gov. If we can't resolve the issue, you may go through the dispute resolution process. Learn about high bills and the dispute resolution process online at www.seattle.gov/util/highBill

Paying your Bill

There are multiple options for paying your bill. There is never a 'convenience fee' for any method of payment:

- **Single online payment:** You can pay either your Seattle Public Utilities or Seattle City Light bills without creating a user account, even if you receive a paper bill.
- **eBilling or paperless billing:** This option allows single payments and automatic recurring payments. To use eBilling, you will first need to create a user ID and password.
- **Pay by phone:** 24-hour automated access by calling 206-684-3000 or 1-877-398-3531
- **Mailed payments:** P.O. Box 35177, Seattle, WA 98124-5177
- **In person:** You can find walk-in locations and hours on the back of the remittance stub.

Past Due Accounts and Pay Plans

If a bill is not paid by the due date, it is considered past due. Past due bills are subject to further collection action.

Depending on the length of time an account balance is past due, further collection action could include late fees, past due notices or possible service interruption until the balance is paid in full.

If you've received a bill or a notice that your account is past due, and you can't pay the full amount right away, then you can make a pay plan. A pay plan allows you to pay the account balance in scheduled installments to avoid further collection action.

Before a pay plan can be made, you must make a minimum payment that equals a percentage of your current account balance. To learn more about past due accounts and pay plan options visit www.seattle.gov/util/paymybill.

Get Help with Your Utility Bill

If your household income is at or below 70% of the state median income, the Utility Discount Program (UDP) helps you get current and stay current on utility payments by offering a discount of about 60% on your Seattle City Light bill and a 50% discount on your Seattle Public Utilities bill. This program is available for residential City Light and Seattle Public Utilities customers. The City also has other utility assistance programs.

If you need immediate help with a past due balance, you may be able to receive emergency assistance.

For information about getting help with your utility bill, visit www.seattle.gov/util/paymybill.

If you have any questions about your bill please call 206.684.3000

ກະລຸນາເທລະສັບໄປທີ່ (206) 684-3000 ຖ້າທ່ານ ວາທ່ານມີຄໍາຖາມຕາມຕາມກ່ຽວກັບໃບບິນໃບນີ້

Xin gọi (206) 684-3000 nếu quý vị có điều chi thắc mắc về hóa đơn này.

이 청구서에 대한 질문이 있으시면 (206) 684-3000으로 연락하십시오.

Si tiene preguntas sobre esta factura, por favor llame al teléfono (206) 684-3000

如果你對此帳單有任何疑問，請致電 (206) 684-3000

ສູຍສູຍສັງ (206) 684-3000 ເບີສູຍສາຍ ຕ້ອນສຳຄັນສູຍສາຍລຸຍເຣ: ໑

Hearing Impaired - Call Washington Relay 711

Payment Center Locations. Bring your bill with you. You may pay your bill with cash, check or credit card during business hours.

Utility Service Center Locations, Open Monday through Friday

Customer Service Center	(8:00 AM to 5:00 PM)	700 5th Ave. 4th Floor Lobby
SCL North Service Center	(8:30 AM to 4:30 PM)	1300 N 97th St
SCL South Service Center	(8:30 AM to 4:30 PM)	3613 4th Ave. S

Neighborhood Service Centers, Call for individual hours. Some are open evenings and Saturday.

Ballard	206.684.4060	5604 22nd Ave. NW
Lake City	206.684.7526	12525 28th Ave. NE (2nd Floor)
University	206.684.7542	4534 University Way NE
Central	206.684.4767	2301 S Jackson St. Ste 208
Southeast	206.386.1931	3815 S Othello St. Ste 105
Southwest	206.684.7417	2801 SW Thistle St

PAYMENT IN FULL ENDORSEMENT A payment marked "payment in full", or that is otherwise tendered as a "full satisfaction" payment will not be accepted, and will normally be returned to the customer. However, if you choose to send such a payment, payments to City Light must be mailed to: Credit Manager, Seattle City Light, 700 - 5th Ave., Suite 3200, PO Box 34023, Seattle, WA 98124-4023.



Office of the
Registrar
University of
California
San Diego





Seattle Public Utilities

Customer Service Contacts

Customer Service: 206-684-3000, 1-800-862-1181, SPUCustomerService@seattle.gov

Emergency Water Service: 206-386-1800
Visit us online: www.seattle.gov/util

Pay your bill online:

www.seattle.gov/util/paymybill

Property Owners and Tenants

- Water/sewer/garbage accounts will be maintained in the owner's name only. Current water/sewer/garbage accounts in tenant names will remain active until closing is requested.
- Anyone may pay any Seattle Public Utilities bill, regardless of the name appearing on the account. Payments are accepted from the owner, property management company, tenant, or another third party.
- Owners must inform SPU of any account information and maintenance changes including phone numbers, mailing address, and solid waste service levels.
- Tenants should coordinate as needed with landlord for timely payment of water/sewer/garbage bill.

Estimated Bills

Estimated meter reads are rare, but sometimes necessary. If we cannot access your water meter to obtain a reading, we will estimate your bill. If you receive a bill with a high estimate, your next bill will be reduced by the excess amount of usage. Most bills are from actual meter readings, so you will never be billed for more water than was used at the property for the duration of your account.

Bill Disputes

If you believe your bill is incorrect, please contact us right away at 206-684-3000 or SPUCustomerService@seattle.gov. If we can't resolve the issue, you may go through the dispute resolution process. Learn about high bills and the dispute resolution process online at www.seattle.gov/util/highBill

Paying your Bill

There are multiple options for paying your bill. There is never a 'convenience fee' for any method of payment:

- **Single online payment:** You can pay either your Seattle Public Utilities or Seattle City Light bills without creating a user account, even if you receive a paper bill.
- **eBilling or paperless billing:** This option allows single payments and automatic recurring payments. To use eBilling, you will first need to create a user ID and password.
- **Pay by phone:** 24-hour automated access by calling 206-684-3000 or 1-877-398-3531
- **Mailed payments:** P.O. Box 35177, Seattle, WA 98124-5177
- **In person:** You can find walk-in locations and hours on the back of the remittance stub.

Late Payment Charge

A late payment charge of 1% will be applied to delinquent balances that are more than 15 calendar days past due.

Past Due Accounts and Pay Plans

If a bill is not paid by the due date, it is considered past due. Past due bills are subject to further collection action.

Depending on the length of time an account balance is past due, further collection action could include late fees, past due notices or possible service interruption until the balance is paid in full.

If you've received a bill or a notice that your account is past due, and you can't pay the full amount right away, then you can make a pay plan. A pay plan allows you to pay the account balance in scheduled installments to avoid further collection action.

Before a pay plan can be made, you must make a minimum payment that equals a percentage of your current account balance. To learn more about past due

accounts and pay plan options visit www.seattle.gov/util/paymybill.

Get Help with Your Utility Bill

If your household income is at or below 70% of the state median income, the Utility Discount Program (UDP) helps you get current and stay current on utility payments by offering a discount of about 60% on your Seattle City Light bill and a 50% discount on your Seattle Public Utilities bill. This program is available for residential City Light and Seattle Public Utilities customers. The City also has other utility assistance programs.

If you need immediate help with a past due balance, you may be able to receive emergency assistance.

For information about getting help with your utility bill, visit www.seattle.gov/util/paymybill.

If you have any questions about your bill please call 206.684.3000

ກະລຸນາໃບທະສັບໄປທີ່ (206) 684-3000 ຖ້າຫາກວ່າທ່ານມີຄໍາຖາມຕາມແນວໂນ້ມກ່ຽວກັບໃບບິນໄປນີ້

Xin gọi (206) 684-3000 nếu quý vị có điều chi thắc mắc về hóa đơn này.

이 청구서에 대한 질문이 있으시면 (206) 684-3000으로 연락하십시오.

Si tiene preguntas sobre esta factura, por favor llame al teléfono (206) 684-3000

如果你對此帳單有任何疑問，請致電 (206) 684-3000

ສູ້ຍຽງສ໌ກູ້ (206) 684-3000 ເມື່ອມີຄຳຖາມ ຕາມແນວໂນ້ມກ່ຽວກັບໃບບິນໄປນີ້

Hearing Impaired - Call Washington Relay 711

Payment Center Locations. Bring your bill with you. You may pay your bill with cash, check or credit card during business hours.

Utility Service Center Locations, Open Monday through Friday

Customer Service Center	(8:00 AM to 5:00 PM)	700 5th Ave. 4th Floor Lobby
SCL North Service Center	(8:30 AM to 4:30 PM)	1300 N 97th St
SCL South Service Center	(8:30 AM to 4:30 PM)	3613 4th Ave. S

Neighborhood Service Centers, Call for individual hours. Some are open evenings and Saturday.

Ballard	206.684.4060	5604 22nd Ave. NW
Lake City	206.684.7526	12525 28th Ave. NE (2nd Floor)
University	206.684.7542	4534 University Way NE
Central	206.684.4767	464 12th Ave.
Southeast	206.386.1931	3815 S Othello St. Ste 105
Southwest	206.684.7417	2801 SW Thistle St

PAYMENT IN FULL ENDORSEMENT A payment marked "payment in full", or that is otherwise tendered as a "full satisfaction" payment will not be accepted, and will normally be returned to the customer. However, if you choose to send such a payment, payments to City Light must be mailed to: Credit Manager, Seattle City Light, 700 - 5th Ave., Suite 3200, PO Box 34023, Seattle, WA 98124-4023.

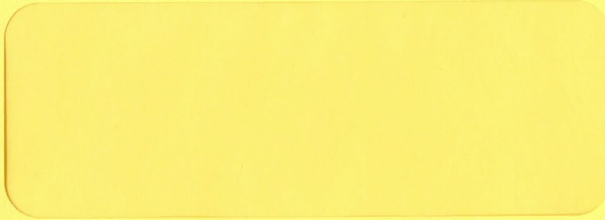



**Seattle
Public
Utilities**

Customer Service Branch
700 5th Ave
PO Box 34027
Seattle Washington 98124-4027

Utility Customer:
PLEASE READ AT ONCE
Important Message

Return Service Request



 Made from recycled paper.
Fully recyclable.

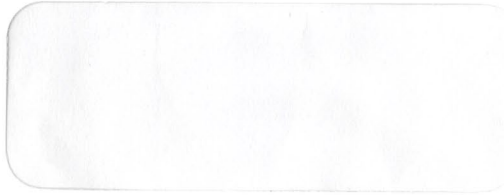
300Y-P

FROM _____

Save a stamp! Pay online. myutilities.seattle.gov



SAVE A
STAMP!
PAY
ONLINE



Seattle
Public
Utilities



Water Quality Control

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water Quality Monitoring

Water quality monitoring is essential for ensuring that the water supply is safe and of high quality. This involves regular testing of water samples for various contaminants, including bacteria, viruses, and chemicals. The data collected is used to identify any potential issues and take corrective action as needed.

Water Treatment

Water treatment is the process of removing contaminants from the water supply to make it safe for consumption. This can involve a variety of methods, including filtration, chlorination, and ultraviolet light treatment. The choice of treatment technology depends on the specific contaminants present in the water.

Water Distribution

Water distribution is the process of delivering water from the treatment plant to the homes and businesses in the community. This involves a network of pipes and valves that must be maintained and monitored to ensure that water is delivered safely and reliably.

Water Conservation

Water conservation is a key strategy for reducing water consumption and protecting the water supply. This involves encouraging the community to use water more efficiently through programs such as water audits and public education campaigns.

Water Infrastructure

Water infrastructure refers to the physical assets used to deliver water, including pipes, pumps, and treatment plants. Maintaining and upgrading this infrastructure is essential for ensuring the long-term reliability and safety of the water supply.

Water Regulation

Water regulation is the process of setting and enforcing standards for water quality and service. This involves working with state and federal agencies to develop and implement regulations that protect the public's health and the environment.

Water Research

Water research is the process of conducting scientific studies to better understand water quality and the effects of various contaminants. This research is used to inform the development of new water treatment technologies and policies.

Water Quality Control

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water Quality Monitoring

Water quality monitoring is essential for ensuring that the water supply is safe and of high quality. This involves regular testing of water samples for various contaminants, including bacteria, viruses, and chemicals. The data collected is used to identify any potential issues and take corrective action as needed.

Water Treatment

Water treatment is the process of removing contaminants from the water supply to make it safe for consumption. This can involve a variety of methods, including filtration, chlorination, and ultraviolet light treatment. The choice of treatment technology depends on the specific contaminants present in the water.

Water Distribution

Water distribution is the process of delivering water from the treatment plant to the homes and businesses in the community. This involves a network of pipes and valves that must be maintained and monitored to ensure that water is delivered safely and reliably.

Water Quality Control

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.

Water quality control is a critical component of the water utility's mission to provide safe, clean water to the community. This involves a range of activities, from monitoring water quality to implementing treatment technologies.



Seattle Public Utilities

Customer Service Contacts

Customer Service: 206-684-3000, 1-800-862-1181, SPUCustomerService@seattle.gov
Emergency Water Service: 206-386-1800
Visit us online: www.seattle.gov/util
Pay your bill online: www.seattle.gov/util/paymybill

Property Owners and Tenants

- Water/sewer/garbage accounts will be maintained in the owner's name only. Current water/sewer/garbage accounts in tenant names will remain active until closing is requested.
- Anyone may pay any Seattle Public Utilities bill, regardless of the name appearing on the account. Payments are accepted from the owner, property management company, tenant, or another third party.
- Owners must inform SPU of any account information and maintenance changes including phone numbers, mailing address, and solid waste service levels.
- Tenants should coordinate as needed with landlord for timely payment of water/sewer/garbage bill.

Estimated Bills

Estimated meter reads are rare, but sometimes necessary. If we cannot access your water meter to obtain a reading, we will estimate your bill. If you receive a bill with a high estimate, your next bill will be reduced by the excess amount of usage. Most bills are from actual meter readings, so you will never be billed for more water than was used at the property for the duration of your account.

Bill Disputes

If you believe your bill is incorrect, please contact us right away at 206-684-3000 or SPUCustomerService@seattle.gov. If we can't resolve the issue, you may go through the dispute resolution process. Learn about high bills and the dispute resolution process online at www.seattle.gov/util/highBill

Paying your Bill

There are multiple options for paying your bill. There is never a 'convenience fee' for any method of payment:

- **Single online payment:** You can pay either your Seattle Public Utilities or Seattle City Light bills without creating a user account, even if you receive a paper bill.
- **eBilling or paperless billing:** This option allows single payments and automatic recurring payments. To use eBilling, you will first need to create a user ID and password.
- **Pay by phone:** 24-hour automated access by calling 206-684-3000 or 1-877-398-3531
- **Mailed payments:** P.O. Box 35177, Seattle, WA 98124-5177
- **In person:** You can find walk-in locations and hours on the back of the remittance stub.

Late Payment Charge

A late payment charge of 1% will be applied to delinquent balances that are more than 15 calendar days past due.

Past Due Accounts and Pay Plans

If a bill is not paid by the due date, it is considered past due. Past due bills are subject to further collection action.

Depending on the length of time an account balance is past due, further collection action could include late fees, past due notices or possible service interruption until the balance is paid in full.

If you've received a bill or a notice that your account is past due, and you can't pay the full amount right away, then you can make a pay plan. A pay plan allows you to pay the account balance in scheduled installments to avoid further collection action.

Before a pay plan can be made, you must make a minimum payment that equals a percentage of your current account balance. To learn more about past due

accounts and pay plan options visit www.seattle.gov/util/paymybill.

Get Help with Your Utility Bill

If your household income is at or below 70% of the state median income, the Utility Discount Program (UDP) helps you get current and stay current on utility payments by offering a discount of about 60% on your Seattle City Light bill and a 50% discount on your Seattle Public Utilities bill. For information about UDP and other utility assistance programs, visit www.seattle.gov/util/paymybill. If you need immediate help paying your bill you may be eligible for SPU's Emergency Assistance Program. To learn more call **206-684-0268** or **711** for hearing impaired or www.seattle.gov/util/paymybill.

If you have any questions about your bill please call 206.684.3000

ກະລຸນາໂທສະສັບໄປທີ່ (206) 684-3000 ຖ້າທ່ານ ວ່າທ່ານມີຄໍາຖາມແນວໃດກ່ຽວກັບບິນບິນນີ້

Xin gọi (206) 684-3000 nếu quý vị có điều chi thắc mắc về hóa đơn này.

이 청구서에 대한 질문이 있으시면 (206) 684-3000으로 연락하십시오.

Si tiene preguntas sobre esta factura, por favor llame al teléfono (206) 684-3000

如果你對此帳單有任何疑問，請致電 (206) 684-3000

ສູງສູງສູງ (206) 684-3000 ເມີນຊຸກຍາງ ຕຣູນິສິຕີສ໌ບຸຣຸກຈາກລູກເຮ: ໑

Hearing Impaired - Call Washington Relay 711

Payment Center Locations. Bring your bill with you. You may pay your bill with cash, check or credit card during business hours.

Utility Service Center Locations, Open Monday through Friday

Customer Service Center	(8:00 AM to 5:00 PM)	700 5th Ave. 4th Floor Lobby
SCL North Service Center	(8:30 AM to 4:30 PM)	1300 N 97th St
SCL South Service Center	(8:30 AM to 4:30 PM)	3613 4th Ave. S

Neighborhood Service Centers, Call for individual hours. Some are open evenings and Saturday.

Ballard	206.684.4060	5604 22nd Ave. NW
Lake City	206.684.7526	12525 28th Ave. NE (2nd Floor)
University	206.684.7542	4534 University Way NE
Central	206.684.4767	464 12th Ave.
Southeast	206.386.1931	3815 S Othello St. Ste 105
Southwest	206.684.7417	2801 SW Thistle St



**Seattle
Public
Utilities**
