

ADA30 YEARS
1990-2020



30 Years of Progress ADA Anniversary Celebration

DID YOU KNOW?

UTILITIES

Our mission is to deliver high quality, reliable drinking water, wastewater, storm and surface water, and solid waste services in a manner that is environmentally responsible and cost-competitive.

- **Did You Know?** Bellevue Utilities uses accessibility standards to ensure public meetings are accessible to all – including providing wheelchair-accessible aisles, microphones and printed materials in large print versions. Public outreach methods for Utilities projects typically involve both in-person and online options, so residents who cannot physically participate in meetings have channels to provide input.
- **Did You Know?** Public-facing Utilities documents meet city accessibility standards related to typeface color, size and spacing guidelines for readability, and include language offering alternate formats, interpreters, or other reasonable accommodations to support resident needs. The Utilities Department also provides a direct Utilities contact and subject matter expert for accommodation requests.
- **Did You Know?** Utilities delivers exceptional customer service during construction by having inspectors routinely work with residents with disabilities to ensure that construction impacts are minimized for them. This might include making sure they have vehicle access to get to doctor appointments, scheduling and minimizing impacts associated with water main shutdowns and assisting with garbage pick-up.
- **Did You Know?** The Utility Rate Relief Program provides a 70% discount or rebate on city utility service charges for low-income persons with permanent disabilities. This assistance reduces living expenses thereby allowing persons with disabilities to stay in their homes.
- **Did You Know?** The Utility Rate Relief Program provides applications in multiple formats to make it easier for customers with all abilities to apply for assistance. In-person appointments are available to allow staff to assist customers who are unable to complete applications for the program on their own. For those unable to attend appointments, assistance is provided over the phone.
- **Did You Know?** When the Utilities Department digs up part of a sidewalk to repair a water or sewer line, the sidewalk is replaced with a new, accessible sidewalk built to the latest and greatest ADA standards.

To view a full list of accessibility and inclusion highlights from various city departments, visit BellevueWA.gov/ada-30th-anniversary



For alternate formats, interpreters, or reasonable accommodation requests please phone at least 48 hours in advance 425-452-6817 (voice) or email rsu@bellevuewa.gov. For complaints regarding accommodations, contact City of Bellevue ADA/Title VI Administrator at 425-452-6168 (voice) or email ADATitleVI@bellevuewa.gov. If you are deaf or hard of hearing dial 711. All meetings are wheelchair accessible.

