

Bellevue Utilities News

Information about your water, drainage, wastewater and solid waste utility services.

General Information 425-452-6932

Customer Service/Billing 425-452-6973

Drinking Water Quality 425-452-6192

Utilities Maintenance & 24 Hour Emergencies 425-452-7840
(flooding -- water main breaks -- no water -- sewer overflows
-- pollutant spills)

Email utilities@bellevuewa.gov

Web utilities.bellevuewa.gov

Non-city phone numbers Republic Services (solid waste service)
425-452-4762

January - February 2020

Utility Rates Support Quality of Life

Bellevue Utilities provides high-quality drinking water, sewer and stormwater drainage services that sustain and improve your quality of life.

Utility services are funded through rates. The City Council approved new rates for Bellevue Utilities that went into effect on January 1, 2020. Rates are reviewed regularly to ensure the level of service expected by customers continues to be provided.

Our purpose is simple - we provide efficient, daily essential services that keep Bellevue one of the best places to live while remaining competitive with what neighboring cities charge for similar services.

Visit bellevuewa.gov/UtilityRates to learn more.

Essential Services for Dollars a Day*

*The average single-family household spends \$6.02 a day on utility services.



37%

Water purchased from Cascade Water Alliance and sewage treatment costs from King County

18%

Maintenance of pipes, reservoirs, pumps, meters, etc.

30%

Repair and replacement of pipes, reservoirs, pumps, meters, etc.

15%

Taxes and support service costs

What Your Rate Dollars Support

- **Delivery of some of the best tasting and safest water—**bellevuewa.gov/DrinkingWaterQuality. Utilities does this with its over 600 miles of water mains and 24 reservoirs that have a storage capacity of over 41 million gallons.
- **Reducing polluted stormwater runoff and preventing sewage overflows** into our waterways. Utilities is responsible for protecting over 80 miles of open streams and more than 800 acres of protected wetlands.
- **Protection of your safety and health by preventing flooding and sewer backups.** Utilities safely delivers your wastewater to King County treatment facilities using more than 500 miles of sewer mains.



Average Customer Bill to Increase \$6.68 a Month

To continue providing you with high-quality services, the average single-family residential customer will see an increase of about \$6.68 a month. The following rate increases have been approved for 2020:

- **Drinking water** will increase by 5 percent for the purchase of water supply from Cascade Water Alliance and investment in infrastructure and operations.
- **Wastewater** will increase by 2.3 percent for investment in infrastructure and operations.
- **Stormwater** will increase by 5.4 percent for investment in infrastructure and operations.

Several Factors Affect Your Rates

- Bills that we pay others are increasing. Over half of Utilities' budget includes payments to Cascade Water Alliance to purchase drinking water, King County for wastewater treatment, city and state taxes, and payment for support services.
- Delivering utility services requires miles of pipes, pumps and other infrastructure, and investment is needed to protect it. Much of it is well past its midlife - constructed in the 50s and 60s - and requires greater maintenance or replacement. Delaying maintenance is not cost-effective as it will cost much more to replace in the future.
- Costs for day-to-day operations are increasing due to inflation.

Connect with Us with the MyBellevue App

MyBellevue allows you to connect directly with the City of Bellevue to effectively and efficiently resolve issues in our community. Use the app to report important—but not emergency—problems with water, drainage, wastewater and solid waste services around the city. MyBellevue is available in the [Apple App Store](#) and from [Google Play](#).

Cold Weather Can Burst Your Pipes!

How to look out for leaks and what to do if you face one

Below-freezing temperatures can burst water pipes around your home, potentially causing serious property damage and wasting large amounts of water.

While burst pipes are usually easy to spot, smaller breaks often go unnoticed. To prevent an unpleasant surprise, check these commonly exposed areas for leaks regularly:

- **Outdoor faucets:** Make sure these aren't dripping. Inspect the pipe feeding the faucet if you can access it.
- **Sprinkler heads:** Look for unusually damp sections in your garden, which may point to an underground leak.
- **Pipes in your basement, crawlspace or garage** are often subjected to freezing temperatures. Look for wet spots or puddles on the ground.
- **Water heater pipes:** Inspect the pipes for tankless water heaters that run along the exterior of your house for leaks.
- **Indoor sink pipes:** Check any that are against exterior walls.

Know where water shut-off valves are in case a pipe breaks

Water shut-off valves are usually in a basement, garage, or outdoors by the foundation, but your property may not have one. You can also shut off the water by turning a valve in the meter box with a wrench. The water meter box is near the curb - look for a white stripe six- to eight-inches long. Crews use this stripe to quickly find the shut-off during emergencies.

To learn how to shut off your meter in an emergency, visit bellevuewa.gov/TurnOffWater. If you need help finding your shut-off valve or if you need a white stripe painted near your meter box, call Bellevue Utilities 24/7 at **425-452-7840**.



You may find your water meter shut-off valve by looking for a white stripe on the curb.

FREE Sustainable Gardening Classes

Did you know that as a member of Cascade Water Alliance, Bellevue residents have access to FREE gardening classes? Here's your chance to learn from the pros how to build beautiful, healthy landscapes and gardens with less water and fewer chemicals.



Between February and April 2020, 25 free classes will be taught throughout the area by a team of expert gardeners and sustainable landscapers on a wide range of topics, including:

- Favorite Northwest Native Plants
- Natural Yard and Lawn Care
- Small Space Food Gardening
- Building Healthy Soil and Composting
- And more!

Classes are FREE, but registration is required. For more information and to register, visit cascadewater.org/classes.php or call **425-453-0930**.

I Can Recycle "That"?



How to get rid of unusual items sustainably

Maybe your New Year's goal is to declutter your home, or you simply want to keep more items out of landfill. Our **Year-Round Recycling Guide for Unusual Items** can help. Many items can be recycled at your curb for free!

Learn how to get rid of that old refrigerator (and get paid for it), recycle old batteries, give clothing, textiles and electronics new life, and dispose of lightbulbs, chemicals and expired medicines safely. And much more!

Visit bellevuewa.gov/RecycleMore to explore the full guide online. Printable guides are available in English, Chinese, Korean, Russian, Spanish and Vietnamese.

Questions about what and how to recycle? Contact Republic Services any time at **425-452-4762**.



YouTube



www.facebook.com/bellevuewashington

www.youtube.com/BellevueWashington

www.twitter.com/bellevuewa



Bellevue Utilities News is available online and in other languages at utilities.bellevuewa.gov.

可在以下網站用中文查看《貝爾維尤市公用事業新聞》(Bellevue Utilities News): utilities.bellevuewa.gov.

Bellevue Utilities News (벨뷰 유틸리티 뉴스)는 utilities.bellevuewa.gov 웹사이트에서 한국어로 이용하실 수 있습니다.

Bellevue Utilities News («Коммунальные новости Бельвью») имеется на русском языке по адресу utilities.bellevuewa.gov.

Bellevue Utilities News (Novedades de Bellevue Utilities) está disponible en español en utilities.bellevuewa.gov.

Tin Tức Về Tiện Ích của Bellevue (Bellevue Utilities News) có bản tiếng Việt trong utilities.bellevuewa.gov.