

Bellevue Utilities News



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

NOV/DEC 2021

Facing a Past-Due Balance? Contact Us about Available Help & Options

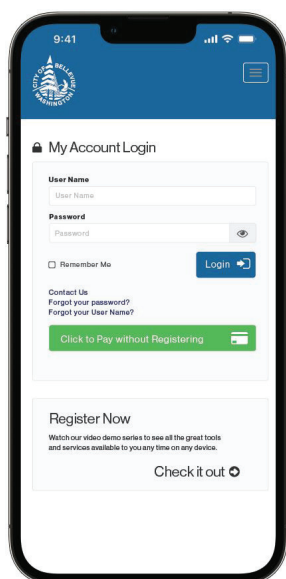
Bellevue Utilities is committed to helping our customers who have had difficulty paying utility bills, especially due to financial impacts caused by the COVID-19 pandemic.

The governor's water shut-off moratorium ended on Sept. 30, but Utilities will continue to suspend water shut-offs and late fees for nonpayment through the end of 2021. This is to provide customers additional time to pay past-due balances and/or set up payment plans.

We encourage all customers who have or may face a past-due balance to contact us as early as possible about available support options, some of which are listed below. Other financial assistance programs are listed on the City's COVID-19 Community Resources at BellevueWA.gov/COVID-19.

- **Payment Plans:** Utilities staff can help set up flexible payment plans that work with customer needs. Please contact 425-452-6973 or myutilitybill@bellevuewa.gov to discuss options.
- **Emergency Assistance Program:** This can help cover up to four months of basic water, sewer and drainage service charges for customers who have faced a one-time financial shock, such as job or income loss due to COVID. To be eligible, customers must meet the program's low-income guidelines for the past 30 days and not receive other Utilities financial assistance. For more information and to apply, visit BellevueWA.gov/utility-relief, or contact 425-452-5285 or utilityrelief@bellevuewa.gov.
- **Utility Rate Relief Program:** This program provides a discount on basic utility costs for water, wastewater and drainage to low-income seniors (62 and older) and low-income persons with permanent disabilities. Customers must meet specific residency and income guidelines. Visit BellevueWA.gov/utility-relief or contact 425-452-5285 or utilityrelief@bellevuewa.gov to learn more and apply.
- **Low-Income Household Water Assistance Program (LIHWAP):** This federal program can provide an additional source of utility assistance for customers who meet the state's low-income guidelines. To learn more about program eligibility and apply for assistance, customers can book an appointment with Hopelink at Hopelink.org or 425-869-6000.

MyUtilityBill Upgrade



We heard your request for a faster, easier, more convenient way to pay your utility bill. With the upgraded MyUtilityBill system, you will still have the tools to pay your bill online or by phone. You can also expect:

- Improved user interface
- Payments accepted using debit, credit or ACH/eCheck, plus new auto pay with credit card
- Compatibility with all major web browsers

Customers will access the site through the same URL—www.MyUtilityBill.bellevuewa.gov—but will need to re-register accounts to process payments using their customer and account numbers.

We anticipate this upgrade will be effective later this year. We will provide more information on how to register and use the site ahead of the launch and on the MyUtilityBill site.

Holiday & Winter Weather Collections



There is no collection service on Thanksgiving Day, Thursday, Nov. 25. During Thanksgiving week, Thursday and Friday customers will be serviced on the following day. Christmas and New Year's Day holidays fall on Saturdays this year and will not change service.

Inclement weather service information:

If weather conditions prevent safe collections, please remove carts from the street by the end of the day. On your next regularly scheduled collection day, up to twice the regular amount of materials will be collected at no additional charge. Republic Services will share schedule changes as quickly as possible. Alerts will be posted at RepublicBellevue.com.

Extra waste collection instructions:

- **Extra Garbage:** Place securely in tied plastic bags labeled "Garbage" (max 65-pound weight limit) next to the cart or in 32-gallon lidded cans. Fees apply.
- **Extra Recycling:** Set out in boxes, paper bags or 32-gallon containers marked "Recycle" next to recycle cart. Please do not place recycling in plastic bags.
- **Extra Yard Debris:** Label extra yard waste paper bags (available at hardware stores), 32-gallon containers with handles and lids (65-pound weight limit), or bundles (4-by-2-foot limit) tied with twine as "yard waste" and place next to green cart. Up to three 32-gallon units of extras are accepted at no charge. No food scraps are accepted outside of the cart, and no plastic bags in or around compost.

Questions: Contact Republic Services at 425-452-4762 or RepublicBellevue.com.

Cheers to Zero Waste Holidays!

Between November and January, we throw away about a million tons of extra garbage each week! Consider using these zero-waste tips to help make happy holiday memories without excess waste.

- **Limit leftover waste** by giving guests leftovers in reusable containers and storing what you keep for longer-lasting freshness. See tips for reducing food waste at BellevueWA.gov/recycle-food-waste.
- **Ditch disposables** like single-use plastic straws, utensils, and water bottles. A few extra dishes can save tons of plastic waste from landfill.
- **Flatten and recycle cardboard boxes** in covered recycling carts. This saves space, keeps the cardboard clean and dry, and ensures your boxes can be made into new products.
- **Wrap with reusables.** Save bags, boxes and bows for second use. Or use reusable cloth wrappings inspired by the Japanese Furoshiki tradition. Make it a family game to find the most creative zero-waste wrapping!

- **Zero-waste crafts:** Find ideas for zero-waste holiday crafts for kids and tips for reducing holiday waste at BellevueWA.gov/recycle-at-home.
- **Remember to recycle** when the holiday is over. Most wrapping paper can be recycled in your curbside cart. Many organizations offer holiday light recycling collections, and you can compost your holiday tree and other greenery.

For more ways to enjoy a zero-waste winter holiday season, see your local recycling guide and KingCounty.gov/green-holidays!



Check your Republic Services recycling guide and KingCounty.gov/green-holidays for how to recycle common holiday items like trees/greens, gift wrap (no foil paper, ribbon or bows), and old light strands.

Prevent Frozen & Broken Pipes

When temperatures fall into freezing, unprotected water pipes can freeze or break. Before the cold hits, take these steps to protect your pipes and save yourself the mess, cost and headache of damaged or burst pipes.

- **Insulate pipes in exposed areas** like your home's crawl space, basement or attic. You can also wrap pipes with heat tape—follow manufacturer instructions closely.
- **Seal leaks and close foundation vents** to keep freezing air out. Open vents again in the spring to prevent dry rot.
- **Drain and disconnect** garden hoses and insulate hose bibs. Winterize irrigation systems appropriately.
- **Keep heat set to 55 degrees** during freezing weather spells, especially when leaving home for several days.
- **Crack a faucet** in extreme cold weather. The trickle can help keep pipes from freezing.

If your pipes freeze or break:

- **Know your water shut-off valve location** to turn off gushing water quickly. You can also turn off water at the water meter—see BellevueWA.gov/TurnOffWater for a guide.
- **To thaw frozen pipes safely**, apply rags soaked in hot water (use water from your toilet tank or emergency supply). For your safety, NEVER use an open flame or electrical device while standing in water.

If you need help shutting off your water in an emergency, call us 24/7 at 425-452-7840. More tips are at BellevueWA.gov/winterize.

Keep Your Sewer Fat-Free



Save your sewer from holiday sewer clogs! Used cooking oil can be recycled. For heavy grease, "cool it, can it, trash it."

Sewer clogs often peak during the holiday season when we feast on turkeys, trimmings, and other rich holiday foods.

When grease is sent down the sink or garbage disposal, it cools, congeals and can form into clogs, which can result in a sewer backup situation. Besides creating a health hazard, sewer line failures can cause thousands of dollars to repair! Home and building owners are responsible for the costs to maintain and repair their private sewer line.

How to prevent grease from clogging your sewer? Pour all used dairy products, fats, oils and grease into a lidded container and place it in the trash—NOT down the sink drain or disposal.

Food scraps and food-soiled paper can be composted, and cooking oil can be recycled. Seal uncontaminated oil (no large solids) in clean, clear, screw-top, plastic jugs labelled with your name and address. Call Republic Services at 425-452-4762 to schedule a free curbside pick-up, or bring to the Republic Services Recycling Drop Off Center for free. *Limit 3 gallons per drop-off, 10 gallons per year.*

Learn more tips to help protect your sewer at BellevueWA.gov/prevent-backups.

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

可在以下网站用中文查看《贝尔维尤市公用事业新闻》(Bellevue Utilities News): www.bellevuewa.gov/utilities

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

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

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

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



General information—425-452-6932
utilities@bellevuewa.gov | utilities.bellevuewa.gov



Customer Service/Billing—425-452-6973



Drinking Water Quality—425-452-6192



24 Hour Emergencies—425-452-7840 (flooding, water main breaks, no water, sewer overflows, pollutant spills)



Republic Services (solid waste service)—425-452-4762