



City of Seattle

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News Release

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For Immediate Release:

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New Garbage and Recycling Services Off to Strong Start

Two weeks into program, new services are experiencing fewer problems than expected

SEATTLE —The rollout of Seattle Public Utilities' new recycling services, changes in pick-up days for many customers, and a new waste-hauler contractor has been smooth for most customers, with a 99.5 percent pick-up rate for SPU residential customers.

However, SPU's 15,000 commercial and apartment/condo customers (dumpster users) experienced a missed-pick up rate of about five percent. SPU is working with contractors to fix problems as fast as possible.

In an effort to deal with missed pick ups, SPU has:

- Expanded SPU's customer service **206-684-3000** call center hours so people can contact a service representative Monday - Friday 7:30 a.m. – 7 p.m. and Saturday 9 a.m. – 1 p.m.
- Placed inspectors on the ground shadowing contractor services to help catch and deal with issues as they arise, such as missed pick up locations, computer glitches, and access to dumpsters that have locked gates.

“Our customers deserve a special thank you for first, learning their new days of pick up and following directions for the new services and secondly, for their patience as we roll out the major changes in our services,” said Tim Croll, Solid Waste Director for Seattle Public Utilities.

“We believe that any problems are unacceptable, especially if you are one of our customers that is sitting with a full dumpster that has not been emptied,” Croll added, “but I am heartened that we are making progress.”

In addition to providing a reliable water supply to more than 1.3 million customers in the Seattle metropolitan area, SPU provides essential sewer, drainage, solid waste and engineering services that safeguard public health, maintain the city's infrastructure and protect, conserve and enhance the region's environmental resources.

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