



# NEED HELP WITH PAYING YOUR UTILITY BILLS?

**Are you behind on or struggling to pay your Seattle City Light (electricity) or Seattle Public Utilities (water, sewer, garbage) bill?**

We are here to help! We offer repayment options and bill assistance programs to help our customers get caught up and stay caught up on their utility bills.

## PAYMENT PLANS

### **Seattle City Light and Seattle Public Utilities Payment Plans**

If your bill is past due with Seattle City Light (electricity) or Seattle Public Utilities (water/sewer/garbage), we offer short- and long-term payment plans to all residential and business customers. With a payment plan, you can pay your balance in smaller installments over time.

## BILL ASSISTANCE PROGRAMS

If you are a residential customer and meet income eligibility requirements, you may qualify for ongoing and emergency bill assistance.

### **Utility Discount Program**

Income-eligible customers can enroll in the City of Seattle's Utility Discount Program, which offers a 60% discount on future Seattle City Light bills and a 50% discount on future Seattle Public Utilities bills.

### **Emergency Bill Assistance Programs**

#### **Seattle City Light**

If you have a past due balance of \$250 or more on your electricity bill or are at risk of being shut off, Seattle City Light's Emergency Bill Assistance Program may be able to help. Income-eligible customers can receive up to \$1,000 annually in immediate, emergency assistance to reduce their past due balance (distributed in two \$500 credits).

#### **Seattle Public Utilities**

If you're behind on your water/sewer/garbage bill and at risk of being shut off, Seattle Public Utilities' Emergency Assistance Program may be able to help. Income-eligible customers can receive up to \$954 annually in immediate, emergency assistance to reduce their past due balance (distributed in two \$477 credits).



## CONNECT WITH US

If you've fallen behind on utility bills or are struggling to make payments each month, we can work with you to set up a payment plan and to apply for bill assistance so you can maintain your utility services.

### Visit Us Online

Visit us at [seattle.gov/UtilityBillHelp](https://seattle.gov/UtilityBillHelp) to set up a payment plan, sign up for bill assistance, and pay down your balance.

### Call Our Customer Service Team

Call us at (206) 684-3000 (Monday – Friday; 7:30 am – 6:00 pm) to make a payment, talk to a representative about setting up a payment plan, or apply for bill assistance programs. If you need help in a language other than English, our customer service team will assist you at no cost in your preferred language.

### Visit our Customer Service Centers

Visit a Customer Service Center to pay your bills in person by cash, check or credit card.

#### Seattle City Light North Service Center

1300 N 97th Street, Seattle, WA 98103 | Monday–Friday; 8:30 am–4:30 pm | (206) 615-0600

#### Seattle City Light South Service Center

3613 4th Avenue S, Seattle, WA 98134 | Monday–Friday; 8:30 am–4:30 pm | (206) 386-4200

#### Ballard Service Center

5604 22nd Ave NW, Seattle, WA 98107 | Tuesday–Friday; 9 am–5 pm | (206) 684-4060

#### Central District Service Center

464 12th Avenue, First Fl, Seattle, WA 98122 | Tuesday–Friday; 9 am–5 pm | (206) 684-4767

#### Downtown Service Center

700 Fifth Avenue, Seattle, WA 98104 | Monday–Friday; 8:30 am–4 pm | (206) 684-3000

#### Lake City Service Center

12525 28th Ave NE, 2nd Fl, Seattle, WA 98125 | Tuesday–Saturday; 9 am–5 pm | (206) 684-7526

#### Southeast Service Center

3815 S Othello St, Suite 105, Seattle, WA 98118 | Monday–Saturday; 9 am–5 pm | (206) 386-1931

#### Southwest Service Center

2801 SW Thistle St, Seattle, WA 98126 | Monday–Friday; 9 am–5 pm | (206) 684-7417

#### University Service Center

4534 University Way NE, Seattle, WA 98105 | Tuesday–Saturday; 9 am–5 pm | (206) 684-7542

