



Have Questions about Paying Your Utility Bills?

Seattle City Light (electricity) & Seattle Public Utilities (water/sewer/garbage) are here to help

1. I have a past due balance. What resources are available to help me?

If you have past due balances on your Seattle City Light (SCL) and/or Seattle Public Utilities (SPU) bills, visit <https://seattle.gov/UtilityBillHelp> to set up a payment plan and determine if you are eligible for bill assistance programs. If you need additional assistance, please call Customer Service at (206) 684-3000 Monday – Friday, 7:30 am – 6:00 pm (interpretation services available).

2. What should I do if I receive a shutoff notice?

If you receive an urgent or final shutoff notice, please contact us immediately. To avoid having your electricity and/or water services shutoff, you can pay your past due balance or set up a payment plan. Customers who pay their new bill amounts and payment plan installments on time will maintain their utility services. If you are a residential customer, you may also apply for emergency bill assistance. For more information visit <https://seattle.gov/UtilityBillHelp> or call Customer Service at (206) 684-3000 Monday – Friday, 7:30 am – 6:00 pm (interpretation services available).

3. My electricity or water services have been shutoff. What should I do?

To have your electricity or water turned back on, contact Customer Service at (206) 684-3000 Monday – Friday, 7:30 am – 6:00 pm (interpretation services available) to make a payment, set up a payment plan, and request service reconnection.

4. What types of residential customer bill assistance are available?

We offer the **Utility Discount Program** to customers whose household income is at or below 70% of the state median income. Qualifying customers can receive an ongoing discount of 50-60% off future utility bills. Income-eligible residential customers may also qualify to receive **Emergency Assistance** (up to \$1,000 annually for Seattle City Light and up to \$954 annually for Seattle Public Utilities). Visit <https://seattle.gov/UtilityBillHelp> to learn more and apply.

5. I do not qualify for bill assistance programs based on my household income. What are my options?

Both SCL and SPU offer short- and long-term payment plans to ALL customers so you can get caught up on your utility bills.

- If you can pay your past due balance within 60 days, a short-term payment plan offers flexibility to meet the needs of your budget while helping you get caught up on your past due bills more quickly.
- If you need more than 60 days to pay your past due balance, we will work with you to set up a long-term payment plan that makes sense for your budget.

Find out more about setting up a payment plan online at <https://seattle.gov/UtilityBillHelp>.

6. I own a rental property and I am behind on the utility bills. What are my options?

Property owners can set up short-term or long-term payment plans for any SCL and SPU accounts they manage. If your tenant is responsible for paying the Seattle Public Utilities bill, they may request your approval to set up a long-term payment plan.

7. What options are available for business customers?

Business customers are eligible for short-term and long-term payment plans that allow businesses to break up their SCL and SPU bills into smaller amounts and pay over time with no late fees. Customers who pay their new bill amounts and payment plan installments on time will maintain utility services. Commercial customers are encouraged to visit <https://seattle.gov/UtilityBillHelp>; call (206) 684-3000 between Monday – Friday, 7:30 am – 6:00 pm (interpretation services available); or contact their SPU or SCL representative directly for assistance.

8. What happens if I miss a payment on a payment plan?

Staying current on your payment plan will ensure you continue receiving your utility services. Please contact Customer Service at (206) 684-3000 Monday – Friday, 7:30 am – 6:00 pm (interpretation services available) as soon as possible if you are unable to pay your payment plan or have missed a payment.

9. I need to make a payment on my account balance. How can I do that?

There are multiple ways for you to pay your utility bills:

- **Pay online (one-time or automated payments):** <https://myutilities.seattle.gov/>
- **Pay-by-phone (24-hr service):** (206) 684-3000 (English and Spanish)
- **By mail:** City of Seattle, PO Box 35177, Seattle, WA 98124-5177
- **Pay in person:** Visit <https://seattle.gov/UtilityBillHelp> to find a Neighborhood Service Center near you.

10. How can I reduce my bills?

There are several things that may be contributing to higher SCL and SPU bills. Find out more about ways to reduce your energy consumption that can lower your electricity bill at seattle.gov/appliances. Learn more about lowering your Seattle Public Utilities bill by saving water in your home or business as well as rebates and services that may be available to you at savingwater.org. Income-eligible customers may also qualify for the Utility Discount Program to receive ongoing 50-60% off future utility bills.

11. Why are Seattle City Light and Seattle Public Utilities resuming collections for non-payment?

The utilities have a legal requirement to collect payment. However, we know the past two years have been hard financially for some of our customers. SCL and SPU have been connecting customers to Federal and State COVID assistance, establishing community donation funds, and providing emergency assistance to income-eligible customers. We've also expanded our payment plan options to provide more flexibility for all customers, and we will continue to connect customers to financial assistance like the Utility Discount Program which offers 50-60% off future utility bills.

12. I received a call/email from someone threatening to shutoff my utilities if I don't provide payment immediately. How do I know it's not a scam?

Seattle City Light and Seattle Public Utilities will not contact customers to demand immediate payment or personal financial information. If someone calls demanding immediate payment rather than working with you to establish a payment plan, that is a scam. Customers who believe they've been contacted by a scammer should call (206) 684-3000 to verify their account.

13. Who can I contact if I have more questions?

Visit us online at <https://seattle.gov/UtilityBillHelp> or call (206) 684-3000. Commercial customers can also reach out to their Seattle City Light or Seattle Public Utilities representative directly to discuss options. Seattle City Light small and mid-sized business customers can call (206) 256-5200.

14. What other resources does the City of Seattle have?

Find out what other programs and services that may be available to you online at affordableseattle.org.