



# 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 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're behind on your electricity bill and 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 \$710 per calendar year in emergency assistance to reduce their past due balance. Households with children under the age of 18 may be eligible for up to \$1,420 in assistance per calendar year.

### **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 \$537 a year in emergency assistance to reduce their past due balance. Households with children under the age of 18 may be eligible for up to \$1,074 per calendar year.



## 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](http://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



Learn more at [seattle.gov/UtilityBillHelp](http://seattle.gov/UtilityBillHelp)

