

## FAQ Utility Discount Program Referrals (UDP)

### Can referrals be done for client's that **DO** receive a Seattle City Light bill?

Yes. Hard Referral can be done. \*PREFERED OPTION vs Soft Referral\*

Step 1 Give client *City of Seattle Utility Discount Program Application*.  
(paper copies in Referral Bin) Assist client in completing form.

Step 2 Attach location identification sticker  
(site specific or community event)

Step 3 Email the following to [www.seattle.gov/UDP](http://www.seattle.gov/UDP)  
- Application (completely filled out front and back)  
- Income verification (if possible)  
- IDs (for all persons over 18)

\*\*Applications can be submitted with incomplete information. Utility Discount Program (UDP) will follow up with clients.\*\*

Step 4 Give client a *What To Expect* form

Step 5 Shred/delete client's information.

Yes. Soft Referral can be done by giving a client the City of Seattle Assistance Program Application to fill out return later.

### Can referrals be done for client's that **DON'T** receive a Seattle City Light bill?

Yes. A Soft Referral can be done to LIHEAP.

Give client *Soft Referrals: Other Utility Resources* form.