



What to Expect: Seattle Utility Discount Program

Thank you for completing your referral for Utility Assistance Programs for Seattle City Light customers. Eligible Seattle City Light customers can qualify for up to 60% reduction on their current and outstanding utility bills.

When to expect a follow up



You will receive a phone call and email from a program specialist within 3-5 weeks of your referral. During this phone call, the specialist can help determine which programs you are eligible for.

What to have ready



If you are eligible for a Utility Assistance Program, you'll need to have these documents ready:

- 1. Copy of government issued ID (Driver's license, WA ID or passport) for all adults (18 years & older) living in your household*
- 2. Copy of lease or rental agreement or a Landlord/Tenant form*
- 3. Copies of ALL household gross income from **all** sources (recent 3 months gross income)*

More information

You can learn more about the City of Seattle's Utility Discount Program by visiting www.seattle.gov/udp or by calling 206-684-0268



United Way of King County

Utility Discount Program

Frequently Asked Questions (& Answers)

1. How long does it take to process my application?

Due to large volume of applications received, the average time to process an application is 1-2 months (*Through limited community partnership project-applications may be expedited based on the partnership agreement*). However, if your application has all the requested documents (photo ID, three consecutive months of payroll statements/stubs for all household members over 18, and rental agreement and rent receipt or mortgage statement/taxes), it will shorten the process time and will help expedite the approval process.

2. How will I know if I've been approved?

If you have a Seattle City Light bill in your name, the discount will be noted "Winter/Summer Rate Assistance." If you have a Seattle Public Utilities (SPU) bill in your name, the discount will be noted as a "Utility Credit" on your bill. *Please note: If you live in the SPU service territory and do not have an SPU bill in your name, you may be eligible for the utility credit, which may be added to your SCL account.*

3. Will this help with the bill that I have now?

The Utility Discount Program is retroactive back to the date the application is received if ALL required documents are submitted with the application. We recommend that applicants continue to make payments or seek other options (payment arrangements or other programs that can help with the immediate bill(s)).

4. What if I have a disconnect bill (SPU or SCL bill that says non-payment will result in service disconnection) and I've been waiting for my application to be processed? Please contact SCL or SPU directly and make payment arrangements if you are unable to pay the full amount. You may also be eligible for other assistance such as the Emergency Assistance Program (SPU), Emergency Low Income Assistance (SCL) or Project Share (SCL). Please note many programs may have different requirements and eligibility processes. *Submitting an application does not guarantee benefits or an expedited process if your household is subject to disconnection. The phone number for both SCL and SPU is 206-684-3000.*

5. How much is the discount and how long will I be on the program?

The discount is approximately 60% for both qualifying SCL or SPU bills. The average time you will be on the program once approved is 2 years for non-senior households and 3 years for senior-only (65+) households. Customers who are ready to recertify will receive a recertification "card" to call our office within 5 business days to begin the recertification process. Customers will need to complete a recertification form with an updated household status and provide supporting documents.

6. Will the discount move with me if I move to another apartment or another residence? Yes. Starting April 1st 2014, customers that moved to another residence or another unit in the same apartment must first contact SCL and request the discount to move to their new address.