



City of Seattle  
Human Services Department

# Utility Discount Program

## Frequently Asked Questions (& Answers)

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**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. However, if your application has all the requested documents (photo ID, one month 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.