



Having trouble paying your utility bills?

We're here to help.

Seattle Public Utilities (SPU) knows the COVID-19 Pandemic has made it harder for some of our customers to afford essential services. We're here to help. SPU has several financial assistance resources available.

Payment Plans – Pay what you can now and the rest over time

With a payment plan, customers can break up their SPU bills into segments and pay over time with no late fees. We'll work with you to set up a plan that makes sense for your budget. Learn more about payment plans at seattle.gov/utilities/CovidHelp.

► Flexible Payment Options

In response to the COVID-19 pandemic, we have suspended the required 50 percent down payment to establish a payment plan and doubled the amount of time customers have to get caught up on their bill from 60 days to 120 days.



**Seattle
Public
Utilities**

**Call us today
to prepare for the future
206-684-3000**

See reverse for more resources

Utility Discount Program: 50-60 percent utility bill discounts for income-eligible customers

The City of Seattle Utility Discount Program (UDP) provides bill assistance for seniors, persons with disabilities, and low-income customers. Income-eligible customers receive a discount of 60% off your Seattle City Light bill and 50% off your SPU bill.

▶ Easy, Online UDP Enrollment

In response to the COVID-19 pandemic, the City of Seattle has made it faster and easier to apply for the UDP through an online enrollment form. Apply online today at seattle.gov/utilities/CovidHelp.

Emergency Assistance Program: up to \$448 toward bills for qualifying customers

Income-eligible residential customers can get help paying their utility bill immediately through the Emergency Assistance Program (EAP). If you qualify for EAP, you could receive up to \$448 toward your utility bill.

▶ Utility Discount Program and EAP

Some customers enrolled in the Utility Discount Program may also be eligible for emergency bill assistance. To find out if you qualify, call SPU Customer Service at 206-684-3000.



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Due to the COVID-19 pandemic, utility shutoffs and late fees are on hold. But as things begin to return to normal, so will our billing practices. Paying what you can today will make your bill more bearable down the road. We're here to help you avoid future fees or shutoffs. Call us today.