



Seattle City Light

Customer Service Center: 206.684.3000

Outage Hotline: 206.684.7400

Website: www.seattle.gov/light

Pay Online: www.seattle.gov/paylightbill

View & pay your bill with our secure online payment option.

Payment arrangements

If you receive a bill and don't think you'll be able to pay all of it on time, please call us immediately. We can make payment arrangements.

Budget Billing Plan

You may request a payment plan that lets you spread your utility payments evenly over an entire year by paying the same amount every month, based on your last 12 months of usage. At the end of the plan year, your budget billing amount will be adjusted to align with your actual use. Please call us or visit www.seattle.gov/paylightbill to enroll.

Charges on your bill

Electric bills include charges for electricity, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items. For details, call us or visit www.seattle.gov/light/ratedetail.

Employee identification

Our employees carry photo identification cards. Anyone contacting you in person about utility business will present their I.D. to you. Please ask them or call us if you have questions about any services being performed by individuals representing the utility.

Estimated bills

If we cannot access your meter to get a reading, we will estimate your bill. Typically, our estimate is based on your usage during the same period the previous year. Once we are able to access your meter, we will make adjustments on your next bill if our estimate was too high or too low.

Please help us get an accurate reading by keeping your meter area clear and accessible.

Late fee information

We may charge a \$10.00 late fee for bills more than 15 business days past due.

Disconnection

Electric service may be terminated for the following reasons:

- Failure to pay a current or previous bill or make satisfactory payment arrangements with us.
- Failure to comply with terms of a payment arrangement.
- Unauthorized use of service. If your service has been disconnected, it is illegal for you to reconnect it. Offenders will be prosecuted and assessed a reconnection fee.

If you have any questions about your bill please call 206.684.3000.

ກະຮຸນາໂທລະສັບໄປທີ່ (206) 684-3000 ຖ້າຫາກວ່າທ່ານມີຄໍາຖາມແນວໃດກ່ຽວກັບໃບບິນໃບນີ້

Xin gọi (206) 684-3000 nếu quý vị có điều chi thắc mắc về hóa đơn này.

이 청구서에 대한 질문이 있으시면 (206) 684-3000으로 연락하십시오.

Si tiene preguntas sobre esta factura, por favor llame al teléfono (206) 684-3000

如果你對此帳單有任何疑問，請致電 (206) 684-3000

ສូຍອູຣສັງ (206) 684-3000 ເພື່ອຖາມຄຳຖາມ ວ່າທ່ານມີຄໍາຖາມແນວໃດກ່ຽວກັບໃບບິນໃບນີ້

Bill disputes

If you believe your bill is in error, please contact us right away at **206.684.3000**. If we can't resolve the dispute, you have a right to a hearing. Call us or visit www.seattle.gov/light/hearingofficer for more information.

Owners and tenants

Property owners and tenants are equally responsible for letting us know within 10 business days of any changes in occupancy and/or ownership.

Additional contacts:

- Street Light Repair **206.684.7056**
- Low Income Assistance **206.684.3688**
- Underground Utility Location Services **1.800.424.5555**
- TTY (Only) - Hearing Impaired **206.233.7241**
- Energy Advisors **206.684.3800**

PAYMENT IN FULL ENDORSEMENT A payment marked "payment in full", or that is otherwise tendered as a "full satisfaction" payment will not be accepted, and will normally be returned to the customer. However, if you choose to send such a payment, payments to City Light must be mailed to: Credit Manager, Seattle City Light, 700 - 5th Ave., Suite 3200, PO Box 34023, Seattle, WA 98124-4023. Payments to Seattle Public Utilities must be mailed to Seattle Public Utilities, ATTN: Director-Utilities Services Division, 700 5th Ave., Suite 2777, PO Box 34027, Seattle, WA 98124-4027.

We offer rebates, tips, and advice on how to save money on your electricity bill. For more information, call our Energy Advisors at 206.684.3800 or visit www.seattle.gov/light/conserve

Payment Center Locations

Please bring your bill with you. You may pay your bill by credit card during business hours.

Open Monday through Friday, 8:00 AM to 5:00 PM

- Utilities Service Center 700 5th Ave. Suite 2777
- SCL North Service Center 1300 N 97th St.
- SCL South Service Center 3613 4th Ave. S

Neighborhood Service Centers

Call for individual hours. Some are open evenings and Saturday.

- | | | |
|--------------|--------------------------------|--------------|
| Ballard | 5604 22nd Ave. NW | 206.684.4060 |
| Lake City | 12525 28th Ave. NE (2nd Floor) | 206.684.7526 |
| University | 4534 University Way NE | 206.684.7542 |
| Central | 2301 S Jackson St. Ste 208 | 206.684.4767 |
| Southeast | 3815 S Othello St. Ste 105 | 206.386.1931 |
| Delridge | 5405 Delridge Way SW | 206.684.7417 |
| West Seattle | 4205 SW Alaska St. | 206.684.7495 |

Twist & Save!

Discounts on a variety of compact fluorescent light bulbs are available at most retailers where bulbs are sold. Visit www.seattle.gov/twistandsave for a complete list.

Printed on 100% recycled paper.

NER 842