



## **Disclosures as required by RCW 19.29A.020**

**Deposits:** Seattle City Light does not require a deposit when establishing service.

Rates: If you are interested in better understanding your bill and the City Light rate structure, please see [Customer Bill Calculator](#).

**Bill Responsibility:** Seattle City Light holds the customer named on the account, co-applicants identified on the account, and adults in house (spouse, domestic partner, roommates) who receive electric service, responsible for paying the bill. A more detailed explanation, and the ordinance that supports this policy, are available here: [Bill Responsibility Details](#)

**Paying Your Bill:** We offer several convenient ways to pay your City Light bill including in-person, phone, mail, electronic/automatic withdrawal and online. You can [review](#) all of those options.

**Payment Arrangements:** If you receive a bill and don't think you'll be able to pay all of it on time, please [contact us](#) immediately. We can work with you to make payment arrangements.

**Budget Billing:** 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. You can [view](#) program and enrollment information.

**Late Payment Fee:** A late payment charge of \$10.00 will be applied to bills more than 15 days past due.

**Bill Disputes:** If you believe your bill is not correct, please contact us right away at 206-684-3000. If we can't resolve the issue to your satisfaction, you have the right to request a hearing. Call us or visit [here](#).

**Disconnection:** Electric service may be terminated for the following reasons:

1. Failure to pay a current or previous bill or make satisfactory payment arrangements with us
2. Failure to comply with terms of a payment arrangement
3. 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.

**Meter Testing Process:** All electric meters used by City Light for billing purposes are manufacturer certified to meet American National Standards Institute (ANSI) accuracy standards. The City Light meter department also performs full-lot testing or statistical sampling of all incoming meters to verify accuracy. City Light maintains a calibration laboratory that keeps its test equipment calibrated and is traceable to the National Institute of Standards and Technology (NIST). Seattle City Light only purchases and uses ANSI accuracy metering devices, such as current and voltage transformers. All metering devices are accuracy tested by City light before release for installation.

All three-phase meters are accuracy tested before being released for installation.

Meters removed in the course of high bill complaint resolution, or during any kind of investigation for tampering, electricity theft, etc. are fully tested when removed. Upon request, City Light will test the accuracy of a customer's

meter. If the meter's accuracy is found to be out of legal tolerance, City Light will repair or replace the meter and adjust the customer's bill.

**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 in the previous year. Once we are able to access your meter, we will make adjustments on your next bill if your estimate was too high or too low. Please help us get an accurate reading by keeping your meter area clear and accessible.

**Energy Assistance Programs:** Seattle City Light offers several energy assistance programs to help customers in need. Please [review](#) the list of programs offered by Seattle City Light and other agencies.

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

**Conditions that must be met by the utility prior to discontinuing service:** Before we disconnect any electric service: we will provide notification of the delinquency, 10 days prior to potential disconnection and again 24 hours prior to potential disconnection of service. Notices are delivered by first class mail or in person. Failure to receive mail or notice of delinquency is not a valid reason for failure to pay bills when due.

**Public Information Disclosures:** We follow federal and state laws about information disclosure whenever we work with outside governmental agencies and in answering Public Disclosure Requests (PDRs). Business partners and contracted vendors who receive or collect personal information from us or for us to deliver City services must agree to our privacy requirements. If you need additional information, please visit [here](#) or call 206-684-3000

**Annual Report:** Please review Seattle city Light's latest [annual report](#).

**Privacy Policy:** Seattle City Light values your privacy and will make every reasonable effort to protect the information we hold about you. However, under certain circumstances customer information may be shared to third parties in accordance with applicable laws. Learn more about our privacy policy on our [website](#).