DEPARTMENT POLICY & PROCEDURE

RESIDENTIAL RATE ASSISTANCE

Effective
January 11, 2012

/s/ by Jorge Carrasco

Approved by Jorge Carrasco

1.0 Purpose

1.1 To establish account coding procedures for providing electric residential rate assistance under Rate Schedules REC, RET, RES, REH, RLC, RLT, RLS, RLH, REB, and RLB to eligible low-income customers.

2.0 Organizations Affected

2.1 City Light Customer Care Division

2.2 City of Seattle Human Services Department

3.0 References

3.1 City of Seattle, Seattle Municipal Code 21.49.040 Residential rate assistance (Schedules REC, RET, RES, REH, RLC, RLT, RLS, RLH, REB, and RLB).

3.2 City of Seattle Ordinance 123479 Electric Rates and Provisions.

4.0 Definitions

4.7 Eligible customers:

4.1.1 18 years of age or older.
4.1.2 Maximum family annual income of not more than 70% of the Washington State median income.

4.1.3 Primary account holder.

4.1.4 Reside in a dwelling unit served by Seattle City Light.

5.0 Policy

5.1 This program provides reduced utility rates for income eligible families. Qualified applicants receive a 50% discount on their Seattle City Light bill. Those who are Seattle residents can also receive a reduced rate on their Seattle Public Utilities combined utilities (water, sewer, and garbage) bill.

5.1.1 Applicant must meet three primary requirements:

5.1.1.1 Household must meet income guidelines.

5.1.1.2 Applicant does not receive a Section 8 housing voucher or live in subsidized housing operated by the Seattle Housing Authority, King County Housing Authority or Shelter+Care, where utility allowances are provided.

5.1.1.3 The residential Seattle City Light bill must be in the applicant’s name.

6.0 Responsibilities

6.1 Customer Care Division.

6.1.1 Customer Care shall be responsible for:

6.1.1.1 Coding accounts qualifying for Residential Rate Assistance for eligible applicants when notified by the Seattle Human Services Department.

6.1.1.2 Removing accounts qualifying for Residential Rate Assistance when notified by the Seattle Human Services Department that the customer is no longer eligible or when the account is closed.

7.0 Procedure

N/A

8.0 Appendix

Distribution: Posted online at http://sclweb.light.ci.seattle.wa.us/dpp/
## 9.0 Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Changes Made</th>
<th>Author/Key Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.0</td>
<td>10-11-11</td>
<td>Updated to clarify eligibility requirements and include additional rate schedules.</td>
<td>Shirley Mah</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Update Coordinated By: Jackie Kirn</td>
<td></td>
</tr>
</tbody>
</table>