

## Frequently asked questions

- Q.** Who is eligible for the Budget Billing plan?
- A.** All residential accounts and small general service customers with account balances of zero *and* at least one prior year of billing history are eligible.
- Q.** How do you calculate my budget billing payment?
- A.** Payment amounts for metered electricity services are based on an average of the charges over the past 12 months. For example, if the actual 12-month charge were \$1,200, your bimonthly payment amount would be \$200. You may pay half by the due date and the other half in 30 days. We will send you a reminder notice.
- Q.** Will there be any other charges on the bill?
- A.** In addition to charges for metered electricity services, your bill may include non-metered services such as streetlights, fees applicable to your account, contributions to Project Share and Green Power. The individual amounts will be itemized on the bill in the "Other Charges" section under "Detailed Billing Information."
- Q.** Will my budget billing amount change?
- A.** All budget billing accounts are

recalculated every 12 months. The new amount is based on the actual (metered electricity) charges for the previous year. Adjustments may be necessary during the year if a significant change occurs in your electricity consumption or in the electricity rates.

- Q.** What are the advantages to this plan?
- A.** Although there are no cost savings with this plan, many customers like it because the budget billing amounts are equal instead of the usual fluctuations due to seasonal differences.
- Q.** How do I get on the Budget Billing plan?
- A.** You may apply by telephone at **(206) 684-3000** or **800-862-1181**, or on-line. (Go to <http://www.seattle.gov/light/> and click on "Budget Billing.") Please keep in mind that you must have a zero balance on your account at the time of application.
- Q.** How do I remove my account from the Budget Billing plan?
- A.** At any time, you may call **(206) 684-3000** or **800-862-1181** to request that your account be removed from the plan. Upon removing your account from the Budget Billing plan the actual account balance becomes due *in full*.

- Q.** What happens if I miss a Budget Billing payment?
- A.** If your budget billing account becomes past due, your account will be reviewed and may be removed from the Budget Billing plan. Upon removal, the actual account balance becomes due in full.
- Q.** How do I keep track of my actual charges?
- A.** This charge is displayed on your bill as "Actual Account Balance." See #10 on the tutorial.
- Q.** Can I make automatic bank payments?
- A.** Yes. You should note that the full (budget billing) payment amount will be deducted on the bill's due date. You may not pay half by the due date and the other half in 30 days.

For additional information call **(206) 684-3000** or **800-862-1181**.



**Seattle City Light**

700 5th Avenue, Suite 3300  
Seattle, WA 98104-5031  
Utilities Call Center (206) 684-3000  
<http://www.seattle.gov/light>

# Budget Bill Tutorial



# Budget Bill Tutorial



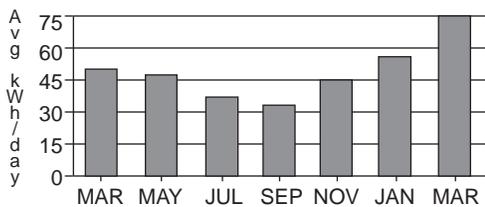
Account number:  
1-234567-891234 **1**

**2** JANE PUBLIC  
P.O. BOX 12345  
SEATTLE, WA 98100-1001 **3**

**4** Service address:  
123 MAIN ST

**5** YOU MAY PAY 1/2 BY THE DUE DATE AND 1/2 IN 30 DAYS. WE WILL SEND A REMINDER. Rate discounts available for income eligible seniors and other customers. Call 206-684-3000. Avoid late charges - make timely bill payments or payment arrangements. (Accounts on Budget Billing are not eligible for alternative payment arrangements)

**6** Compare Your Electricity Usage



## Seattle City Light Bill

Billing Questions? Call 206-684-3000 or 1-800-862-1181  
Write us? 700 5th Avenue, Suite 3300, Seattle, WA 98104-5031

**Summary of charges as of March 12, 2002** **7**

Payments received after March 13, 2002 are not reflected.

|                                      |           |
|--------------------------------------|-----------|
| Previous balance:                    | 200.00    |
| Payments applied - <b>THANK YOU:</b> | 200.00 CR |
| Balance:                             | 0.00      |
| Total adjustments:                   | 0.00      |
| Current billing:                     | 361.30    |

**TOTAL AMOUNT DUE ON April 02, 2002** **8** **\$205.00**

Total amount due reflects Budget Billing

|                               |    |        |           |
|-------------------------------|----|--------|-----------|
| Current Budget Billing amount | \$ | 200.00 | <b>9</b>  |
| Actual Account Balance        | \$ | 551.54 | <b>10</b> |

**DETAILED BILLING INFORMATION**

**Electric Service**

| Service From | Service Through | Previous Reading | Current Reading | kWh Multiplier | kWh Usage |
|--------------|-----------------|------------------|-----------------|----------------|-----------|
| Jan 03, 2002 | Mar 05, 2002    | 11580.00         | 16119.00        | 1              | 4539.00   |

Meter Number: 123456

Service Category: KWHC

|                           |                                |        |
|---------------------------|--------------------------------|--------|
| Winter Residential Energy | 976.00 KWH @ \$0.0432 per KWH  | 42.16  |
| Winter Residential Energy | 3563.00 KWH @ \$0.0865 per KWH | 308.20 |
| Base service charge       |                                | 5.94   |

**Current Electric Service:** **11** **356.30**

**Other Charges**

Project Share Contribution 5.00 **12**

**CURRENT BILLING:** **13** **361.30**

|                                      |                                  |           |
|--------------------------------------|----------------------------------|-----------|
| No. of days this period: 61          | Same period last year: 58        | <b>14</b> |
| kWh consumption this period: 4539    | Same period last year: 2924 kWh  |           |
| Avg kWh per day: 74.40 kWh           | Same period last year: 50.41 kWh |           |
| Avg kWh cost this period: \$5.84/day |                                  |           |

Please tear off remittance stub below and mail it with your payment in the enclosed return envelope.

Please do not write messages on the bill stub, which is machine processed - instead, write to us on a separate sheet and include your account number.

**Seattle City Light Bill**

Service address: 123 MAIN ST  
Account number: 1-234567-891234

**DUE DATE: April 2, 2002**

**TOTAL AMOUNT DUE: \$205.00**

Make check payable and mail to:

Enter Amount paid: \$ \_\_\_\_\_  
Write account number on check.. Please do not send cash.

JANE PUBLIC  
P.O. BOX 12345  
SEATTLE, WA 98100-1001

CITY OF SEATTLE  
DEPARTMENT OF FINANCE  
P.O. BOX 34017  
SEATTLE, WA 98124-1017

- 1 Account Number** This is how we reference your account.
- 2 Account Name** Customer name.
- 3 Mailing Address** Address where the bill is sent.
- 4 Service Address** Address of the premises where service is provided. This may be different from the mailing address.
- 5 Messages** Our billing system allows us to give messages to specific customer groups, such as Budget Billing customers.
- 6 Consumption History** A usage graph allows you to compare your electricity use throughout the year.
- 7 Summary of Charges** Statement date.
- 8 Total Amount Due and Due Date** This is the Budget Billing amount, any unpaid balance, plus any "Other Charges" for the account and the payment due date.
- 9 Current Budget Billing Amount** This is the budget billing amount.
- 10 Actual Account Balance** This is the actual balance of your account.
- 11 Current Electric Service** This is the actual cost of your electric service during this billing period.
- 12 Other Charges** Services such as streetlights, Project Share and Green Power donations, and collection or late fees.
- 13 Current Billing** The total of your current electric costs plus any "Other Charges."
- 14 Consumption History** This is a comparison of your consumption usage for the same billing period last year.