

# Utility Discount Program

## Frequently Asked Questions

### **How long will it take to process my application?**

Due to the large volume of applications received by the Utility Discount Program (UDP), the average time to process an application is four (4) to six (6) weeks. However, if your application includes all of the requested documentation (photo ID, one month of payroll statements/stubs for all household members over 18), the application review may take less time, which will help shorten the overall approval process.

### **How will I know if I've been approved?**

If you have a Seattle City Light (SCL) bill and Seattle Public Utilities (SPU) bill in your name, the discount will be noted as "Utility Discount Program Savings." *Please note: If you live in the Seattle Public Utilities service territory and do not have an SPU bill in your name, you may still be eligible for a utility credit. In that case, a credit may be added to your SCL account and listed as "Water Utility Credit, Sewer Utility Credit and/or Dumpster Utility Credit".*

### **Will this help with the bill that I have now?**

The Utility Discount Program is retroactive back to the date the application is received, if all required documents are submitted with the application. We recommend that applicants continue to make payments or seek other options (payment arrangements or other programs that can help with the immediate bills) while their UDP application is being processed.

### **What if I have a disconnect bill (Seattle Public Utilities or Seattle City Light bill that says non-payment will result in service disconnection) and I've been waiting for my application to be processed?**

Please contact Seattle City Light or Seattle Public Utilities directly and make payment arrangements if you are unable to pay the full amount of your bill while you are waiting for your application to be reviewed. You may also be eligible for other assistance such as the Energy Assistance Program (Seattle Public Utilities), Emergency Low Income Assistance (Seattle City Light), or Project Share (Seattle City Light). Please note that many programs may have different requirements and eligibility processes from those used by UDP. *Submitting an application does not guarantee benefits or an expedited process if your household is subject to disconnection. Seattle City Light and Seattle Public Utilities can both be reached at (206) 684-3000.*

### **How much is the discount? How long can I be on the program?**

UDP customers will receive a 60% discount on their Seattle City Light bill and a 50% discount on their Seattle Public Utilities bill. The average time customers are on the program (once approved) is two (2) years for non-senior households, and three (3) years for senior-only households. After two (2) years, customers are required to re-certify that they are eligible for the program. Customers who are ready to re-certify will receive a robo call and re-certification "card" in the mail. Once contacted, customers must call the UDP office within five (5) business days to begin the recertification process by completing a re-certification form with updated household status, including providing supporting documents.

### **Will the discount move with me if I move to another apartment or house?**

Yes. Customers who move to another residence or another unit in the same building can stay on the Utility Discount Program. Customers must call Seattle City Light and Seattle Public Utilities to notify them of the move. Once that is done, please call the Utility Discount Program at (206) 684-0268 to request your discount be applied to your new address.