

## Washington State COVID Utility Assistance Funds

Seattle City Light and Seattle Public Utilities are committed to helping our customers financially impacted by the COVID-19 pandemic with their utility bills. As part of this effort, we are distributing funding allocated by Washington State to eligible residential utility customers.

### Frequently Asked Questions

#### How will I know if I have received Washington State COVID Utility Assistance Funds?

You will receive a letter in late December/early January notifying you that Seattle City Light and/or Seattle Public Utilities has applied one-time Washington State COVID Utility Assistance Funds to your account. The letter will include the total amount of funds applied to your Seattle City Light and/or Seattle Public Utilities account. You can view your adjusted balance in the Utility Services Website, but you will need to wait for your next bill to see the credit adjustment. You may call the Customer Service Center with questions about your account at (206) 684-3000 Monday through Friday from 7:30am – 6:00pm (language assistance provided at no cost to you).

#### Which customers were eligible to receive Washington State COVID Utility Assistance Funds?

Residential customers meeting the following criteria were eligible to receive these funds:

1. Accrued an unpaid balance between March 1, 2020 – December 31, 2021 AND
2. Had a current unpaid balance as of December 2022 AND
3. Received utility assistance including:
  - a. Participated in the [Utility Discount Program](#) OR
  - b. Received water or energy emergency assistance including Seattle Public Utilities Emergency Assistance Program, Seattle City Light Emergency Bill Assistance Program, Low Income Home Energy Assistance Program, Low Income Home Water Assistance Program, or 2021 Emergency Rental Assistance funds (learn more at <https://seattle.gov/UtilityBillHelp>) OR
  - c. Enrolled in or applied for a short-term or long-term payment plan since March 1, 2020.

#### I received Washington State COVID Utility Assistance Funds, but still have a current balance – what should I do?

If you are behind on your utility bills, Seattle City Light (electricity) and Seattle Public Utilities (water/sewer/garbage) offer flexible payment plans for all customers and bill assistance for income-eligible residential customers to help you pay down your bills and maintain your utility services. Learn more by visiting <https://seattle.gov/UtilityBillHelp> or by calling the Customer Service Center at (206) 684-3000 Monday through Friday from 7:30am – 6:00pm (language assistance provided at no cost to you).

#### I have a short- or long-term payment plan. What is the impact of applying Washington State COVID Utility Assistance Funds to my account?

Scenario #1: Washington State COVID Utility Assistance Funds credit may satisfy the balance on your payment plan and the payment plan will end. If you set up the payment plan via the Utility Services Website, you should receive an email notification that the payment plan has been satisfied. If you set up the payment plan via the City of Seattle phone system or with a customer service representative, you will not receive an email notification. Please call the Customer Service Center at (206) 684-3000 Monday

through Friday from 7:30am – 6:00pm (language assistance provided at no cost to you) to confirm what remaining payments are due.

Scenario #2: Washington State COVID Utility Assistance Funds credit may reduce but not completely satisfy the balance on your payment plan and the payment plan remains active. You must continue to pay the agreed upon installment amount (amount doesn't change), however, the number of the installments (length of repayment period) will likely decrease since the total amount of the balance on your payment plan has decreased.