



Seattle City Light

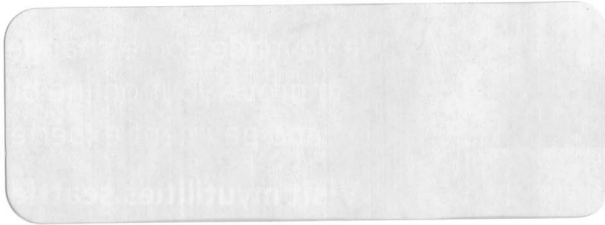
Customer Service Branch

700 5th Ave

PO Box 34027

Seattle, WA 98124-4027

RETURN SERVICE REQUESTED



*Managing your
account online
is even easier!*

myutilities.seattle.gov

Save a stamp! Pay online.



We've made some changes to
improve your online billing
and payment experience.

Visit myutilities.seattle.gov

100W-P eBilling



Printed on recycled paper.





City of Seattle

Customer Service: 206.684.3000

Outage Hotline: 206.684.7400

Website: www.seattle.gov/light  

Pay Online: www.seattle.gov/paylightbill

Pay Plans

If you receive a bill and don't think you'll be able to pay all of it on time, please call us immediately. Call us at 206-684-3336 or submit a request at www.seattle.gov/light/accounts/arrangement.

Budget Billing Plan

You may request a budget plan that lets you spread your utility payments evenly over an entire year by paying the same amount every bill period, 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. Please call us or visit www.seattle.gov/paylightbill to enroll.

Charges on your bill

Electric bills include charges for electricity, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items. For details, call us or visit www.seattle.gov/light/ratedetail.

Employee Identification

Our employees carry photo identification cards. Anyone contacting you in person about utility business will present their I.D. to you. Please ask them or call us if you have questions about any services being performed by individuals representing the utility.

All billing related disclosures required by RCW19.29A.020 are available upon request. You may request these disclosures by email/call or visit www.seattle.gov/light/disclosure

Mail payments to: City of Seattle, PO Box 35178, Seattle, WA 98124-5178

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 the previous year. Once we are able to access your meter, we will make adjustments on your next bill if our estimate was too high or too low.

Please help us get an accurate reading by keeping your meter area clear and accessible.

Late Payment Charge

A late payment charge of 1% will be applied to delinquent balances that are more than 15 calendar days past due.

Disconnection/Severance of Service

Electric service may be terminated for the following reasons:

- Failure to pay a past due account balance.
- Failure to comply with the terms of a pay plan.
- 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.
- If service is disconnected for non-payment, payment in full is required prior to reconnection.

If you have any questions about your bill please call 206.684.3000.

ກະຊວງໄຮງຮັບໄຟຟ້າ (206) 684-3000 ຖ້າຫາກວ່າທ່ານມີຄໍາຖາມແນວໃດກ່ຽວກັບບິນໄຟຟ້າ

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Si tienes preguntas sobre esta factura, por favor llame al teléfono (206) 684-3000

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Bill Disputes

If you believe your bill is in error, please contact us right away at **206.684.3000**. If we can't resolve the dispute, you have a right to appeal. Call us or visit www.seattle.gov/light/hearingofficer for more information.

Owners and Tenants

Property owners and tenants are equally responsible for letting us know of any changes in occupancy within 10 business days.

Additional Contacts:

- Street Light Repair **206.684.7056**
- Low Income Assistance **206.684.5788**
- Underground Utility Location Services **1.800.424.5555**
- Hearing Impaired call Washington Relay at 711
- Energy Advisors **206.684.3800**

 Printed on 30% PCW Recycled Paper.

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PAYMENT IN FULL ENDORSEMENT A payment marked "payment in full", or that is otherwise tendered as a "full satisfaction" payment will not be accepted, and will normally be returned to the customer. Payments to Seattle Public Utilities must be mailed to Seattle Public Utilities, ATTN: Director-Utilities Services Division, 700 5th Ave., Suite 2777, PO Box 34027, Seattle, WA 98124-4027. NRD1023



"We saved \$500 on our electric bill last year!"

The Utility Discount Program helps income-qualified customers save money. With 60% off every electric bill, the average household could save \$500 per year.

Call (206) 684-5788 to start saving today.
Find more details at: seattle.gov/light/discount

Payment Center Locations

Please bring your bill with you. You may pay your bill with cash, check or credit card during business hours.

Open Monday through Friday, see times below.

- Customer Service Center 700 5th Ave. 4th Floor Lobby (8:00 AM to 5:00 PM)
- North Service Center 1300 N 97th St. (8:30 AM to 4:30 PM)
- South Service Center 3613 4th Ave. S (8:30 AM to 4:30 PM)

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Southeast	3815 S Othello St. Ste. 105	206.386.1931
Southwest	2801 SW Thistle St.	206.684.7417



Annual Report

The organization has achieved significant milestones in the past year, including the launch of our new digital platform and the expansion of our community outreach programs. Our financial performance remains strong, with a steady increase in revenue and a commitment to transparency. We are proud of the dedication of our staff and the support of our donors, which have enabled us to make a positive impact in our field.

Looking ahead, we are excited about the opportunities that lie ahead and the continued growth of our organization. We will continue to focus on innovation and community engagement to drive our mission forward.

Thank you to all our stakeholders for their ongoing support and partnership.

John Doe
Executive Director



For more information, please contact us at [contact information].



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 Find more details at: seattle.gov/light/discount

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Open Monday through Friday, see times below.

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- North Service Center 1300 N 97th St. (8:30 AM to 4:30 PM)
- South Service Center 3613 4th Ave. S (8:30 AM to 4:30 PM)

Neighborhood Service Centers

Call for individual hours. Some are open evenings and Saturday.

Ballard	5604 22nd Ave. NW	206.684.4060
Lake City	12525 28th Ave. NE (2nd Floor)	206.684.7526
University	4534 University Way NE	206.684.7542
Central	2301 S Jackson St. Ste. 208	206.684.4767
Southeast	3815 S Othello St. Ste. 105	206.386.1931
Southwest	2801 SW Thistle St.	206.684.7417



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Three Ways to Pay Your Bill

Pay Online- At www.seattle.gov/paylightbill
 Pay by Phone- Call 206.684.3336
 Pay in Person – See bottom of page for locations

Disconnection

You will be charged the following disconnection fees:

- Field Charge \$35.00
- Disconnect Charge \$106.00
- Reconnection (After Hours) \$212.00

Electric service may be terminated for the following reasons:

- Failure to pay a past due balance.
- Failure to comply with terms of a pay plan.
- Unauthorized use of service. If your service has been disconnected, it is illegal for you to reconnect it. Offenders will be prosecuted, assessed a \$212.00 reconnection fee and will be disconnected again.
- If service is disconnected for non-payment, payment in full is required prior to re-connection.

Pay Plans

If you receive a bill and can't pay it on time, please call 206.684.3336 or submit a request online at www.seattle.gov/light/accounts/arrangement

Budget Billing Plan

You may request a Budget Billing Plan that lets you spread your utility payments evenly over an entire year, based on your last 12 months of usage. Call 206-684-3345 or apply online at www.seattle.gov/paylightbill.

Discounted Rates for Income Qualified Customers

Qualifying customers can save 60% on electric bills. Call 206-684-5788 for eligibility requirements.

Federal Energy Assistance Program (LIHEAP)

Call the 24-hour information and appointment hotline at 1-800-348-7144 or visit www.center-stone.org for more information.

ELIA Assistance Program

Income must be at or below 70% of state median income. ELIA will pay up to 50% or \$200 of your electric bill. For more information call 206-684-3688.

Project Share

If you have taken advantage of all other available assistance programs and still are experiencing financial difficulties call 206.684.3000 or go to www.seattle.gov/light/ProjectShare/ for more information.

Life Support Equipment Program

Seattle City Light works hard to ensure that all of its customers have reliable power. If you are a customer who is dependent on electrical life support and have a letter of certification from your physician visit www.seattle.gov/light/lifesupport/ for more information.

Update Your Account Information

Seattle City Light is making it easier for customers to report and receive information about outages. Use our online form to update your contact information www.seattle.gov/light/paymybill/updateinfo.asp

Bill Disputes

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Visit us online at www.seattle.gov/light and stay connected



Payment Center Locations. Bring your bill with you. You may pay your bill with cash, check or credit card during business hours.

Utility Service Center Locations, Open Monday through Friday

Customer Service Center	(8:00 AM to 5:00 PM)	700 5th Ave. 4th Floor Lobby
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University	206.684.7542	4534 University Way NE
Central	206.684.4767	464 12th Ave.
Southeast	206.386.1931	3815 S Othello St. Ste 105
Southwest	206.684.7417	2801 SW Thistle St

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Seattle City Light


700 5th Ave Suite 3300
PO Box 34023
Seattle Washington 98124-4023

Utility Customer:
PLEASE READ AT ONCE
Important Message



**URGENT NOTICE
ENCLOSED**



 Made from recycled paper.
Fully recyclable.

300Y4 11/99

FROM _____

Save a stamp! Pay online. www.seattle.gov/paylightbill



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STAMP!
PAY
ONLINE



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