



NEED HELP WITH PAYING YOUR UTILITY BILLS?

Are you behind on or struggling to pay your Seattle City Light or Seattle Public Utilities bill?

We are here to help! We know that the COVID-19 pandemic has made it difficult for some of our customers to afford essential utility services. We offer repayment options and bill assistance programs to help you pay down your outstanding balances and continue receiving essential utility services.

PAYMENT PLANS

Seattle City Light and Seattle Public Utilities Payment Plans

If your bill is past due with Seattle City Light (electricity) or Seattle Public Utilities (water/sewer/garbage), we offer short- and long-term payment plans to all residential and business customers. With a payment plan, you can pay your balance in smaller installments over time. By paying your new utility bills and payment plan installments on time, you will maintain your utility services when we resume disconnections for non-payment.

BILL ASSISTANCE PROGRAMS

If you are a residential customer and meet income eligibility requirements, you may qualify for ongoing and emergency bill assistance.

Utility Discount Program

Income-eligible customers can enroll in the City of Seattle's Utility Discount Program, which offers a 60% discount on future Seattle City Light bills and a 50% discount on future Seattle Public Utilities bills.

Emergency Bill Assistance Programs

Seattle City Light

If you have a past due balance of \$250 or more on your electricity bill or are at risk of being shut off, Seattle City Light's Emergency Bill Assistance Program may be able to help. Income-eligible customers can receive up to \$1,000 annually in immediate, emergency assistance to reduce their past due balance (distributed in two \$500 credits).

Seattle Public Utilities

If you're behind on your water/sewer/garbage bill and at risk of being shut off, Seattle Public Utilities' Emergency Assistance Program may be able to help. Income-eligible customers can receive up to \$954 annually in immediate, emergency assistance to reduce their past due balance (distributed in two \$477 credits).

CONNECT WITH US

If you've fallen behind on utility bills or are struggling to make payments each month, we can work with you to set up a payment plan and to apply for bill assistance so you can maintain your utility services.

Visit Us Online

Visit us at seattle.gov/UtilityBillHelp to set up a payment plan, sign up for bill assistance, and pay down your balance.

Call Our Customer Service Team

Call us at (206) 684-3000 (Monday – Friday; 7:30 am – 6:00 pm) to make a payment, talk to a representative about setting up a payment plan, or apply for bill assistance programs. If you need help in a language other than English, our customer service team will assist you at no cost in your preferred language.

Visit our Customer Service Centers

Visit a Customer Service Center to pay your bills in person by cash, check or credit card.

Seattle City Light North Service Center

1300 N 97th Street, Seattle, WA 98103 | Monday–Friday; 8:30 am–4:30 pm | (206) 615-0600

Seattle City Light South Service Center

3613 4th Avenue S, Seattle, WA 98134 | Monday–Friday; 8:30 am–4:30 pm | (206) 386-4200

Ballard Service Center

5604 22nd Ave NW, Seattle, WA 98107 | Tuesday–Friday; 9 am–5 pm | (206) 684-4060

Central District Service Center

464 12th Avenue, First Fl, Seattle, WA 98122 | Tuesday–Friday; 9 am–5 pm | (206) 684-4767

Downtown Service Center

700 Fifth Avenue, Seattle, WA 98104 | Monday–Friday; 8:30 am–4 pm | (206) 684-3000

Lake City Service Center

12525 28th Ave NE, 2nd Fl, Seattle, WA 98125 | Tuesday–Saturday; 9 am–5 pm | (206) 684-7526

Southeast Service Center

3815 S Othello St, Suite 105, Seattle, WA 98118 | Monday–Saturday; 9 am–5 pm | (206) 386-1931

Southwest Service Center

2801 SW Thistle St, Seattle, WA 98126 | Monday–Friday; 9 am–5 pm | (206) 684-7417

University Service Center

4534 University Way NE, Seattle, WA 98105 | Tuesday–Saturday; 9 am–5 pm | (206) 684-7542