



OUR COMMITMENT TO YOU

At Seattle City Light and Seattle Public Utilities, our main goal is to keep you, our valued customer, satisfied. As public utilities, we promise to give you the best service possible. Here's how:

We commit to providing you accurate and timely billing, services, and support.

We promise to provide you with accurate bills, payment options, and help when you need it. We offer equitable financial support and the following services:

- We have payment plans and arrangements to meet your needs.
- We provide City Light residential customers a Budget Billing option. You can pay the same amount each month to better manage your costs.
- We have a way for you to dispute your Seattle Public Utilities bill or Seattle City Light bill.

We commit to helping you manage and reduce your utility costs.

We're here to help you save on your bills while promoting environmental conservation. We offer these services to support you:

- We offer a Utility Discount Program for income-qualified residential customers. You can get discounts on your future bills.
- We provide emergency assistance programs to income-qualified residential customers. You can get immediate help to reduce your past due balance.
- We offer energy efficiency solutions and ways to reduce water use. You can help protect the environment and lower utility costs.

We commit to providing you with quick and reliable customer service.

We want to make it easy for you to get answers about your utility services – online, in person, by phone, or in writing. Our representatives are knowledgeable and respectful. You can expect them to help you through the following services:

- We provide a Utility Services Website for you to manage your account information. You can pay bills, start or stop service, and find helpful information.
- We have customer service representatives available at (206) 684-3000 on weekdays from 7:30 a.m. to 6:00 p.m. You can ask questions, make payments, and talk about payment options with us.
- We have Customer Service Centers throughout the city so you can pay your bill in person.
- We have customer service counters that you can visit. You can get help with payments and answers to your questions on the fourth floor of the Seattle Municipal Tower in downtown Seattle.

We commit to supporting you with resources that are easy to access and understand.

We celebrate the diversity of our region and want to help in a way that works best for you. This means providing help in many languages and formats that meet your needs.

- We offer help in many languages on our utility bill assistance and Utility Discount Program webpages.
- We provide translated materials and interpretation services at no charge to you. You can call (206) 684-3000 on weekdays from 7:30 a.m. to 6:00 p.m. to speak with an interpreter for free.
- We have help for deaf or hard-of-hearing customers available. You can call 711 and then enter (206) 684-3000.

We commit to serving you responsibly and transparently.

We are here to give you clear information about your bills and our services. We promise to appropriately manage your money and make that information available.

- We show how we use ratepayer funds responsibly in our annual reports.
- We include cost and usage information on customer bills.
- We tell you about rate changes and major news using bill inserts and other messages.
- We provide you with estimated timelines for service to help you plan.

We commit to building and maintaining a respectful, helpful relationship with you.

Our goal is to be a partner you can trust. We support and expect safe, respectful treatment of one another. Together, our whole community can thrive.

We promise to be clear, helpful, and respectful every step of the way. We welcome feedback to improve our services. If you need help or have questions, please reach out. We're here for you.



Seattle

[Seattle.gov/utility-commitments](https://seattle.gov/utility-commitments)