



Do you need help with your home electricity bill? Call (206) 727-8400

Seattle City Light is here to help you through the COVID-19 pandemic and will not shut off your power for non-payment during this emergency.

WHAT WE CAN DO FOR YOU

You do not need to be a citizen and you do not need to provide a social security number for these resources.

- Help you apply for the Utility Discount Program for a 60% discount on your home electricity bill and a 50% discount on your home water/sewage/garbage bill for income-eligible customers.
- Postpone your electricity bill due date and we will work with you to make a payment plan.
- Answer questions about your electricity bill.
- Share energy saving tips to save money on your electricity bill.

DISCOUNT

 **60%**

 **50%**

INTERPRETATION IS AVAILABLE

- When you call, you may reach a live person or a voicemail.
- If someone answers, say the language you need in English.
- If you reach our voicemail or email us, please tell us your name, phone number, the language you need in English and what support you need.



CONTACT US

CUSTOMER ADVOCACY TEAM

Call: (206) 727-8400

8 am–5 pm, Monday–Friday

Email: CityLightHelp@seattle.gov

Small Business Customers: Call (206) 256-5200 to learn about payment options and an optional free energy assessment for your business.