

SPU Customer Assistance Programs

Seattle
 Public
Utilities

SPU Customer Service & Outreach

SPU undertakes the following efforts to assist its customers with utility bill costs:

- Provides payment arrangement options for utility bills
- Refers customers to external assistance resources (i.e. churches, Salvation Army, etc.)
- Performs a high level assessment of eligibility for Utility Discount Program
- Provides conservation education and programs to reduce water and waste consumption (i.e. Free water saving toilets)
- Provides Emergency Assistance to customers meeting the Utility Discount Program guidelines

Utility Discount Program (UDP)

- What is it?
 - An income eligible rate assistance program
- What does it do?
 - Reduces utility rates by 50%
- Who is eligible?
 - Residential customers whose gross income is at or below 70% of the state median income

UDP Eligibility

Household Size	Gross Monthly Income	Gross Yearly Income
1	\$2,506	\$30,072
2	\$3,277	\$39,324
3	\$4,048	\$48,576
4	\$4,820	\$57,840
5	\$5,591	\$67,092
6	\$6,362	\$76,344
7	\$6,507	\$78,084
8	\$6,651	\$79,812
9	\$6,796	\$81,552
10	\$6,940	\$83,280

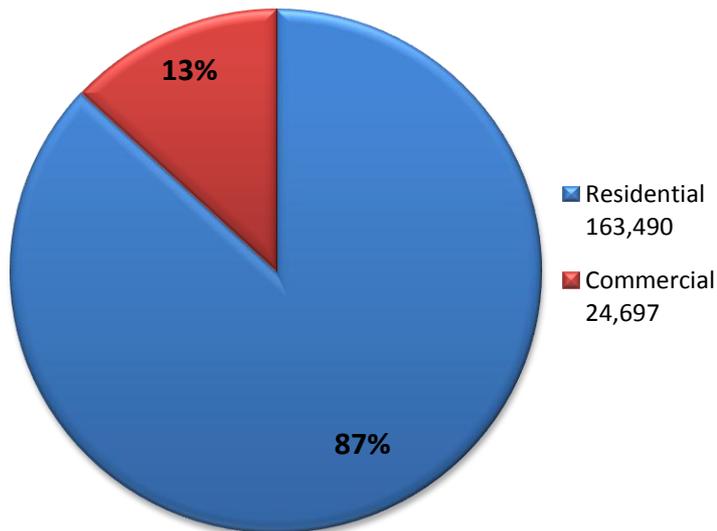
SPU Emergency Assistance Program (EAP)

- What is it?
 - An income eligible emergency assistance program
- What does it do?
 - Provides an emergency credit of 50% of a customer's delinquent bill, up to a maximum of \$340 during any given 12 month period. This amount is adjusted annually to reflect the average growth in the combined utility bill.
- Who is eligible?
 - Residential customers whose gross income is at or below 70% of the state median income
 - Customer must have received an Urgent Notice or Final Shut-off notice or the customer's water has been turned off

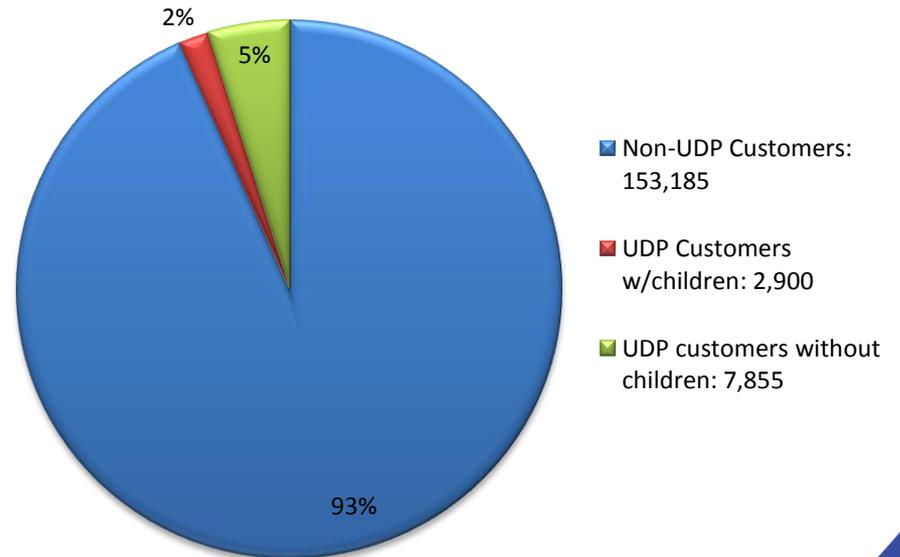
SPU General Information

Year End 2012

Total SPU Accounts



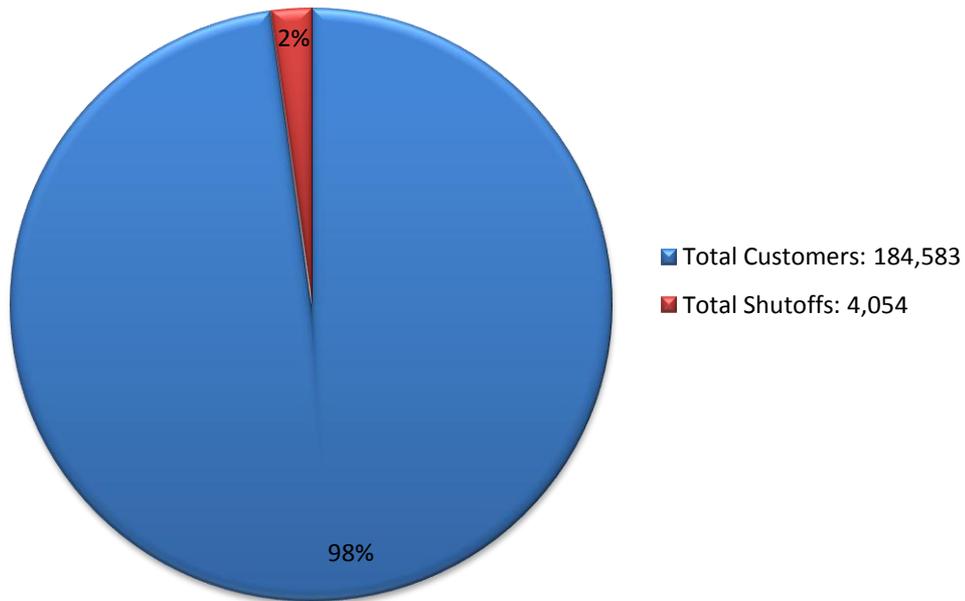
Residential Households



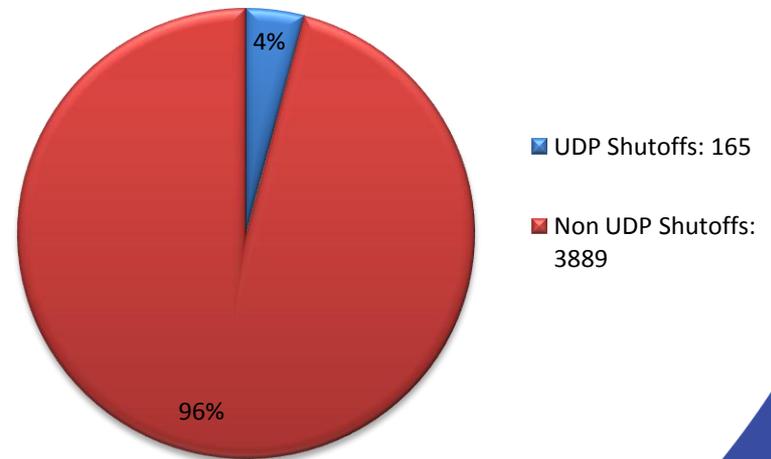
SPU Shut-Off Data

Year End 2012 Data

SPU Customers & Shut-Offs



Total Shut-Offs



SPU UDP & EAP Information

Year End 2012 Data

- Shut-offs to UDP households: 165
 - 138 households experienced one shut-off event
 - 68 had children
 - 27 households experienced multiple shut-offs
 - 17 had children
- Total emergency assistance provided by SPU: 1142
 - Total emergency assistance provided by SPU to UDP customers who were shut off: 77

Contact Information

Utility Discount Program – Human Services Department

- By Phone: 206-684-0268
- In E-mail: udp@seattle.gov
- In Person: 800 3rd Avenue, Suite 350
Seattle, WA 98104
- Website: <http://www.seattle.gov/humanservices/benefits/udp>

Emergency Assistance Program – Seattle Public Utilities

- By Phone: 206-684-5800