



# QUICK START GUIDE

## How to apply for utility bill assistance and/or bill discount

Seattle City Light (SCL) and Seattle Public Utilities (SPU) residential customers can apply for the Utility Discount Program and/or Emergency Bill Assistance with the Utility Assistance Program application. If you have any questions after reviewing this quick start guide, please call us at (206) 684-3000 or email [SPUCustomerService@seattle.gov](mailto:SPUCustomerService@seattle.gov).

### 1.) Quick Start

- Go to: <http://utilityassistance.seattle.gov>
- Click *Log back in* or *Register and apply*

This application will take approximately 30 minutes to complete

Previously or currently enrolled?

LOG BACK INTO YOUR ACCOUNT

First time applicants

REGISTER AND APPLY

New applicants will complete a short form to create a UAP system account before proceeding to step 2.

### 2.) Click *Login* and enter your City Light Account number and mailing zip code

|  |                    |
|--|--------------------|
| Seattle City Light<br>Account Number * | Mailing Zip Code * |
| 1234567890                             | 98101              |

**TIP:** Have your SCL account number available and government identification for ALL household members over 18 years of age before you begin.

### 3.) Click *Apply Now* and fill out the application form, uploading required documents

**Tip:** Documents can be photos taken from mobile phone, PDF, and digital images such as JPEG

Apply Now

Government issued photo identification \*

Choose Files No file chosen

### 4.) Review and submit your application!

**Submit:** Once submitted, our team will review your application

Submit

## Application Submitted

Thank you for your application. You will receive a confirmation email shortly. A representative will be in contact with you if additional information is required.

You will be able to view the status of your application within your Utility Assistance portal. If you have any questions or would like assistance, please call (206) 684-3000.

## DOCUMENTATION GUIDANCE

Our online application process requires you to upload digital copies of documents. We recommend gathering these documents **before** you start the application process by:

- Placing the documents in a folder or other easy to access location on your computer

OR

- Having print copies available to photograph with your mobile device as you complete the application

You can upload documents in several formats: photos taken with your phone, PDFs, and JPG/PNG images.

Uploading clear, readable versions of all your required documents will make it quicker and easier for you to be enrolled. Submitting incomplete or unreadable documents may delay your application process and/or require additional follow up with you after you submit your application.

**There are two types of documentation you'll need to upload: identification and financial documents.**

### IDENTIFICATION

For each household member 18 years of age or older, you'll be asked to upload a copy or photo of **ONE** of the following types of government-issued identification per household member:

- State Driver's License
- State Identification Card
- Passport (including the page with the photograph only)
- Permanent Resident Identification

**TIP:** You only need to provide an image of the front side of each card.

### FINANCIAL DOCUMENTS

We require financial documents so that we can confirm your household's eligibility for utility assistance.

- If the primary account holder for the household receives Supplemental Nutrition Assistance (SNAP) and the entire household's combined income meets the program income guidelines, you'll only need to provide us with the recipient's SNAP ID number, Social Security Number, or upload a copy of their Department of Social and Health Services (DSHS) Approval Letter for Benefits.
- If your household's account holder does *not* receive SNAP benefits, you must provide income information for ALL household members 18 years of age and older. Page 3 provides a list of the types of income you must report for each adult household member and the associated income documents to upload.
- If your household also has members 18 years of age or older *without* income sources, you'll be asked to upload a Declaration of No or Insufficient Income for each adult with no income sources.

| IF THE HOUSEHOLD MEMBER HAS THIS TYPE OF INCOME...                                      | YOU'LL BE ASKED TO PROVIDE THIS DOCUMENTATION  |
|---|--|
| ADOPTION SUPPORT  | An <b>Adoption Award Letter</b> .  |
| CHILD SUPPORT   | A <b>court-ordered document</b> , or a <b>note from the parent paying child support</b> .  |
| EARNED INCOME (PAYCHECK/SALARY)   | All <b>pay stubs</b> received between the first and last day of the previous month.  |
| HOUSING AND ESSENTIAL NEEDS REFERRAL (HEN)  | A Washington Department of Social and Health Services (DSHS) <b>Approval Letter for Benefits</b> . Must include both the Cover Page and the Calculation Page. Find an example of these documents <a href="#">on the Washington DSHS site</a> . |
| MILITARY WAGES  | All <b>pay stubs</b> received between the first and last day of the previous month.  |
| PENSION (RETIREMENT)  | All <b>pension/annuity paystubs or statements</b> received between the first and last day of the previous month.   |
| REFUGEE CASH ASSISTANCE (RCA)   | The household member's <b>Refugee Cash Assistance Award Letter</b> . You can find an electronic version of the RCA award letter by logging into the <a href="#">Washington Connection site</a> .   |
| RENTAL/INVESTMENT PROPERTY INCOME   | <b>Lease or Rental Agreement(s)</b> held by the household member. This includes any rental or investment property income received by the household member.   |
| SELF-EMPLOYED (SMALL BUSINESS/FREELANCE)  | The household member's most recent <b>tax return</b> and <b>last three months of profit and loss statements</b> .  |
| SNAP - SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  | A Washington Department of Social and Health Services (DSHS) <b>Approval Letter for Benefits</b> . Must include both the Cover Page and the Calculation Page. Find an example of these documents on the <a href="#">Washington DSHS site</a> . |
| SOCIAL SECURITY ADMINISTRATION (SSA)/ SUPPLEMENTAL SECURITY INCOME (SSI)                | The household member's Social Security, SSI and/or Survivor <b>Benefits Award Letter</b> . An electronic copy can be downloaded by visiting the <a href="#">Social Security Administration site</a> .  |
| TEMPORARY ASSISTANCE FOR NEEDY FAMILIES / AGED, BLIND OR DISABLED ASSISTANCE (TANF/ABD) | A Washington Department of Social and Health Services (DSHS) <b>Approval Letter for Benefits</b> . Must include both the Cover Page and the Calculation Page. Find an example of these documents on the <a href="#">Washington DSHS site</a> . |
| UNEMPLOYMENT  | The household member's <b>Employment Security Department (ESD) Form</b> . An electronic copy of the ESD form can be downloaded by logging into <a href="#">SecureAccess Washington</a> .   |
| VETERAN'S BENEFITS (VA)   | The household member's <b>Veterans Affairs Benefits Letter</b> . You can find an electronic version of the VA Benefits Letter on the <a href="#">Department of Veteran's Affairs site</a> .  |
| STUDENT FINANCIAL AID   | Student financial aid and tuition statement  |