On March 18, 2020 Gov. Jay Inslee announced relief for utility customers affected by COVID-19. The Utilities and Transportation Commission (UTC) has the authority to allow utility companies to use existing energy bill assistance funds to help customers who are out of work, or are working significantly reduced hours as a result of the COVID-19 pandemic.

Utility Bill Assistance

Customers who have been impacted by the COVID-19 pandemic and need assistance paying their utility bills should reach out directly to their utility companies. Avista and Puget Sound Energy have expanded bill assistance programs for customers.

Conservation Can Make a Difference

Many households are now spending their entire day at home and increasing their use of utilities. Taking simple steps like switching off lights, using a power strip, sealing leaks in faucets or windows and adjusting thermostats can add up to a substantial energy savings over the course of a month.

Lifeline for Phone Services

To help keep Americans connected during the coronavirus pandemic, the FCC has temporarily waived Lifeline usage requirements and general de-enrollment procedures until May 29, 2020. Contact your telephone company or a participating wireless company about Lifeline, a federally funded program offering discounts on phone service for qualifying low-income individuals.

1-888-333-9882
consumer@utc.wa.gov

Visit the UTC website to access online complaint forms, get consumer information, energy saving tips and COVID-19 response information.

Washington Utilities and Transportation Commission