



Managing Energy Bills

High energy bills can strain your budget, but you can take steps to help manage your bills:

Ask about budget billing.

Contact your utility company to see if it offers a budget billing plan—a payment plan that lets you pay the same amount each month. The amount is calculated using a 12-month average of your energy usage, giving you more certainty about what you pay month to month.

For example, instead of paying higher bills in the winter and lower bills in the summer, you pay about the same amount each month. The company will re-evaluate your account to make sure you have paid for all usage and adjust your monthly payment accordingly.

Change your bill due date.

If you cannot pay your bill on time because the due date falls before your funds are available, contact your utility company. Explain your situation, and offer alternative dates for when you can pay the bill.

If the company agrees to your payment arrangement, make sure you follow through on your payment plan. Only offer arrangements you can keep. This will help keep your account in good standing and your service safe from disconnection. **If you do not meet arrangements that you have agreed to, the company can disconnect your service without notice.**



Consumer Protection
888-333-WUTC (9882)
consumer@utc.wa.gov

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Look into energy assistance and weatherization programs.

Depending on your income level, there are community-based organizations that may be able to assist you, such as your utility company, Washington Information Network (dial 211 from any phone), and local charity organizations. Community action networks also provide low income energy assistance:

County Served	Local Assistance Organizations
Benton, Franklin	Benton Franklin Community Action Committee
Columbia, Garfield, Walla Walla	Blue Mountain Action Council
Chelan, Douglas	Chelan-Douglas Community Action Council
King	Seattle City Housing Office
Clallam, Jefferson	Olympic Community Action Programs
Clark	Clark County Department of Community Services
Grays Harbor, Pacific	Coastal Community Action Program
Asotin	Community Action Agency
Whitman	Community Action Center (Whitman)
Lewis, Mason, Thurston	Community Action Council of Lewis, Mason, and Thurston Counties
Skagit	Housing Authority of Skagit County
King	Housing Authority of the County of King
Kitsap	Kitsap Community Resources
Kittitas	HopeSource
Cowlitz, Wahkiakum	Lower Columbia Community Action Council Inc.
Pierce	Metropolitan Development Council
Ferry, Pend Oreille, Stevens, Adams	Rural Resources Community Action
Okanogan	Okanogan County Community Action Council
Pierce	Pierce County Department of Community Services
Snohomish	Snohomish County Human Services
Spokane	Spokane Neighborhood Action Partners
Island, San Juan, Whatcom	Opportunity Council
Yakima	Yakima Valley Farm Worker Clinic
Grant, Yakima	Opportunities Industrialization Center of Washington
Klickitat, Skamania	Yakima Valley Farm Worker Clinic
Spokane	Spokane Indian Housing Authority
Yakima	Yakama Nation Housing Authority
Lewis, Mason, Pacific, Thurston	South Puget Intertribal Planning
Klickitat, Skamania	Washington Gorge Action Programs

Lowering your usage, working with your utility company, and getting funding assistance will help keep your home comfortable throughout the year.

Need help? Call the commission!

Commission staff are ready to answer questions about regulated companies. We can help you with problems regarding service, rates, disconnections, and billing practices. If you have given the company adequate time to correct a problem, and you are still not satisfied, call the commission's Consumer Protection Help Line at 1-888-333-WUTC (9882).