

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

TTY
800-416-5289

Education and Outreach
360-664-1110

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information
360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



Managing Your Energy Bills

When the winter chill sets in and high energy bills put a strain on your budget, how can you keep your family warm and keep the lights on? There are some steps you can take to help manage your energy bill:

Ask About Budget Billing

Contact your utility company to see if they offer a budget billing plan, a payment plan that lets you pay the same amount each month. The amount is calculated over a 12-month average of usage, giving you more certainty about what you pay month to month. Instead of paying high bills in the winter and low 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.

Change the Due Date

If you cannot pay your bill on time because the due date falls before your monthly funds are available, contact your company. Explain your situation and offer the dates when you can pay the bill. If the company agrees to your payment arrangement, make sure you follow through on your payment plan; only agree to arrangements that you can keep. This will help keep your account in good standing and your service safe from disconnect. If you do not meet the arrangements that you have agreed to, the company can disconnect your service without notice.

Look into Energy Assistance Programs

Depending on your income level, there are several community-based organizations you can contact that may be able to assist you, such as:

- Washington Information Network 2-1-1
- Community Action Councils
- Your local church
- Salvation Army
- St. Vincent de Paul
- Your utility company

Managing Your Energy Bills

While it can be difficult keeping all your bills paid, energy is vital to your health and safety. Taking steps to lower your usage, working with your utility company and getting funding assistance will help keep your home comfortable during the year.

Need help? Call the Commission!

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

For More information

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