

**ATTACHMENT C**  
**DOCKET NO. UE-990473/UG-990294 GAS/ELECTRIC RULES**  
**PAST-DUE PAYMENT POLICIES AND LOW-INCOME PROGRAMS**  
**OF LARGEST FOUR PUBLIC PROVIDERS**

Seattle City Light

Seattle has approximately 260,000 customers.

*Past-due payment policy:* Seattle City Light sends bills monthly and allows customers 10 days from the date of mailing to pay. If a customer fails to pay the bill, the utility can, after providing at least 20 days notice, disconnect the service. Further, the utility can refuse to reconnect service until the bill is paid in full. Generally the utility tries to make payment arrangements agreeable to both itself and the customer, but it has no obligation to do so.

*Low-income programs:* Seattle offers low-income discounted rates for customers who receive Supplemental Security Income and for customers whose income is less than 200% of the poverty level. The second is for seniors 65 or older, and for customers where the head-of-household is blind or disabled and the disability prevents him/her from working and whose household income is less than 70% of the Washington State median income (approximately \$29,800 for a two-person household). For qualifying customers, rates are discounted approximately 60%.

Snohomish County PUD

Snohomish has approximately 220,000 customers.

*Past-due payment policy:* Snohomish County PUD sends bills monthly and allows customers 15 days from the date of mailing to pay. If a customer fails to pay the bill, the utility can, after an additional 15 days' notice, disconnect the service. Further, the utility can refuse to reconnect service until the bill is paid in full. Generally the utility tries to make payment arrangements agreeable to both itself and the customer, but it has no obligation to do so.

*Low-income programs:* Snohomish offers two low-income discount programs. The first is for seniors 62 or older with a household income of less than \$18,000. The second is for any household whose income is less than 125% of the federal poverty level (approximately \$22,000 annual income). The amount of the discount depends on the income level, ranging from a 23% to 69% discount.

City of Tacoma

Tacoma has approximately 130,000 customers.

*Past-due payment policy:* The City of Tacoma sends bills monthly and allows customers 10 days from the date of mailing to pay. If a customer fails to pay the bill, the utility can, after appropriate notice, disconnect the service. Further, the utility can refuse to reconnect service until the bill is paid in full. Generally the utility tries to make payment arrangements agreeable to both itself and the customer, but it has no obligation to do so.

*Low-income programs:* Tacoma offers two low-income discount programs. The first is for seniors 62 or older with a household income of less than 70% of the Washington State median income (approximately \$29,800 for a two-person household). The second is for any household where the head-of-household receives Supplemental Security Income; or where the head-of-household is disabled and the disability prevents the him/her from working and the household income is less than 70% of the Washington State median income. Customers who qualify under either program are entitled to a discount of 25% off the electric bill.

#### Clark County PUD

Clark County has approximately 128,000 customers.

*Past-due payment policy:* Clark County PUD sends bills monthly and allows customers 15 days from the date of mailing to pay. If a customer fails to pay the bill, the utility can, after an additional 15 days' notice, disconnect the service. Further, the utility can refuse to reconnect service until the bill is paid in full. Generally the utility tries to make payment arrangements agreeable to both itself and the customer, but it has no obligation to do so.

*Low-income programs:* Clark County offers a low-income program for seniors 62 or older with a household income of less than \$18,000 during the winter months (January – April) only. For qualifying customers, the discounted rates are 50% of the January-April customer's usage from the prior year.