

WASHINGTON



UTILITIES AND TRANSPORTATION  
COMMISSION

**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. At the end of the budget year plan, the company will calculate your account to make sure you have paid for all usage.

### **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, and only agree to arrangements that you can keep. This will help keep your account in good standing and your service safe from being disconnected. If you do not meet the arrangements that you have agreed to, the company can disconnect the 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:

- 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 warm through the harsh winter months.

## **Having Problems with Energy Company? Call the Commission.**

Commission staff are always ready to answer questions about regulated companies. We can help you with problems regarding their service and rates. 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 for help at 1-888-333-WUTC.

## **For More information**

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