

**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



## Telephone Assistance Program

The Washington Telephone Assistance Program (WTAP) provides assistance to low-income households, including many senior citizens, who are without telephones. WTAP is designed to make sure low income families throughout the state have affordable telephone service for access to vital resources and emergency services.

### **Cheaper installation**

WTAP pays for some or all of the cost to start your phone service if there is already a phone line going into your home.

### **No deposit**

You will not have to pay a deposit when you sign up for the WTAP program.

### **Low monthly charge**

Basic local phone service is \$8 a month plus taxes and fees. WTAP pays for only one local phone line per household. The assistance program does not pay for long-distance calls or optional services such as Call Waiting and Caller ID, and Voicemail.

### **Stand-alone voicemail**

For people who cannot get local phone service, WTAP also provides a voice mailbox service.

### **How do I know if I qualify?**

You qualify if you receive any financial assistance from the Department of Social and Health Services (DSHS), such as:

- Temporary Assistance for Needy Families (TANF)
- Food Stamps
- Supplemental Security Income
- Medical Assistance
- Refugee Assistance
- DSHS Chore Services
- Community Options Program
- General Assistance

# Washington Telephone Assistance Program

## **Am I eligible for Tribal Lifeline and Link-Up programs?**

If you live on a federally recognized reservation, you may be able to save even more money on your phone bill through the federal Tribal Lifeline and Link-Up programs. Call your local phone company to find out if you qualify for this program.

## **How do I sign up?**

To apply for WTAP, the adult receiving benefits should call their local telephone company with their DSHS client identification number. If you have any problems, call the toll-free number below. If you need help signing up for the WTAP program call the commission at 1-888-333-WUTC (9882) or visit [www.utc.wa.gov](http://www.utc.wa.gov).

## **Need help with your telephone company? 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 for help at 1-888-333-WUTC (9882).

## **For More Information**

### **Consumer Help Line**

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[consumer@utc.wa.gov](mailto:consumer@utc.wa.gov)

### **DSHS**

1-888-700-8880