

November/December 2021

LIGHT Reading

STORM SEASON IS HERE! ARE YOU READY?

Wind and rain and snow, oh my! It's that time of the year when the weather can go from bright and sunny to dark and stormy in a matter of minutes. Inclement weather like windstorms and heavy snow can result in power outages in our area. We have a few tips and resources for how you can prepare and keep your family comfortable, informed, and most importantly, safe this season.



In a power outage, never use generators or BBQs inside the home or in a garage. The exhaust fumes can be deadly in enclosed spaces.



Keep your electronic devices charged. Consider purchasing a portable phone charger as well.



Stay away from downed powerlines. If you see a downed power line, call 9-1-1 immediately.



Make a pack that will last for at least seven days. Don't forget about your furry family members, too! For tips on what you need, visit seattle.gov/emergency-management/prepare.



Sign up for emergency notifications via text for your area.
AlertSeattle: alert.seattle.gov
Alert King County: kingcounty.gov/ALERTKingCounty



Visit seattle.gov/city-light/outages for outage updates.

Don't forget to follow Seattle City Light on Facebook and Twitter for more tips!



Seattle City Light

seattle.gov/city-light



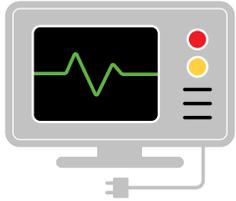
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KEEP LOVED ONES SAFE WITH LIFE SUPPORT EQUIPMENT PROGRAM

City Light is committed to ensuring that all of our customers have reliable power. This is especially important to those who depend on life support equipment. If someone in your home is dependent on this equipment, we provide assistance to help you maintain safety during planned and unplanned outages through the Life Support Equipment Program.



For more information about this program and tips for managing outages with life support equipment, visit seattle.gov/city-light/life-support.

PAYMENT ASSISTANCE PROGRAMS ARE AVAILABLE

The impact of the pandemic continues to create significant financial hardships for our customers. City Light is committed to ensuring all customers have access to clean energy, no matter their income. Here are some of the financial assistance programs available through City Light to help ease the burden during this time. Visit seattle.gov/city-light/paymentassistance to learn more.

SUPPORT CLEAN ENERGY WITH GREEN UP

Green Up is a voluntary renewable energy program that allows you to support Pacific Northwest wind, solar and other renewable energy projects. You also help us fund rooftop solar projects hosted by not-for-profits like schools, parks and affordable housing organizations. Learn more at seattle.gov/city-light/GULR.

SCAMMERS ARE AT IT AGAIN!

We continue to receive a high volume of reports of scammers calling customers demanding payment. We've also received reports of scammers requiring payment through third-party payment applications. If someone calls you demanding payment rather than seeking to work with you to establish a payment plan, that person is a scammer. Hang up on them right away and call (206) 684-3000 to verify your account.



City Light crews are in these neighborhoods, working to provide reliable service:

Arroyo/South Arbor Heights: installing underground cables and streetlights

Belltown: system upgrades on 2nd Avenue and Battery Street

Brace Point/Endolyne: installing underground conduits, vaults and streetlights

Service Territory: replacing aging utility poles to enhance safety and reliability

South Lake Union: building upgrades at the Denny Substation and civil improvements on Thomas Street

This is a partial list. For details go to seattle.gov/city-light/current-projects to access our map and learn about individual projects.

SAFETY TIP FROM THE FIELD

Crews work around active electrical equipment, which presents dangerous situations for customers. Customers should adhere to proper social distancing from worksites and City Light employees. Please wait until a crew member comes to you.



 **Seattle City Light**

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Questions, comments or suggestions? Call **(206) 684-3000**.
Email us at SCL_ExternalComms@seattle.gov

Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **(206) 684-3000**.



The mark of
responsible forestry

Take Action Now

**Help is available. Make a plan now.
Keep your electricity service on.**

We know that COVID-19 has made it harder for some of our customers to afford essential utility services. We're here to help if you're struggling to pay your bill. We have flexible payment plans available for all customers, and for income-eligible customers, we have assistance programs including the Utility Discount Program, which can help with 60% off your Seattle City Light bill and 50% off your Seattle Public Utilities bill. We urge you to call us at (206) 684-3000 before the end of the year to make a plan, pay your balance, and keep your electricity service on.



Seattle City Light



HELP KEEP THE LIGHTS ON FOR A NEIGHBOR THIS HOLIDAY SEASON

No one should go without power, especially this time of year. Right now many people in our community are struggling to pay their electricity bill. During this season of giving, consider donating to Project Share to help people in your community maintain essential electricity services.

It's easy – donate online, add on to your bill, or send a check. Your donation is tax-deductible.

Learn more and donate today. seattle.gov/city-light/donate

Need assistance yourself? Learn more and apply for assistance today. seattle.gov/city-light/paymentassistance



Seattle City Light

