



## City of Seattle Legislative Information Service

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### Resolution Number: 31463

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A RESOLUTION relating to the City Light Department; establishing a ratepayer engagement process for the development of biennial revisions to the utility's strategic plan and supporting electricity rates; outlining the roles of the Department, the City Light Review Panel, the Mayor, and the Council in that process; and establishing a schedule for regular adoption of such strategic plans and electricity rates necessary to implement them.

**Status:** In Committee

**Date introduced/referred to committee:** July 15, 2013

**Committee:** Energy and Environment

**Sponsor:** O'BRIEN

*(No indexing available for this document)*

**Fiscal Note:** *(No fiscal note available at this time)*

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### Text

A RESOLUTION relating to the City Light Department; establishing a ratepayer engagement process for the development of biennial revisions to the utility's strategic plan and supporting electricity rates; outlining the roles of the Department, the City Light Review Panel, the Mayor, and the Council in that process; and establishing a schedule for regular adoption of such strategic plans and electricity rates necessary to implement them.

WHEREAS, Council Ordinance 123256 established the City Light Review Panel to review and assess City Light's strategic plan and assist the Mayor and Council in engaging rate payers on the merits and implications such plans and the electricity rates needed to support them; and

WHEREAS, the City Light strategic plan identifies as a goal the development of a rate payer engagement process based on industry best practices and a stronger, more transparent link between the strategic plan and the biennial electricity rate ordinance; and

WHEREAS, City Light completed a review of ratepayer engagement by other large public utilities to establish best practices in the area of customer engagement; NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SEATTLE, THE MAYOR CONCURRING, THAT:

#### Section 1. Ratepayer Engagement Process

Every two years the Mayor and the Council will oversee a unified process for engaging City Light rate payers in revisions to the utility's strategic plan and electricity rates to support the revised plan. The effort will be jointly led by City Light, the Review Panel, the Mayor and the Council.

#### Section 2. Strategic Plan and Electricity Rates Schedule

Upon completion of the ratepayer engagement, City Light will transmit revisions to the strategic plan together with supporting electricity rates to the Council in the second quarter of the year prior to the start of each Biennial Budget. The Council intends to complete its review of the proposed revisions by the end of the third quarter and to adopt, by Council resolution, a new strategic plan for the following six years and to pass electricity rates necessary for the first two years of that plan.

#### Section 3. Use of Industry best practices

City Light's rate payer engagement process for revisions to the City Light strategic plan and the electricity rates needed to support those revisions will be based on industry best practices, including:

1) Beginning the process at least 6 months in advance of revision of the strategic plan and changes to the electricity rates.

- 2) Engage key customer and stakeholder groups in multiple opportunities to participate in providing input.
- 3) Incorporate large customer input through their regular channels of communications with the utility.
- 4) Include Limited-English Speaker component with culturally appropriate communications and engagement tools.
- 5) Incorporate City Light employee engagement component.
- 6) Deploy a variety of "best practice" tools as appropriate such as online surveys, phone surveys, targeted outreach meetings, informative website, customer mailings, social media, and focus groups.
- 7) Develop a media relations component to insure the news media is informed and participating in communication to rate payers and the public.

Adopted by the City Council the \_\_\_\_ day of \_\_\_\_\_, 2013, and signed by me in open session in authentication of its adoption this \_\_\_\_\_ day of \_\_\_\_\_, 2013.

\_\_\_\_\_  
 President \_\_\_\_\_ of the City Council

THE MAYOR CONCURRING:

\_\_\_\_\_  
 Michael McGinn, Mayor

Filed by me this \_\_\_\_ day of \_\_\_\_\_, 2013.

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 Monica Martinez Simmons, City Clerk

(Seal)

Tony Kilduff/Maura Brueger LEG Ratepayer Engagement RES July 1, 2013 Version #1

