ON SOLID GROUND
MISSION
Seattle City Light is dedicated to delivering customers affordable, reliable and environmentally responsible electricity services.

VISION
We resolve to provide a positive, fulfilling and engaging experience for our employees. We will expect and reinforce leadership behaviors that contribute to that culture. Our workforce is the foundation upon which we achieve our public service goals and will reflect the diversity of the community we serve.

We strive to improve quality of life by understanding and answering the needs of our customers. We aim to provide more opportunities to those with fewer resources and will protect the well-being and safety of the public.

We aspire to be the nation’s greenest utility by fulfilling our mission in an environmentally and socially responsible manner.

VALUES
- SAFETY – The safety of our employees and customers is our highest priority
- ENVIRONMENTAL STEWARDSHIP – We will enhance, protect and preserve the environment in which we operate
- INNOVATION – We will be forward-focused and seek new, innovative solutions to meet the challenges of tomorrow
- EXCELLENCE – We strive for fiscal responsibility and excellence in employee accountability, trust and diversity
- CUSTOMER CARE – We will always promote the interest of our customers and serve them reliably, ethically, transparently and with integrity
GENERAL INFORMATION

The most current data available for the year ended December 31, 2018.

Seattle City Light, a department of the City of Seattle, is one of the nation’s largest publicly owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

<table>
<thead>
<tr>
<th>Service Area Population</th>
<th>906,595*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area Size</td>
<td>131.31 sq. mi.</td>
</tr>
<tr>
<td>Personnel (full-time equivalent positions)</td>
<td>1,802</td>
</tr>
<tr>
<td>Major Substations</td>
<td>16</td>
</tr>
<tr>
<td>Unit Substations</td>
<td>1</td>
</tr>
<tr>
<td>Commercial and Industrial Power Transformers</td>
<td>56</td>
</tr>
<tr>
<td>Distribution Circuit Miles</td>
<td>2,334.6*</td>
</tr>
<tr>
<td>Network Distribution Circuit Miles</td>
<td>309*</td>
</tr>
<tr>
<td>Meters</td>
<td>461,496</td>
</tr>
</tbody>
</table>

*Based on available data at the time of production.

CUSTOMER STATISTICS

The most current data available for the year ended December 31, 2018.

<table>
<thead>
<tr>
<th>Average Number of Customers</th>
<th>Megawatt-Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>410,650</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>50,846</td>
</tr>
<tr>
<td>Total</td>
<td>461,496</td>
</tr>
</tbody>
</table>

*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

2018 USES OF POWER

(in percent megawatt-hours)

<table>
<thead>
<tr>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Non-residential</td>
</tr>
<tr>
<td>○ Residential</td>
</tr>
<tr>
<td>○ Wholesale &amp; Other</td>
</tr>
<tr>
<td>○ Seattle City Light Operations/Losses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Wholesale &amp; Other</td>
</tr>
<tr>
<td>○ Seattle City Light Operations/Losses</td>
</tr>
</tbody>
</table>
Seattle City Light is proud to offer its residential customers some of the lowest electricity rates in the nation and the Pacific Northwest.

*Source of national data: Department of Energy (www.eia.doe.gov/electricity/annual/). The 2018 national average annual consumption data and average rate data not available; certain 2015-2014 national average annual consumption and national average rate data were updated with revised actuals.
Seattle City Light serves more than 460,000 customers in Seattle and eight adjacent jurisdictions.
HOW WE GENERATE AND DELIVER POWER TO YOU

1. Power is generated from dam/powerhouse
2. Substation transformer steps up voltage for transmission
3. Transmission lines carry electricity long distances
4. Neighborhood substation transformer steps down voltage
5. Distribution lines carry electricity to residents
6. Transformers on poles step down electricity before entering residence
7. Service line for resident

It’s “Fish First” at City Light Dams
Due to natural barriers and spawning patterns, City Light’s hydroelectric facilities have a minimal impact on Washington’s precious salmon spawning grounds. The utility even controls water flows to align with the life stages of salmon, ensuring that habitats downstream of the dams are protected and salmon populations are optimized.
**MEETING OUR CUSTOMERS’ POWER NEEDS**

Seattle’s city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle’s power needs. We make up the difference by purchasing power from outside our service area.

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### POWER SUPPLY OWNED BY CITY LIGHT

<table>
<thead>
<tr>
<th>City Light Plants</th>
<th>Locations</th>
<th>Date in Service</th>
<th>Capability (Megawatts)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boundary</td>
<td>Pend Oreille River</td>
<td>8/23/67</td>
<td>1,117.4</td>
<td>55.70</td>
</tr>
<tr>
<td>Ross</td>
<td>Skagit River</td>
<td>12/30/52</td>
<td>450.0</td>
<td>22.40</td>
</tr>
<tr>
<td>Gorge</td>
<td>Skagit River</td>
<td>9/27/24</td>
<td>207.5</td>
<td>10.40</td>
</tr>
<tr>
<td>Diablo</td>
<td>Skagit River</td>
<td>10/20/36</td>
<td>182.4</td>
<td>9.09</td>
</tr>
<tr>
<td>Cedar Falls</td>
<td>Cedar River</td>
<td>10/14/04</td>
<td>30.0</td>
<td>1.50</td>
</tr>
<tr>
<td>S. Fork Tolt</td>
<td>S. Fork Tolt River</td>
<td>11/20/95</td>
<td>16.8</td>
<td>0.81</td>
</tr>
<tr>
<td>Newhalem</td>
<td>Newhalem Creek</td>
<td>1921</td>
<td>2.3</td>
<td>0.10</td>
</tr>
</tbody>
</table>

**Total System Generation Capability** 2,006.4  100.00

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### POWER (UNAUDITED)

**2018 SOURCES OF POWER**

(in percent megawatt-hours)

**GENERATED**
- Boundary
- Skagit
- Cedar Falls & South Fork Tolt

**TREATY**
- BC Hydro

**PURCHASED**
- BPA
- Other

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The chart shows the percentage breakdown of power sources for 2018, with the largest contributors being Skagit, with 36%, and BPA with 33%. Cedar Falls & South Fork Tolt contributes 9%, and BC Hydro contributes 18%. Other sources account for 3%.
ENERGY EFFICIENCY PROGRAMS AND ENERGY SAVINGS

Seattle City Light has the longest continually running energy efficiency program in the country. Since its inception in 1977, energy efficiency measures supported by the utility have been installed in residential, commercial and industrial facilities throughout our service territory. As a result of these legacy and current programs, City Light’s annual load was reduced by over 1,380,000 megawatt-hours* in 2018. That is the equivalent annual electricity use of approximately 190,000 average Seattle homes.

COST SAVINGS

In 2018, we supported our customers’ projects with more than $37.5 million in energy efficiency incentives. More than $9 million of these payments went to residential customers. City Light’s current suite of energy conservation programs has cumulatively saved customers $136 million on their energy bills.

*Updated through 2018

To learn about Seattle City Light’s conservation programs, visit seattle.gov/light/conserve.
CONTACTS & INFORMATION

Seattle City Light Administrative Office
Seattle City Light Visitor Center and Executive Offices
700 5th Avenue
Seattle, WA 98104-5031

Mailing Address:
P.O. Box 34023
Seattle, WA 98124-4023

Customer Service (206) 684-3000, seattle.gov/light

North Service Center
1300 N. 97th Street
Seattle, WA 98103
(206) 615-0600

South Service Center
3613 4th Avenue S.
Seattle, WA 98134
(206) 386-4200

Utility Discount Program seattle.gov/light/assistance

Project Share seattle.gov/light/ProjectShare

Outage Map seattle.gov/light/outage

KEY PHONE NUMBERS

Outage Hotline ........................................... (206) 684-7400

Electrical Life Support Equipment Program ........................................... (206) 684-3336

Customer Contact Center ........................................... (206) 684-3000

Out of area calls 800-862-1181 (Interpreters are available for customers who do not speak English.)

TTY/Hearing Impaired ........................................... (206) 233-7241

After-Hours Electrical Emergency Line ........ (206) 706-0051

Electrical Service and Streetlight Service
North of Denny Way ........................................... (206) 615-0600
South of Denny Way ........................................... (206) 386-4200

Streetlight Problems ........................................... (206) 684-7056

Conservation Information ........................................... (206) 684-3800
(Residential, Commercial and Industrial)

Tree Trimming/Vegetation Management ........ (206) 386-1663

Skagit Tours (skagittours.com) ................... (206) 684-3030

General Manager’s Office ......................... (206) 684-3200

Communications ........................................... (206) 684-3090

facebook.com/SeattleCityLight
twitter.com/SEACityLight
PAYMENT LOCATIONS

DOWNTOWN
Downtown Customer Service Center
700 5th Ave. 4th Floor Lobby
Monday–Friday, 8 a.m.–5 p.m.

Seattle Municipal Tower Payment Drop Boxes
700 5th Ave. 4th Floor Lobby
Note: Credit card payments are not accepted in payment drop boxes.

SEATTLE CITY LIGHT SERVICE CENTERS
North Service Center
1300 N 97th St.
Monday–Friday, 8:30 a.m.–4:30 p.m.

South Service Center
3613 4th Ave. S
Monday–Friday, 8:30 a.m.–4:30 p.m.
Payment drop boxes are located outside near the main entrances.

CUSTOMER SERVICE CENTER LOCATIONS

Ballard
5604 22nd Avenue NW
Monday–Friday, 9 a.m.–5 p.m.

Central
464 12th Avenue, 1st Floor
Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Lake City
12525 28th Avenue NE, 2nd Floor (above library branch)
Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Southeast
3815 S. Othello St., Suite 105
Monday–Friday, 9 a.m.–5 p.m. & Saturday, 10 a.m.–2 p.m.

Southwest
2801 SW Thistle St.
Monday–Friday, 10 a.m.–6 p.m.

University
4534 University Way NE
Monday–Friday, 10 a.m.–6 p.m. & Saturday, 10 a.m.–2 p.m.

Mobile Customer Service Center
For route schedule visit us at: seattle.gov/mobilecsc