



# 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

## SERVICE AREA AND SUBSTATIONS



## 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.

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

\*Based on available data at the time of production.

## CUSTOMER STATISTICS

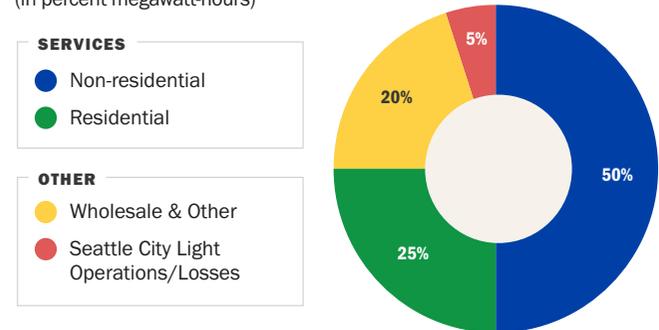
The most current data available for the year ended December 31, 2018.

|                 | Average Number of Customers | Megawatt-Hours* |
|-----------------|-----------------------------|-----------------|
| Residential     | 410,650                     | 2,992,914       |
| Non-Residential | 50,846                      | 6,081,148       |
| Total           | 461,496                     | 9,074,062       |

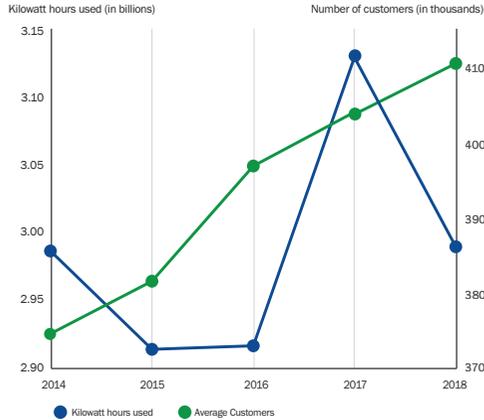
\*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

## 2018 USES OF POWER

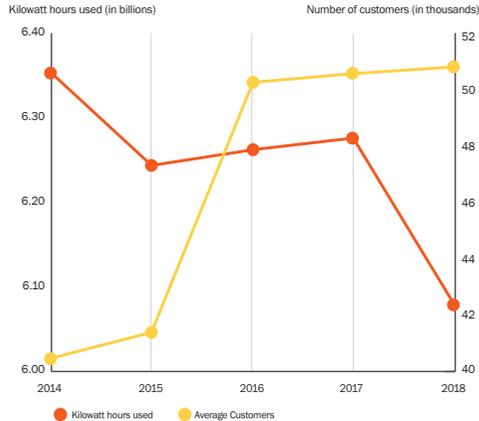
(in percent megawatt-hours)



## RESIDENTIAL CONSUMPTION



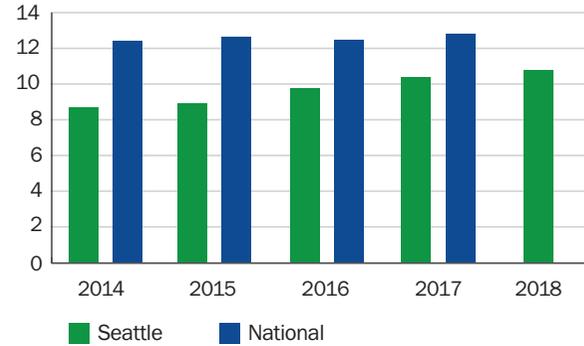
## NON-RESIDENTIAL CONSUMPTION



## AVERAGE RATE PER KILOWATT-HOUR

### AVERAGE RESIDENTIAL RATES\*

(in cents per kilowatt-hour)



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/](http://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.

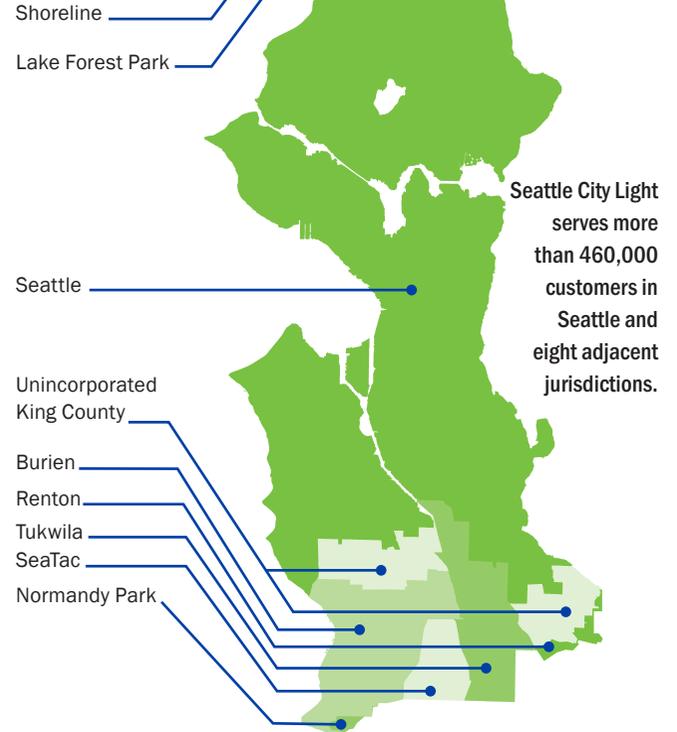
# ENERGY RESOURCES

● Owned Hydro ● Treaty Rights From British Columbia ■ Other Long-Term Contracts

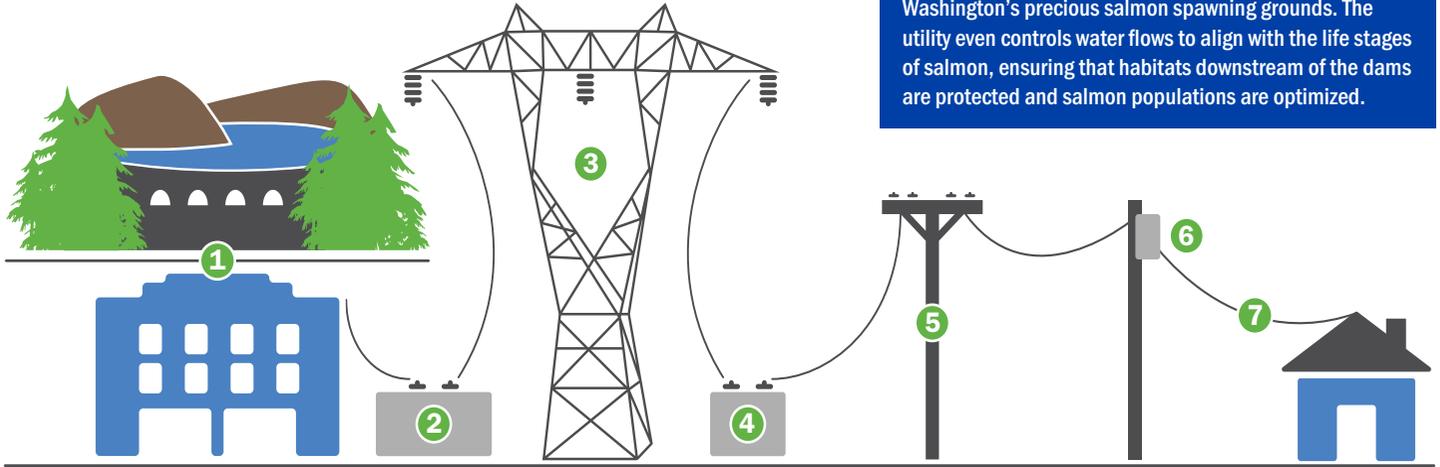
◆ Long-Term Hydro Contracts  
 (in addition to the BPA contract; GCPHA is the Grand Coulee Project Hydroelectric Authority)



# CUSTOMER SERVICE AREA MAP



## HOW WE GENERATE AND DELIVER POWER TO YOU



### 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.

- 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



## POWER SUPPLY OWNED BY CITY LIGHT

| City Light Plants                  | Locations          | Date in Service | Capability (Megawatts) | % of Total |
|------------------------------------|--------------------|-----------------|------------------------|------------|
| Boundary                           | Pend Oreille River | 8/23/67         | 1,117.4                | 55.70      |
| Ross                               | Skagit River       | 12/30/52        | 450.0                  | 22.40      |
| Gorge                              | Skagit River       | 9/27/24         | 207.5                  | 10.40      |
| Diablo                             | Skagit River       | 10/20/36        | 182.4                  | 9.09       |
| Cedar Falls                        | Cedar River        | 10/14/04        | 30.0                   | 1.50       |
| S. Fork Tolt                       | S. Fork Tolt River | 11/20/95        | 16.8                   | 0.81       |
| Newhalem                           | Newhalem Creek     | 1921            | 2.3                    | 0.10       |
| Total System Generation Capability |                    |                 | 2,006.4                | 100.00     |

## POWER (UNAUDITED)

### 2018 SOURCES OF POWER

(in percent megawatt-hours)

#### GENERATED

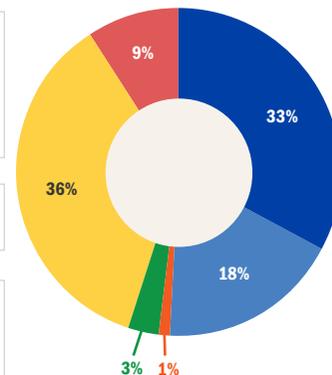
- Boundary
- Skagit
- Cedar Falls & South Fork Tolt

#### TREATY

- BC Hydro

#### PURCHASED

- BPA
- Other



## 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.

## 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

## CONSERVATION CUSTOMERS

### ANNUAL ENERGY SAVINGS THROUGH CONSERVATION (megawatt-hours)



To learn about Seattle City Light's conservation programs, visit [seattle.gov/light/conserve](http://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](http://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](http://seattle.gov/light/assistance)

**Project Share** [seattle.gov/light/ProjectShare](http://seattle.gov/light/ProjectShare)

**Outage Map** [seattle.gov/light/outage](http://seattle.gov/light/outage)

 [facebook.com/SeattleCityLight](https://facebook.com/SeattleCityLight)

 [twitter.com/SEACityLight](https://twitter.com/SEACityLight)

## 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](http://skagittours.com))** ..... (206) 684-3030

**General Manager's Office**..... (206) 684-3200

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

## 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](http://seattle.gov/mobilecsc)



## Seattle City Light

700 Fifth Avenue

PO Box 34023

Seattle, WA 98124-4023

[seattle.gov/light](http://seattle.gov/light)

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