

# Fingertip Facts Customer Information Guide



## Your Seattle City Light

Seattle Municipal Tower  
700 5th Avenue, Suite 3200  
Seattle, WA 98104-5031

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

206.684.3000  
[www.seattle.gov/light](http://www.seattle.gov/light)

Spanish website: [www.seattle.gov/light/spanish](http://www.seattle.gov/light/spanish)

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September 2012

## MESSAGE FROM THE SUPERINTENDENT



*Jorge Carrasco  
superintendent*

After two years of work by the City Light Review Panel, and wide-ranging input from customers and stakeholders, a six-year strategic plan was unanimously adopted by the Seattle City Council in July, 2012. For Seattle City Light customers, the plan means rate predictability, service improvements, and more reliability. For the utility, the plan provides revenue stability and a guide to the future, allowing us to make needed investments and upgrades.

Reviewed and updated every two years, City Light's strategic plan will help the utility meet its vision of providing the best customer service of any utility in the country.

A handwritten signature in black ink that reads "Jorge Carrasco". The signature is written in a cursive, flowing style.

Superintendent Jorge Carrasco  
Seattle City Light

### Our Vision:

To set the standard – To deliver the best customer service experience of any utility in the nation.

### Our Mission:

Seattle City Light is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low-cost, and reliable power.

### Our Values:

Excellence, Accountability, Trust, and Stewardship

## WE'RE YOUR ELECTRIC UTILITY

On March 4, 1902, Seattle voters took the bold step of approving bonds to build a hydroelectric power plant on the city's newly established Cedar River watershed. The power generated would supply electricity to the city's streetlights.



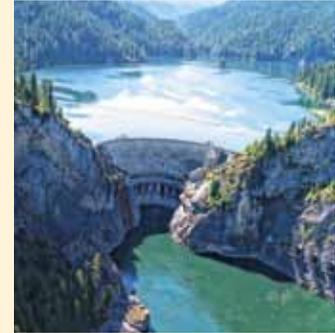
*J.D. Ross*



*Streetlights of early Seattle*

Guided by a young visionary named J.D. Ross, the Cedar Falls power plant was completed and Seattle's streetlights were illuminated in January of 1905. In April of 1910, the city's charter was amended to create a Light and Power Department – eventually to become known as Seattle City Light. We have a long and proud history of innovation and stewardship. J.D. Ross' legacy of utility leadership continues today at City Light as we face a world challenged by global climate change.

Our dams on the upper Skagit River – Ross, Diablo and Gorge – and Boundary Dam on the Pend Oreille River are industry models. Through careful resource management and habitat protection we are improving endangered fish populations in Puget Sound. We are also doing our part to reduce harmful levels of greenhouse gases by achieving net-zero carbon dioxide emissions each year since 2005.



*Boundary Hydroelectric Project*

Looking into the future for new, renewable energy is our challenge and our opportunity. We see increased conservation as our "power plant" of the future. The resources we don't use today will provide power for our future.

For more information about Seattle City Light, visit [www.seattle.gov/light](http://www.seattle.gov/light).

## EXECUTIVE TEAM



### **Jorge Carrasco**

Superintendent

[jorge.carrasco@seattle.gov](mailto:jorge.carrasco@seattle.gov)



### **James Baggs**

Internal Compliance Officer/  
Interim Power Supply and  
Environmental Affairs Officer

[james.baggs@seattle.gov](mailto:james.baggs@seattle.gov)



### **Jeff Bishop**

Chief Financial Officer

[jeff.bishop@seattle.gov](mailto:jeff.bishop@seattle.gov)



### **DaVonna Johnson**

Human Resources Officer

[davonna.johnson@seattle.gov](mailto:davonna.johnson@seattle.gov)



### **Phil West**

Customer Service and Energy  
Delivery Officer

[phil.west@seattle.gov](mailto:phil.west@seattle.gov)

## CONTACTS

### **Seattle City Light Administrative Office**

Seattle City Light Visitor Center and Executive Offices  
700 5th Avenue, Suite 3200

Seattle, WA 98104-5031

(5th Avenue between Columbia and Cherry streets)

Mailing Address:

P.O. Box 34023

Seattle, WA 98124-4023

Superintendent's Office 206.684.3200

Communications and Public Affairs 206.684.3090

Customer Service 206.684.3000 [www.seattle.gov/light](http://www.seattle.gov/light)

Spanish website: [www.seattle.gov/light/spanish](http://www.seattle.gov/light/spanish)

Non-English Language Portal:

[www.seattle.gov/html/citizen/language.htm](http://www.seattle.gov/html/citizen/language.htm)

### **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

## KEY PHONE NUMBERS

### Outage Hotline

206.684.7400

### Electrical Life-Support Equipment Program

206.684.3020

### Customer Service Center

206.684.3000

Out of area calls 800.862.1181

(Interpreters are available for customers who do not speak English.)

Account Information

Payment Assistance

Payment Locations

Bill Information and Dispute Resolution

Rates Information

Green Renewable Energy Information

### 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

(Residential, Commercial and Industrial)

206.684.3800

### Tree Trimming/Vegetation Management

206.386.1663

### Skagit Tours

206.684.3030

[www.SkagitTours.com](http://www.SkagitTours.com)

### Superintendent's Office

206.684.3200

### Communications and Public Affairs

206.684.3090

## PAYMENT LOCATIONS

### Downtown

**Utilities Payment Center**  
700 5th Avenue, Suite 2777  
Monday - Friday, 8 a.m. - 5 p.m.

**City Treasurer's Office**  
700 5th Avenue, Suite 4250  
Monday - Friday, 8 a.m. - 5 p.m.

**Seattle Municipal Tower Payment Drop Box**  
700 5th Avenue  
4th Floor Lobby (near Key Bank)

**Seattle Municipal Tower Payment Drop Box**  
6th Avenue and Cherry Street  
(outside at the SE corner of the building)

**City Hall Payment Drop Box**  
5th Avenue and Cherry Street  
1st Floor Lobby (by the elevators)

*Note: Credit card payments are not accepted in payment drop boxes.*

### Seattle City Light Service Centers

**North Service Center\***  
1300 N. 97th Street  
Monday - Friday, 8 a.m. - 5 p.m.

**South Service Center\***  
3613 4th Avenue S.  
Monday - Friday, 8 a.m. - 5 p.m.

### Seattle Neighborhood Payment Locations

**Ballard**  
5604 22nd Avenue N.W.  
Monday - Friday, 9 a.m. - 5 p.m.  
Saturday, 10 a.m. - 2 p.m.

**Central**  
2301 S. Jackson Street, Suite 208  
Monday - Friday, 9 a.m. - 7 p.m.  
Saturday, 9 a.m. - 5 p.m.

*\*Payment drop boxes are located outside near the main entrances.*

*Seattle Neighborhood Payment Locations /continued, next page*

## PAYMENT LOCATIONS

### Seattle Neighborhood Payment Locations *continued*

#### Delridge

5405 Delridge Way S.W.

Monday - Friday, 10 a.m. - 6 p.m.

#### Lake City

12525 28th Avenue N.E.

Located in the Lake City Public Library  
2nd Floor

Monday - Friday, 9 a.m. - 5 p.m.

#### Southeast

3815 S. Othello

Suite 105

Monday - Friday, 9 a.m. - 5 p.m.

Saturday, 10 a.m. - 2 p.m.

#### University

4534 University Way N.E.

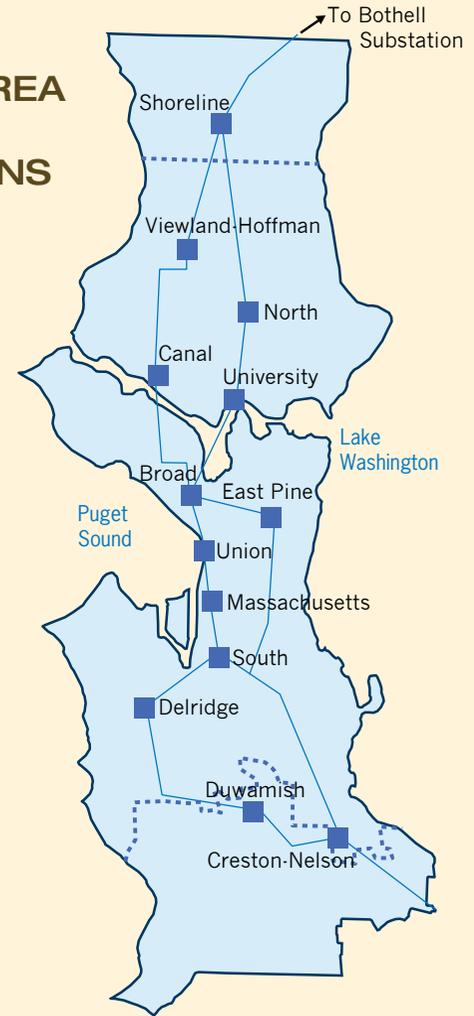
Monday - Friday, 10 a.m. - 6 p.m.

Saturday, 10 a.m. - 2 p.m.

## SERVICE AREA AND SUBSTATIONS

### SERVICE AREA

- Substations
- - - Seattle City Limits



## GENERAL INFORMATION

For the year ended December 31, 2011, the most current data available.

Seattle City Light, a department of the City of Seattle, is one of the nation's largest municipally 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	780,800
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,811
Major Substations	15
Unit Substations	3
Commercial and Industrial Substation Transformers	56
Transmission Circuit Miles	656
Distribution Circuit Miles	2,308
Network Distribution Circuit Miles*	207.5
Meters	410,474

\* Includes the downtown business district, First Hill, and the University District.

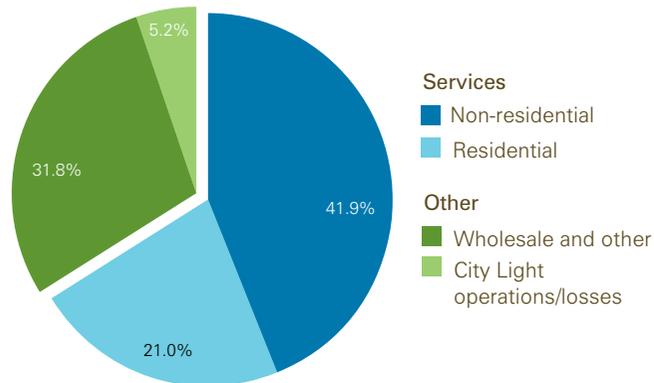
## CUSTOMER STATISTICS (UNAUDITED)

For the year ended December 31, 2011, the most current data available.

	Average Number of Customers	Megawatt-Hours*
Residential	360,442	3,217,101
Non-Residential	39,909	6,383,131
Total	400,351	9,600,232

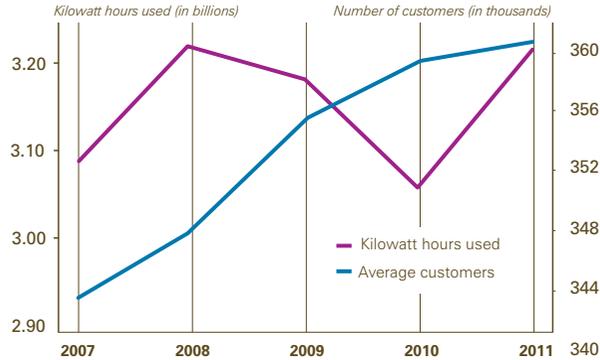
\*Amounts include an allocation for the net change in unbilled revenue.

2011 Uses of Power (in percent megawatt hours)

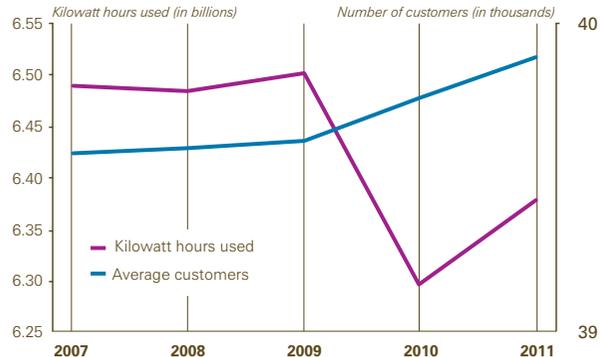


## CUSTOMER STATISTICS (UNAUDITED)

### Residential Consumption



### Non-Residential Consumption

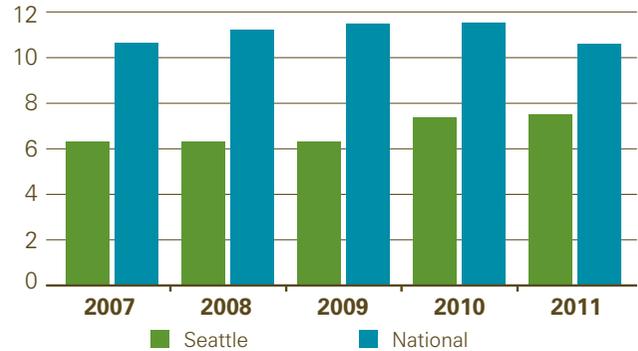


## AVERAGE RATE PER KILOWATT-HOUR

For the year ended December 31, 2011\*

### Average Residential Rates

(in cents per kilowatt hour)

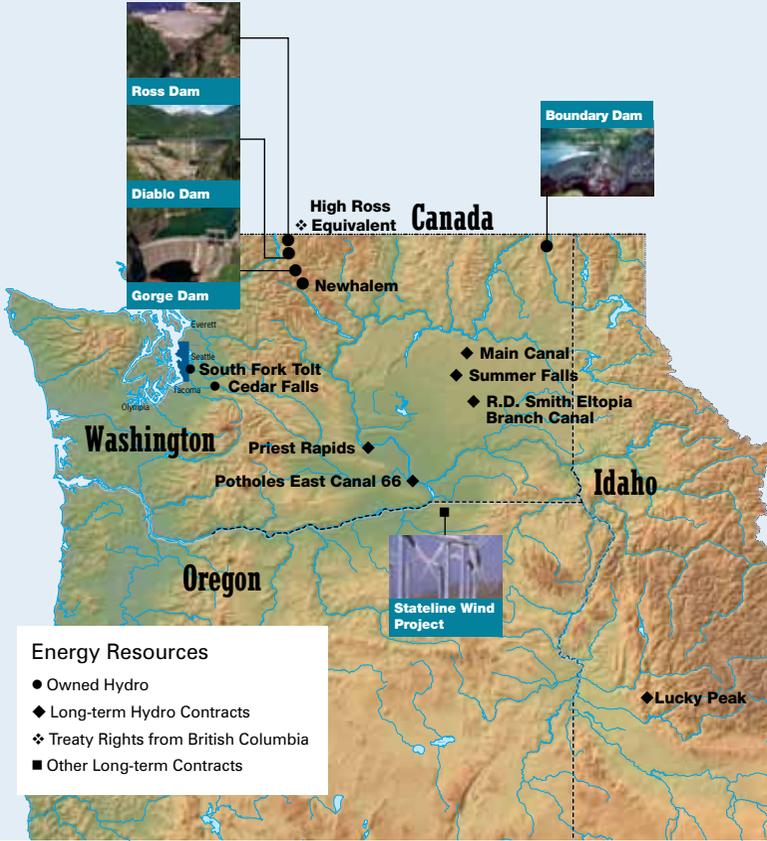


Seattle City Light is proud to offer its residents some of the lowest electricity rates in the nation and the Northwest.

Note: Rates are set by the Seattle City Council. Notice of public hearings on future rate actions may be requested from The Office of the City Clerk, City Hall, 600 4th Avenue, Floor Three, Seattle, WA 98104. Information about public hearings and City Council meetings can be found on the Web at [www.seattle.gov/council](http://www.seattle.gov/council). Information on City Light rates can be found at [www.seattle.gov/light/accounts/rates](http://www.seattle.gov/light/accounts/rates).

\*Unaudited

# ENERGY RESOURCES



# SERVICE TERRITORY



## POWER SUPPLY GENERATED BY CITY LIGHT

City Light Plants	Location	Date in Service	Capacity (MW)	% of Total
Boundary	Pend Oreille River	8/23/67 <sup>1</sup>	1,050.0	58.0
Ross	Skagit River	12/30/52	352.6	19.5
Gorge	Skagit River	9/27/24	199.2	11.0
Diablo	Skagit River	10/20/36	159.3	8.8
Cedar Falls	Cedar River	10/14/04	30.0	1.7
S. Fork Tolt	S. Fork Tolt River	11/20/95	16.6	0.9
Newhalem	Newhalem Creek	1921	2.3	0.1
Total System Generation Capability			1,810.0	100.0

<sup>1</sup> Two additional hydro units of 399 MW capacity installed in 1986.

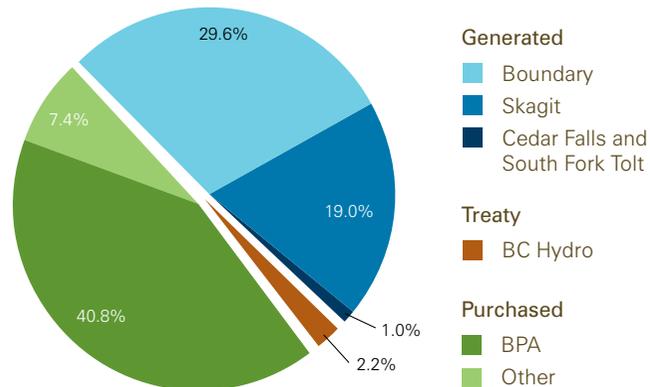
## 2011 FUEL MIX

Generation Type	Percentage
Hydro	92.4
Nuclear*	2.5
Coal*	.5
Wind	4.1
Other**	.5
Total	100.0

\*Represents a portion of the power purchased from Bonneville Power Administration.

\*\*Includes natural gas, biomass, waste, petroleum, landfill gases and other fuels.

2011 Sources of Power (in percent megawatt hours)



## 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 plants supply more than half of Seattle's power needs. We must make up the difference by purchasing power from outside the region.

## CONSERVATION PROGRAMS

### Energy Savings

Seattle City Light has operated conservation programs for 34 years. In 2011, conservation reduced City Light's electric system load by 1,106,211 megawatt-hours. That is enough electricity to power 124,000 Seattle homes – one-third of our residential service. These savings accrued from measures installed from 1982 to 2011.

If all the energy savings acquired through City Light's conservation programs since 1977 had been available in 2011, this could power the homes of five cities the size of Seattle for one year — or the entire utility load for 2011 with 85 percent to spare.

### Carbon Dioxide Emissions Reductions

In 2011, the release of more than 663,726 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 146,000 households driving one fewer car for a year. This impact will continue for the next 16 years, as long as the conservation measures installed continue to save energy.

## CONSERVATION CUSTOMERS

### Save on Electric Bills

- From 1977 to 2011, program participants saved \$797 million on their bills. Half of these savings went to residential customers.
- In 2011, conservation customers reduced their City Light bills by \$75.5 million.

### Annual Energy Saved Through Conservation

