In the 10 years I’ve been at Seattle City Light, I’ve watched with pride as the utility increasingly focuses on its customers, delivering better service, more value, and affordable prices.

This booklet details many of the ways in which that focus plays out in our daily operations. It offers information that’s helpful for anyone wanting to know more about the utility, or who needs practical information — anything from payment centers to annual conservation savings.

The story this booklet tells is one of success, due in large part to the utility’s Strategic Plan, which was adopted by the mayor and Seattle City Council in 2012, and updated in 2014.

For the first time in City Light’s history, we have a clearly articulated, transparent, long-range plan, developed with broad-based involvement. We know exactly what needs to be done and we’re acting now to fulfill the plan’s goals.

I want to give credit for our accomplishments to the outstanding women and men who work for this organization. They have embraced change with enthusiasm, are the source of innovative ideas and work hard every day to deliver electricity to our customers.

Jorge Carrasco
General Manager and Chief Executive Officer, Seattle City Light
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.

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 protecting and restoring fish populations in Puget Sound. We are also doing our part to reduce harmful levels of greenhouse gases by achieving net-zero greenhouse-gas emissions each year since 2005.

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.
SEATTLE CITY LIGHT EXECUTIVE TEAM

Jorge Carrasco
General Manager and Chief Executive Office
jorge.carrasco@seattle.gov

Sephir Hamilton
Chief of Staff
sephir.hamilton@seattle.gov

Jim Baggs
Compliance Officer
james.baggs@seattle.gov

Jeff Bishop
Chief Financial Officer
jeff.bishop@seattle.gov

DaVonna Johnson
Human Resources Officer
davonna.johnson@seattle.gov

Michael Jones
Power Supply and Environmental Affairs Officer
michael.jones@seattle.gov

Phil West
Customer Service and Energy Delivery Officer
phil.west@seattle.gov

Left to right:
Sephir Hamilton, chief of staff;
Jeff Bishop, chief financial officer;
Jorge Carrasco, general manager & chief executive officer;
Michael Jones, power supply & environmental affairs officer;
Jim Baggs, compliance officer;
Phil West, customer service & energy delivery officer; and
DaVonna Johnson, human resources officer
## 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

General Manager’s Office 206.684.3200
Marketing and Communications 206.684.3090
Non-English Language Portal:

### 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

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outage Hotline</td>
<td>206.684.7400</td>
</tr>
<tr>
<td>Electrical Life-Support</td>
<td>206.684.3020</td>
</tr>
<tr>
<td>Equipment Program</td>
<td>206.684.3000</td>
</tr>
<tr>
<td>Customer Service Center</td>
<td>206.684.3000</td>
</tr>
<tr>
<td>Out of area calls 800.862.1181 (Interpreters are available for customers who do not speak English.)</td>
<td>206.684.3000</td>
</tr>
<tr>
<td>Account Information, Payment Assistance, Payment Locations, Bill Information and Dispute Resolution, Rates Information, and Green Renewable Energy Information</td>
<td>206.684.3000</td>
</tr>
<tr>
<td>TTY/Hearing Impaired</td>
<td>206.233.7241</td>
</tr>
<tr>
<td>After-Hours Electrical Emergency Line</td>
<td>206.706.0051</td>
</tr>
<tr>
<td>Electrical Service and Streetlight Service</td>
<td>206.615.0600</td>
</tr>
<tr>
<td>North of Denny Way</td>
<td>206.615.0600</td>
</tr>
<tr>
<td>South of Denny Way</td>
<td>206.386.4200</td>
</tr>
<tr>
<td>Streetlight Problems</td>
<td>206.684.7056</td>
</tr>
<tr>
<td>Conservation Information</td>
<td>206.684.3800</td>
</tr>
<tr>
<td>(Residential, Commercial and Industrial)</td>
<td></td>
</tr>
<tr>
<td>Tree Trimming/Vegetation Management</td>
<td>206.386.1663</td>
</tr>
<tr>
<td>Skagit Tours <a href="http://www.SkagitTours.com">www.SkagitTours.com</a></td>
<td>206.684.3030</td>
</tr>
<tr>
<td>General Manager’s Office</td>
<td>206.684.3200</td>
</tr>
<tr>
<td>Marketing and Communications</td>
<td>206.684.3090</td>
</tr>
</tbody>
</table>
PAYMENT LOCATIONS

Downtown

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

Seattle Municipal Tower Customer Service Center
700 5th Avenue
4th Floor Lobby
Monday - Friday, 8 a.m. - 5 p.m.

Seattle Municipal Tower Payment Drop Boxes
700 5th Avenue
4th Floor Lobby
and
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, 8:30 a.m. - 4:30 p.m.

South Service Center*
3613 4th Avenue S.
Monday - Friday, 8:30 a.m. - 4:30 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

**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.
GENERAL INFORMATION

For the year ended December 31, 2013, 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.

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CUSTOMER STATISTICS (UNAUDITED)

For the year ended December 31, 2013, the most current data available.

<table>
<thead>
<tr>
<th></th>
<th>Average Number of Customers</th>
<th>Megawatt-Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>367,837</td>
<td>3,158,629</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>40,218</td>
<td>6,347,771</td>
</tr>
<tr>
<td>Total</td>
<td>408,055</td>
<td>9,506,400</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.

2013 USES OF POWER
(in percent megawatt-hours)

- **SERVICES**
  - Non-Residential: 18.1%
  - Residential: 50.8%
  - Wholesale & Other: 20.2%
  - Seattle City Light Operations and Losses: 5.9%

*Includes the downtown business district, First Hill, and the University District.*
Seattle City Light is proud to offer its residents some of the lowest electricity rates in the nation and the Northwest.

*Source of national data: Department of Energy (www.eia.doe.gov/cneaf/electricity/epa/epa_sum.html; www.eia.doe.gov/cneaf/electricity/epm/epm_sum.html). (2013 national average annual consumption data and average rate data not available; 2012 national average annual consumption and national average rate data updated.) Effective 2013, average annual consumption and average rates exclude unbilled revenue allocation of retail customer voluntary payments for conservation and solar energy. Prior years presented were not revised.
ENERGY RESOURCES

- Owned Hydro
- Treaty Rights From British Columbia
- Long-Term Hydro Contracts (in addition to the BPA contract; GCPHA is the Grand Coulee Project Hydroelectric Authority)
- Other Long-Term Contracts

SERVICE TERRITORY

Seattle City Light serves more than 408,000 customers in the City of Seattle and eight adjacent jurisdictions.

Legend
- Service Area
- Burien
- Lake Forest Park
- Normandy Park
- Renton
- SeaTac
- Seattle
- Shoreline
- Tukwila
- Unincorporated King County

Legend
- Service Area
- Burien
- Lake Forest Park
- Normandy Park
- Renton
- SeaTac
- Seattle
- Shoreline
- Tukwila
- Unincorporated King County
### POWER SUPPLY GENERATED BY CITY LIGHT

<table>
<thead>
<tr>
<th>City Light Plants</th>
<th>Locations</th>
<th>Date in Service</th>
<th>Capacity (MW)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boundary</td>
<td>Pend Oreille River</td>
<td>8/23/67¹</td>
<td>1,050.0</td>
<td>58.0</td>
</tr>
<tr>
<td>Ross</td>
<td>Skagit River</td>
<td>12/30/52</td>
<td>352.6</td>
<td>19.5</td>
</tr>
<tr>
<td>Gorge</td>
<td>Skagit River</td>
<td>9/27/24</td>
<td>199.2</td>
<td>11.0</td>
</tr>
<tr>
<td>Diablo</td>
<td>Skagit River</td>
<td>10/20/36</td>
<td>159.3</td>
<td>8.8</td>
</tr>
<tr>
<td>Cedar Falls</td>
<td>Cedar River</td>
<td>10/14/04</td>
<td>30.0</td>
<td>1.7</td>
</tr>
<tr>
<td>S. Fork Tolt</td>
<td>S. Fork Tolt River</td>
<td>11/20/95</td>
<td>16.6</td>
<td>0.9</td>
</tr>
<tr>
<td>Newhalem</td>
<td>Newhalem Creek</td>
<td>1921</td>
<td>2.3</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Total System Generation Capability</strong></td>
<td><strong>1,810.0</strong></td>
<td><strong>100.0</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ Two additional hydro units of 399 MW capacity installed in 1986.

### FUEL MIX

<table>
<thead>
<tr>
<th>Generation Type</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Hydro</td>
<td>90.1</td>
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<tr>
<td>Nuclear**</td>
<td>4.7</td>
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<tr>
<td>Wind</td>
<td>3.4</td>
</tr>
<tr>
<td>Coal**</td>
<td>.7</td>
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<tr>
<td>Other*</td>
<td>.6</td>
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<tr>
<td>Landfill Gas</td>
<td>.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

* These fuels include biomass, natural gas, other, petroleum and waste.

** These fuels represent a portion of the power from Bonneville Power Administration.

### 2013 SOURCES OF POWER

- **GENERATED**
  - Boundary
  - Skagit
  - Cedar Falls and 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 the region.
CONSERVATION PROGRAMS

Energy Savings

Seattle City Light has operated conservation programs for 36 years. City’s Light’s load is reduced annually by 1,294,485 megawatt-hours due to efficiency measures installed from 1982 to 2013. That is enough electricity to power 151,490 Seattle homes – over one-third of our residential service. If all the energy savings acquired through City Light’s conservation programs since 1977 had been available in 2013, this could power the homes of over six cities the size of Seattle for one year – or over double the entire utility load for 2013.

Carbon Dioxide Emissions Reductions

Due to conservation measures currently in place across our service territory, City Light avoided the annual release of more than 828,000 metric tons of carbon dioxide into the atmosphere in 2013. That is equivalent to 182,264 households driving one fewer car for a year.

CONSERVATION CUSTOMERS

Save on Electric Bills

- From 1977 to 2013, program participants saved $815 million on their bills. Half of these savings went to residential customers.
- In 2013, due to conservation measures currently in place across our service territory, customers reduced their City Light bills by over $90 million.

INCREMENTAL ENERGY SAVINGS THROUGH CONSERVATION

![Bar chart showing incremental energy savings from 2009 to 2013.](chart.png)
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.