FINGERTIP FACTS

Artist’s rendition of City Light’s newest facility, the Denny Substation.
FROM THE GENERAL MANAGER & CHIEF EXECUTIVE OFFICER

I’m always happy to let people know about the excellent work being done at Seattle City Light.

Fingertip Facts does just that. Using the latest data available, this booklet offers information helpful to anyone wanting to know more about the utility or needing practical information — from payment centers to utility rates to annual conservation savings.

Fingertip Facts also underscores the breadth and depth of the work done by City Light employees.

Together, we strive to exceed customers’ expectations in producing and delivering environmentally responsible, safe, affordable, reliable power.

As a “Utility of the Future,” we strive to accomplish this by adapting to a rapidly changing industry for the benefit of our customers.

Larry Weis
A PROUD HISTORY

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 for new, renewable energy is our challenge and our opportunity. We see increased conservation as our “power plant.” The resources we don’t use today will provide power for our future.

For more information about Seattle City Light, visit seattle.gov/light.
CONTACTS & INFORMATION

Seattle City Light Administrative Office  
Seattle City Light Visitor Center and Executive Offices  
700 5th Avenue, Suite 2822  
Seattle, WA 98104-5031  

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

Customer Service (206) 684-3000, seattle.gov/light  
Non-English Language Portal:  
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

Utility Discount Program seattle.gov/light/assistance

Project Share seattle.gov/light/ProjectShare

Outage Map seattle.gov/light/sysstat

facebook.com/SeattleCityLight  
twitter.com/SEACityLight
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, and 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 ........................................... (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
PAYMENT LOCATIONS

**DOWNTOWN**

**Seattle Municipal Tower Customer Service Center**
700 5th Avenue
4th Floor Lobby
Monday–Friday, 8 am–5 pm

**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 am–4:30 pm

**South Service Center**
3613 4th Avenue S
Monday–Friday, 8:30 am–4:30 pm

Payment drop boxes are located outside near the main entrances.
NEIGHBORHOOD PAYMENT LOCATIONS

**Ballard**
5604 22nd Avenue NW
Monday–Friday, 9 am–5 pm
Saturday, 10 am–2 pm

**Central**
2301 S. Jackson St, Ste 208
Monday–Friday, 9 am–7 pm
Saturday, 9 am–5 pm

**Delridge**
5405 Delridge Way SW
Monday–Friday, 10 am–6 pm

**Lake City**
12525 28th Avenue NE
Located in the Lake City Public Library, 2nd Floor
Monday–Friday, 9 am–5 pm

**Southeast**
3815 S. Othello Suite 105
Monday–Friday, 9 am–5 pm
Saturday, 10 am–2 pm

**University**
4534 University Way NE
Monday–Friday, 10 am–6 pm
Saturday, 10 am–2 pm
GENERAL INFORMATION

The most current data available for the year ended December 31, 2015.

Seattle City Light, a department of the city of Seattle, is one of the nation’s largest publically 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>776,336</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>1,872</td>
</tr>
<tr>
<td>Major Substations</td>
<td>15</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>Transmission Circuit Miles</td>
<td>656</td>
</tr>
<tr>
<td>Distribution Circuit Miles</td>
<td>2,336.7</td>
</tr>
<tr>
<td>Network Distribution Circuit Miles*</td>
<td>317</td>
</tr>
<tr>
<td>Meters</td>
<td>430,363</td>
</tr>
</tbody>
</table>

*Includes the downtown business district, First Hill, and the University District.
The most current data available for the year ended December 31, 2015.

### CUSTOMER STATISTICS

<table>
<thead>
<tr>
<th>Residential</th>
<th>381,419</th>
<th>2,914,563</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Residential</td>
<td>41,391</td>
<td>6,242,931</td>
</tr>
<tr>
<td>Total</td>
<td>422,810</td>
<td>9,157,494</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.

### 2015 USES OF POWER

(in percent megawatt-hours)

- **Non-residential**: 50.9%
- **Residential**: 19.8%
- **Wholesale & Other**: 23.6%
- **Seattle City Light Operations and Losses**: 5.7%

SERVICES

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-residential</td>
<td>50.9%</td>
</tr>
<tr>
<td>Residential</td>
<td>19.8%</td>
</tr>
</tbody>
</table>

OTHER

<table>
<thead>
<tr>
<th>OTHER</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wholesale &amp; Other</td>
<td>23.6%</td>
</tr>
<tr>
<td>Seattle City Light Operations and Losses</td>
<td>5.7%</td>
</tr>
</tbody>
</table>
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/electricity/annual](http://www.eia.doe.gov/electricity/annual)). 2015 national average consumption data and average rate data not available. Certain 2014-2011 national average annual consumption and national average rate data were updated with revised actuals. Effective 2013, allocation of net change in unbilled revenue excludes retail customer voluntary payments for conservation and solar energy. Prior years presented were not revised.
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)

- High Ross Agreement
- Ross Dam
- Diablo Dam
- Gorge Dam
- Newhalem
- Burlington Biomass
- South Fork Tolt
- Cedar Falls
- Washington
- Priest Rapids
- Summer Falls (GCPHA)
- R.D. Smith (GCPHA)
- Eltopia Branch Canal (GCPHA)
- Potholes East Canal 66 (GCPHA)
- Stateline Wind Project
- Columbia Ridge Landfill Gas
- Oregon
- Idaho
- Lucky Peak
Seattle City Light serves almost 423,000 customers in the city of Seattle and eight adjacent jurisdictions.
### POWER SUPPLY GENERATED BY CITY LIGHT

<table>
<thead>
<tr>
<th>City Light Plants</th>
<th>Locations</th>
<th>Date in Service</th>
<th>Capability (MW)</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>55.5</td>
</tr>
<tr>
<td>Ross</td>
<td>Skagit River</td>
<td>12/30/52</td>
<td>450.0</td>
<td>22.3</td>
</tr>
<tr>
<td>Gorge</td>
<td>Skagit River</td>
<td>9/27/24</td>
<td>207.5</td>
<td>10.3</td>
</tr>
<tr>
<td>Diablo</td>
<td>Skagit River</td>
<td>10/20/36</td>
<td>190.4</td>
<td>9.5</td>
</tr>
<tr>
<td>Cedar Falls</td>
<td>Cedar River</td>
<td>10/14/04</td>
<td>30.0</td>
<td>1.5</td>
</tr>
<tr>
<td>S. Fork Tolt</td>
<td>S. Fork Tolt River</td>
<td>11/20/95</td>
<td>16.8</td>
<td>0.8</td>
</tr>
<tr>
<td>Newhalem</td>
<td>Newhalem Creek</td>
<td>1921</td>
<td>2.0</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Total System Generation Capability</strong></td>
<td></td>
<td></td>
<td><strong>2,014.1</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>
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 one of the longest-running conservation programs in the country. Since its start 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 this legacy and current conservation programs, Seattle City Light’s annual load is reduced by 1,560,594 megawatt-hours. That is enough electricity to power over 195,600 average Seattle homes, more than one-third of our residential service.

Carbon Dioxide Emissions Reductions

Due to conservation measures in place across our service territory, Seattle City Light avoided the annual release of more than 998,780 metric tons of carbon dioxide into the atmosphere. That is equivalent to 219,732 households driving one fewer car for a year.
CONSERVATION CUSTOMERS

Save on Electric Bills

- From 1977 to 2015, program participants saved $936 million on their bills. Half of these savings went to residential customers.

- In 2015, due to conservation measures currently in place across our service territory, customers reduced their City Light bills by over $120 million.

ANNUAL ENERGY SAVINGS THROUGH CONSERVATION (megawatt hours)
OUR VISION:
To set the standard and 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.