Our Vision, Mission and Values statement defines our expectations. These are the principles for how we treat our customers and each other. The statement also serves as a guide on how we steward the physical and natural assets entrusted to us by our customer-owners. Our commitment to you is to provide the best customer service of any utility in the country.

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.

Superintendent Jorge Carrasco
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 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.

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
Superintendent
jorge.carrasco@seattle.gov

James Baggs
Chief Compliance Officer
james.baggs@seattle.gov

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

Steve Kern
Power Supply and Environmental Affairs Officer
steve.kern@seattle.gov

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

Contacts

Seattle City Light Administrative Office
Seattle City Light Visitor Center & 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 & Public Affairs 206.684.3090
Spanish website: www.seattle.gov/light/spanish
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

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

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 & Cherry Street  
(outside at the SE corner of the building)

City Hall Payment Drop Box  
5th Avenue & 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.
General information

For the year ended December 31, 2010, 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.

<table>
<thead>
<tr>
<th>Service Area Population</th>
<th>780,800</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>1,810</td>
</tr>
<tr>
<td>Major Substations</td>
<td>15</td>
</tr>
<tr>
<td>Unit Substations</td>
<td>5</td>
</tr>
<tr>
<td>Commercial and Industrial Substation Transformers</td>
<td>56</td>
</tr>
<tr>
<td>Transmission Circuit Miles</td>
<td>656</td>
</tr>
<tr>
<td>Distribution Circuit Miles</td>
<td>2,300</td>
</tr>
<tr>
<td>Meters</td>
<td>408,000</td>
</tr>
</tbody>
</table>

Customer statistics

For the year ended December 31, 2010, the most current data available.

<table>
<thead>
<tr>
<th>Average Number of Customers</th>
<th>Kilowatt-Hours (in 000’s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>359,079</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>39,779</td>
</tr>
<tr>
<td>Total</td>
<td>398,858</td>
</tr>
</tbody>
</table>

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

2010 Uses of Power
(in percent megawatt hours)
Customer statistics

Average rate per kilowatt-hour

For the year ended December 31, 2010*

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. Information on City Light rates can be found at www.seattle.gov/light/accounts/rates.

*Unaudited
Energy Resources

- Owned Hydro
- Long-term Hydro Contracts
- Treaty Rights from British Columbia
- Other Long-term Contracts

Service territory

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

Energy resources

- Ross Dam
- Diablo Dam
- Gorge Dam
- Boundary Dam
- High Ross
- Equivalent
- South Fork Tolt
- Cedar Falls
- Priest Rapids
- Potholes East Canal 66
- Main Canal
- Summer Falls
- R.D. Smith Eltopia Branch Canal
- Stateline Wind Project
- Lucky Peak
- Columbia River
- John Day River
- Columbia River
- Snake River
- Oregon
- Idaho
- Washington
- Canada

Service area:
- Mercer Island
- West Seattle
- Rainier Valley
- Rainer Valley
- Seattle
- West Seattle
- SeaTac
- Renton
- Burien
- Tukwilla
- Normandy Park
- Lake City
- Lake Forest Park
- Shoreline
- University
- Ballard
- Queen Anne
- Capitol Hill
- Magnolia
- South Seattle
- Lake City
- Lake City
- Lake City
- Lake City
- Lake City
- Lake City
- Lake City
- Lake City
- Lake City
### Power supply

<table>
<thead>
<tr>
<th>City Light Plants</th>
<th>Location</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>8/23/67</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></td>
<td></td>
<td><strong>1,810.0</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

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

### 2010 fuel mix

<table>
<thead>
<tr>
<th>Generation Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydro</td>
<td>87.9</td>
</tr>
<tr>
<td>Nuclear*</td>
<td>6.4</td>
</tr>
<tr>
<td>Coal*</td>
<td>2.5</td>
</tr>
<tr>
<td>Wind</td>
<td>2.1</td>
</tr>
<tr>
<td>Other**</td>
<td>1.1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

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

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

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### 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 33 years. In 2010, conservation reduced City Light’s electric system load by 1,109,892 megawatt-hours. That is enough electricity to power 129,000 Seattle homes – one-third of our residential service. These savings accrued from measures installed from 1982 to 2010.

The energy savings acquired through City Light’s conservation programs since 1977 could power the homes of four cities the size of Seattle for one year — or the entire utility load for 2010 with 42 percent to spare.

Carbon Dioxide Emissions Reductions

In 2010, the release of more than 665,935 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 146,500 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 2010, program participants saved $721 million on their bills. Half of these savings went to residential customers.
- In 2010, conservation customers reduced their City Light bills by $57.5 million.

Energy Saved Through Conservation