

Seattle City Light Fingertip Facts

*Your Electric Utility's
Customer Information Guide*



 **Seattle City Light**

2008

Message from the Superintendent



Seattle City Light
Superintendent
Jorge Carrasco

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.

Our Vision, Mission and Values statement defines our hopes and 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. A clear strategy is important so that each City Light employee knows how to contribute to City Light's success. Our commitment to you is to provide the best customer service of any utility in the country.

A handwritten signature in blue ink that reads "Jorge Carrasco". The signature is fluid and cursive.

Jorge Carrasco, Superintendent
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



Streetlights of early Seattle

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



J.D. Ross

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 efficiency. 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 are our power for tomorrow.

For more information about Seattle City Light, visit www.seattle.gov/light

Seattle City Light Executive Team



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Superintendent

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Chief of Staff

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Contacts

Seattle City Light Administrative Office

Seattle Municipal Tower
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
Customer Service (206) 684-3000

www.seattle.gov/light/
Spanish Website: www.seattle.gov/light/spanish

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

Electrically Powered Life-Support Registration

206.684.3020

Customer Service Center

206.684.3000

Out of area calls:

800.862.1181

(Interpreters are available for customers with limited English proficiency.)

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 and Commercial)

206.684.3800

Tree Trimming/Vegetation Management

206.386.1663

Annual Report Information

206.684.3832

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

Seattle Neighborhood Payment Locations /continued from previous page

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.

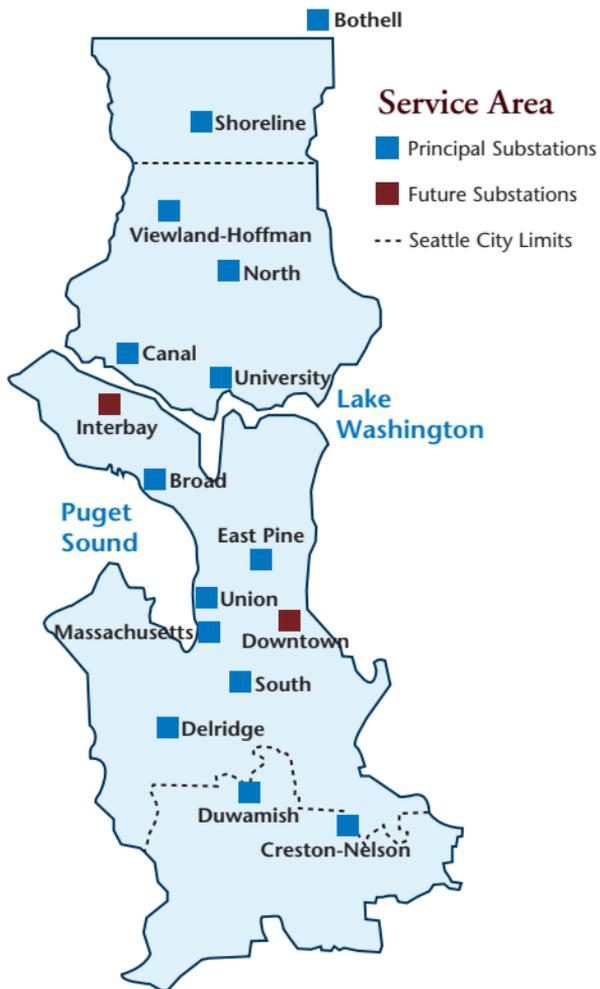
Saturday 10 a.m. - 2 p.m.

West Seattle

4205 S.W. Alaska Street

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

Service Area: Substations



General Information

For the Year Ended December 31, 2007

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.

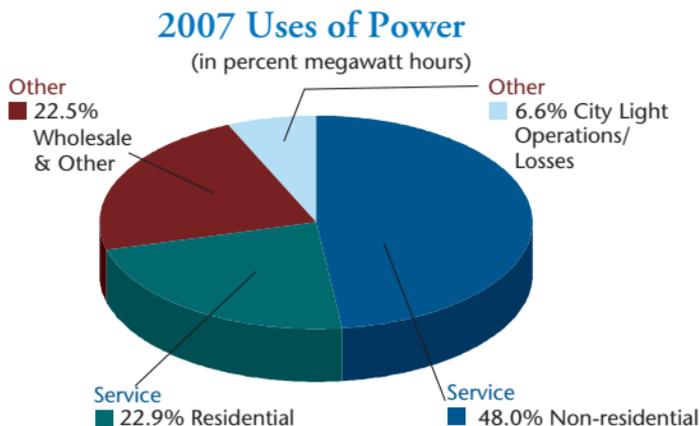
Service Area Population	746,200
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,592
Major Substations	15
Unit Substations	5
Commercial and Industrial Substation Transformers	56
Transmission Circuit Miles	656
Distribution Circuit Miles	2,523
Meters	395,000

Customer Statistics

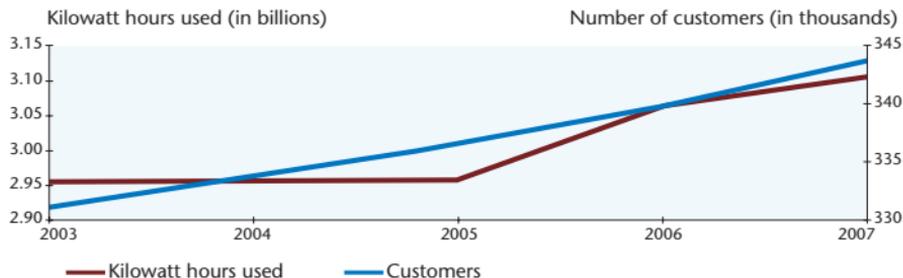
For the Year Ended December 31, 2007

	Average Number of Customers	Kilowatt-Hours (in 000's) ^A
Residential	343,542	3,103,550
Non-Residential	39,585	6,496,361
Total	383,127	9,599,911

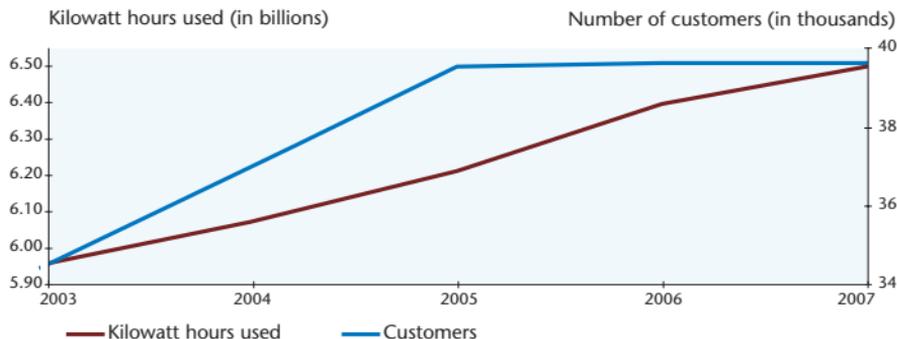
^A Amounts include an allocation for the net change in unbilled revenue.



Residential Consumption



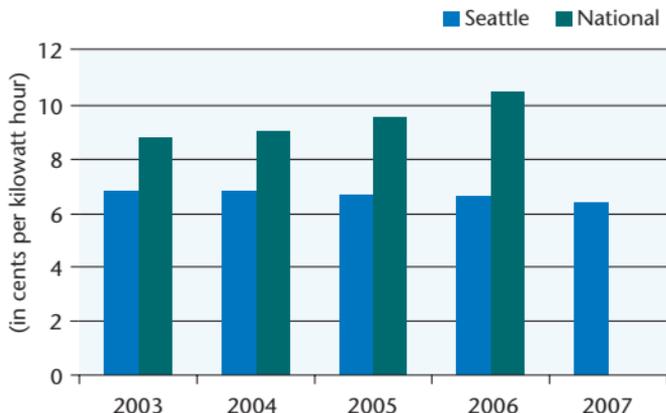
Non-Residential Consumption



Average Rate Per Kilowatt-Hour (cents)

For the Year Ended December 31, 2007

Average Residential Rates



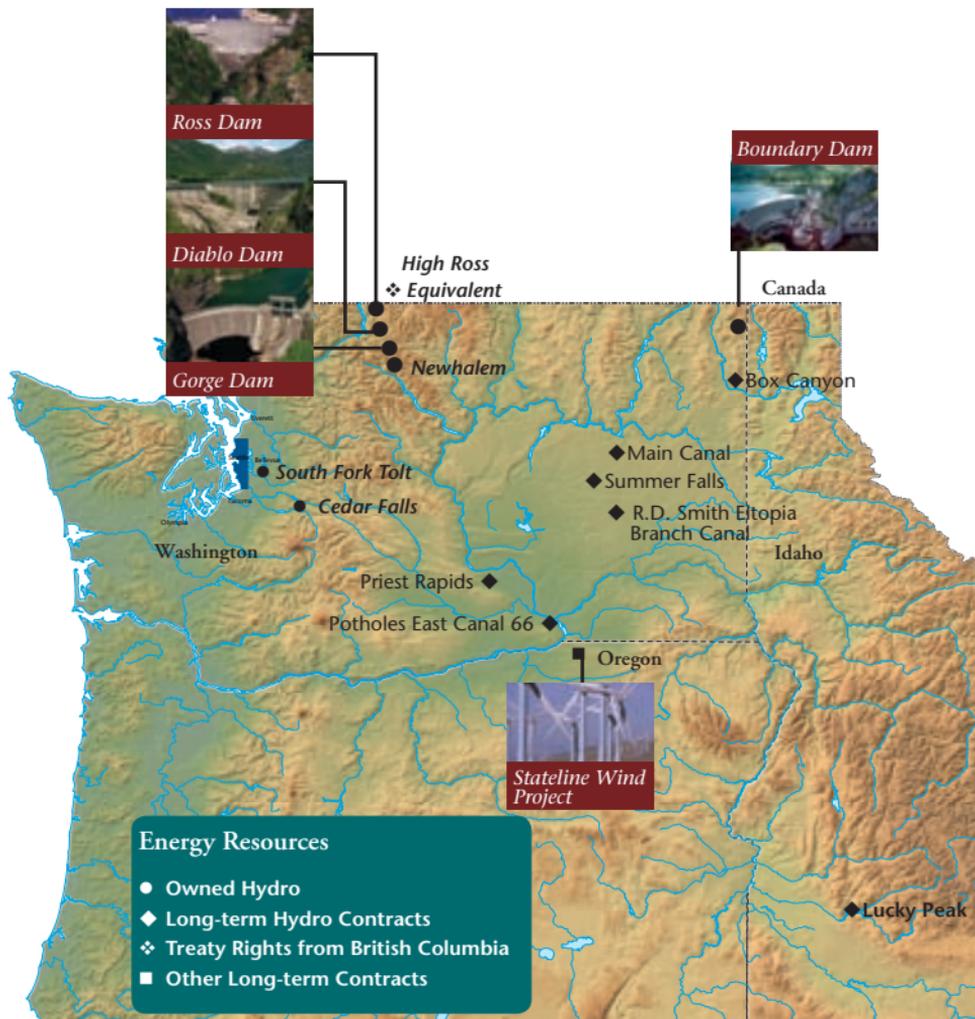
*2007 data for national rates is not available for this printing.

**Seattle amounts include an allocation for the net change in unbilled revenue.

Seattle City Light is proud to offer its residents the lowest-cost electricity in urban America.

Note: The most recent rate adjustment was effective January 1, 2007. 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/hearings_forums.htm.

Energy Resources



Service Territory

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

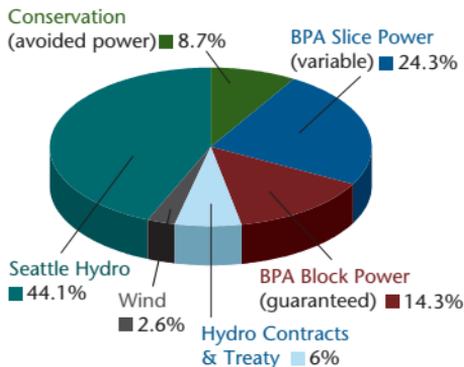


Power Supply

City Light Plants	Location	Date in Service	Capacity (MW)	% of Total
Boundary	Pend Oreille River	8/23/67 ¹	1,046.8	57.9
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			1,806.8	100.0

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

2007 Actual and Avoided Power



Fuel Mix for 2007

Generation Type	Percentage
Hydro	90.6
Nuclear	4.8
Wind	3.3
Coal	0.8
Other (Natural Gas, Biomass, Water and Petroleum)	0.5
Total	100.0

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 Save Energy

Seattle City Light has operated conservation programs for 30 years. In 2007, conservation reduced City Light's electric system load by 993,088 megawatt-hours. That is enough electricity to power 116,000 Seattle homes – one-third of our residential service. These savings accrued from measures installed from 1982 to 2007.

The energy savings acquired through City Light's conservation programs since 1977 could power the homes of four cities the size of Seattle – or the entire utility load for 2007 with 34 percent to spare.

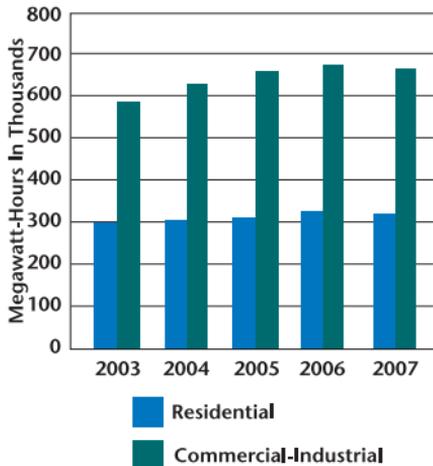
Conservation Programs Cut Carbon Dioxide (CO₂) Emissions

In 2007, the release of more than 595,850 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 131,386 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.

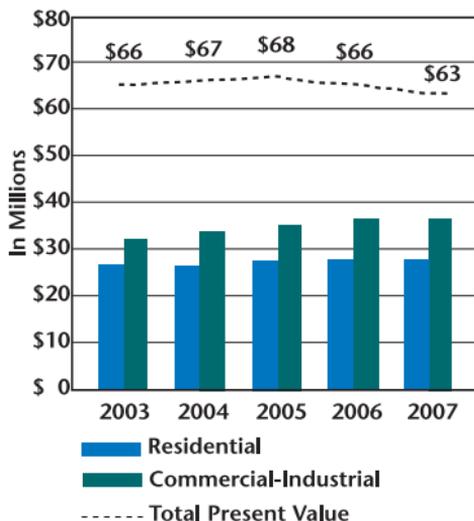
Conservation Customers Save on Electric Bills

- From 1977 to 2007, program participants saved \$620 million on their bills. Half of these savings went to residential customers.
- In 2007, conservation customers reduced their City Light bills by \$63 million.

Conservation Savings



Customer Bill Savings





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
Spanish Website:
www.seattle.gov/light/spanish

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