Message from the Superintendent

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.

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 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 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.

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

Boundary Hydroelectric Project
Seattle City Light Executive Team

Jorge Carrasco
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Customer Service and Energy Delivery Officer
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Power Supply and Environmental Affairs Officer
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Chief of Staff
sung.yang@seattle.gov
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 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.
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.

<table>
<thead>
<tr>
<th>Service Area Population</th>
<th>746,200</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>1,592</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>2,523</td>
</tr>
<tr>
<td>Meters</td>
<td>395,000</td>
</tr>
</tbody>
</table>

## Customer Statistics

*For the Year Ended December 31, 2007*

<table>
<thead>
<tr>
<th></th>
<th>Average Number of Customers</th>
<th>Kilowatt-Hours (in 000’s)(^A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>343,542</td>
<td>3,103,550</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>39,585</td>
<td>6,496,361</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>383,127</strong></td>
<td><strong>9,599,911</strong></td>
</tr>
</tbody>
</table>

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

### 2007 Uses of Power

(in percent megawatt hours)

- **22.9%** Residential
- **22.5%** Wholesale & Other
- **6.6%** City Light Operations/Losses
- **48.0%** Non-residential
- Other

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*Fingertip Facts*

Seattle City Light 2008 13
Customer Statistics /continued from previous page

Residential Consumption

Kilowatt hours used (in billions)

Number of customers (in thousands)

Non-Residential Consumption

Kilowatt hours used (in billions)

Number of customers (in thousands)
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

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

- Ross Dam
- Diablo Dam
- Gorge Dam
- Boundary Dam

- Stateline Wind Project
## 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&lt;sup&gt;1&lt;/sup&gt;</td>
<td>1,046.8</td>
<td>57.9</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>
</tbody>
</table>

**Total System Generation Capability** 1,806.8 100.0

<sup>1</sup> Two additional hydro units of 399 MW capacity installed in 1986.
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 (CO$_2$) 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.