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.

Superintendent Jorge Carrasco

Seattle City Light 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.
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

Andrew Gallo  
Compliance Officer  
andrew.gallo@seattle.gov

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

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

Phil Leiber  
Chief Financial Officer  
philip.leiber@seattle.gov

Phillip 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  
Customer Service 206.684.3000

www.seattle.gov/light  
Spanish Web site: www.seattle.gov/light/spanish  
Non-English Language Portal: www.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
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)
206.684.3800

Conservation Information (Commercial & Industrial)
206.684.3254

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
### Seattle City Light Service Centers

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Service Center*</td>
<td>1300 N. 97th Street</td>
<td>Monday - Friday, 8 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>South Service Center*</td>
<td>3613 4th Avenue S.</td>
<td>Monday - Friday, 8 a.m. - 5 p.m.</td>
</tr>
</tbody>
</table>

### Seattle Neighborhood Payment Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballard</td>
<td>5604 22nd Avenue N.W.</td>
<td>Monday - Friday, 9 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>Central</td>
<td>2301 S. Jackson Street, Suite 208</td>
<td>Monday - Friday, 9 a.m. - 7 p.m.</td>
</tr>
</tbody>
</table>

*Payment drop boxes are located outside near the main entrances.

Note: Credit card payments are not accepted in payment drop boxes.

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**Seattle Neighborhood Payment Locations /continued, next page**
**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.

West Seattle
4205 S.W. Alaska Street
Monday - Friday, 9 a.m. - 5 p.m.
For the year ended December 31, 2008

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.

### Customer Statistics

<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>348,110</td>
<td>3,219,951</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>39,605</td>
<td>6,488,509</td>
</tr>
<tr>
<td>Total</td>
<td>387,715</td>
<td>9,708,460</td>
</tr>
</tbody>
</table>

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

### General Information

- Service Area Population: 750,200
- Service Area Size: 131.31 sq. mi.
- Personnel (full-time equivalent positions): 1,750
- Major Substations: 15
- Unit Substations: 5
- Commercial and Industrial Substation Transformers: 56
- Transmission Circuit Miles: 656
- Distribution Circuit Miles: 2,515
- Meters: 400,000
For the year ended December 31, 2008

Average Residential Rates

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.
Energy Resources
- Owned Hydro
- Long-term Hydro Contracts
- Treaty Rights from British Columbia
- Other Long-term Contracts
### 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>1,046.8</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

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

### 2008 FUEL MIX

<table>
<thead>
<tr>
<th>Generation Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydro</td>
<td>88.8</td>
</tr>
<tr>
<td>Nuclear</td>
<td>5.7</td>
</tr>
<tr>
<td>Wind</td>
<td>3.4</td>
</tr>
<tr>
<td>Coal</td>
<td>1.4</td>
</tr>
<tr>
<td>Other</td>
<td>0.7 (Natural Gas, Biomass, Waste and Petroleum)</td>
</tr>
</tbody>
</table>

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.
Energy Savings

Seattle City Light has operated conservation programs for 31 years. In 2008, conservation reduced City Light’s electric system load by 998,192 megawatt-hours. That is enough electricity to power 113,500 Seattle homes – one-third of our residential service. These savings accrued from measures installed from 1982 to 2008.

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 2008 with 42 percent to spare.

Carbon Dioxide Emissions Reductions

In 2008, the release of more than 598,915 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 132,062 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.

Save on Electric Bills

- From 1977 to 2008, program participants saved $659 million on their bills. Half of these savings went to residential customers.
- In 2008, conservation customers reduced their City Light bills by $51 million.