

LIGHT READING

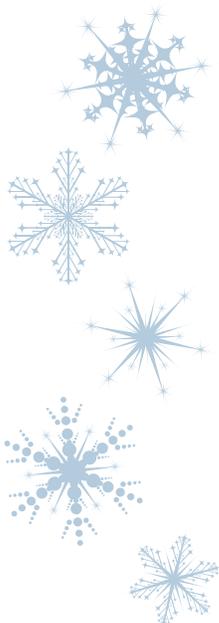
customer newsletter



Nov/Dec 2008

Severe winter weather can happen at any time here in the Pacific Northwest. City Light crews are prepared to restore power as quickly as possible, but in extreme cases it could take several days. We encourage you to be prepared for outages. Here are some simple tips:

- Assemble an emergency kit including portable radio, flashlight, fresh batteries, light sticks and survival blanket. Do not use candles or anything with an open flame.
- Operate grills and generators outside away from open windows and vents, to prevent deadly carbon monoxide poisoning.
- Customers on life-sustaining equipment should have emergency power backup and contact City Light at **(206) 684-3020** to be placed on a medical alert list.
- If your electricity goes out, determine if it's an outage. Check your circuit breaker for a blown fuse or an open breaker. Also check for damage, where your electric service connects to your house. Look around your neighborhood to see if the power is out anywhere else.
- For information about current power outages, call **(206) 684-7400**. Report your outage on this line, if it is not mentioned on the recording.
- If you have no heat, dress in layers of loose-fitting, lightweight, warm clothing.
- Keep refrigerators and freezers closed as much as possible. Discard refrigerated perishable foods after four hours without power.
- Always assume any downed line is energized and dangerous. Never approach one, but back away immediately and call **(206) 684-3000**, or **(206) 706-0051** after business hours, to report this problem.
- Keep a minimum of three days of non-perishable food and water on hand for each person and pet.
- During storms, listen for updated information and instructions on local radio stations.
- For more information on emergency preparedness, visit www.seattle.gov/emergency or call **(206) 233-7123**. You also may be interested in an informational video available in several languages, posted on this website.



Holiday lighting

If you are planning to decorate with holiday lights, here are some things to consider:

- Light emitting diode (LED) lights use 1/10th the energy of mini-lights, only 0.04 watts per bulb.
- Because LEDs use so little power, you can safely connect up to 20 strings end-to-end.
- Avoid fire by keeping natural trees well watered. Keep extension cords and light sets away from the water.
- Do not overload electrical circuits. To figure out your holiday lighting load, multiply the number of bulbs by the number of watts per bulb.
- LEDs are cool to the touch, reducing the risk of fire.
- LEDs are much sturdier than fragile, incandescent mini-lights.
- For outdoor lighting, use a ground fault circuit interrupter on each circuit. Make sure to use bulbs labeled for outdoor use.



For additional information, call **(206) 684-3800** or visit www.seattle.gov/light/conserve.

Contacts for bill payment & assistance



Payment arrangements and information: (206) 684-3000.

TTY speech or hearing impaired: (206) 233-7241. Call us right away if you find billing irregularities or if you are unable to pay by the due date. Interpreter service is available for customers with limited English proficiency.

The following payment options are free of charge.

For online information and applications, go to www.seattle.gov/light/accounts.

Automatic Bill Payment: (206) 733-9100.

Your bill amount is automatically deducted from your checking account on the due date.

Budget Billing Plan: (206) 684-3345.

You can sign up for Budget Billing if you owe less than \$100 on your residential or small general service account. Monthly payments are based on your electric bills for the past year divided by 12. This charge is calculated annually.

E-Payment: 1-866-350-7637 or www.seattle.gov/light/accounts/onlinepayment.asp. Pay your bills with Visa or Mastercard credit or debit cards online or by phone. E-checks are also accepted.

Payment assistance options:

Please inquire about income guidelines.

Discounted rates (206) 684-0268: 50 percent discount for income-eligible customers.

Emergency Low-Income Assistance

(206) 684-3000: one-time per year emergency assistance.

Federal Home-Heating Assistance

(206) 684-3000: federal funds issued on a first-come, first-served basis between mid-November and June.

Project Share (206) 684-3000: emergency assistance to income-qualified customers facing temporary financial crisis, who have received shut-off notices.



What's your energy future?

Seattle City Light wants you to know about plans for ensuring low cost, environmentally responsible, reliable energy, today and into the future. We will be hosting at least two community meetings this year to talk about our strategic plan and what it means to you. You can get the dates and times of those meetings at www.seattle.gov/light/strategy.

If you have questions, or would like us to come and talk to your group, email mike.eagan@seattle.gov or call **(206) 615-1691**.

Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.

Compact fluorescent lights make gains

- Today's CFLs come in a variety of colors, wattages and styles including bulbs for dimmer switches, recessed cans, vanity lights and chandeliers.
- You can buy high-quality ENERGY STAR® CFLs at **Twist & Save discount prices**. More than 1 million CFLs have been sold this year, and the energy they save can power about 42,000 Seattle homes for a year. For a list of participating retailers, call **(206) 684-3800** or go to www.seattle.gov/twistandsave.
- Due to trace amounts of mercury content, CFLs cannot be thrown in the trash or taken to King County Transfer Stations. You can recycle CFLs for **no charge** at:
 - Bartell Drugs stores.
 - Home Depot stores, by year's end. Call ahead to confirm free recycling.
 - City Light service centers, Monday through Friday from 8 a.m. to 5 p.m.:
North Service Center: 1300 N. 97th St., **(206) 615-0600**
South Service Center: 3613 4th Ave. S. (4th & S. Spokane St.), **(206) 386-1689**

Long tubes are not accepted at the above locations. Call **(206) 684-3800** or visit www.takeitbacknetwork.org for a complete list of recycling options.



Skagit Hydroelectric Project is low impact

The Low Impact Hydropower Institute has recertified City Light's Skagit Project as an environmentally low-impact facility. Certification means the facility is well sited, well operated, exceeds current legal requirements and meets defined environmental quality standards. This also qualifies the power produced as non-polluting green power.

The Skagit River is home to the largest and healthiest runs of wild chum salmon

and supports one of the largest runs of chinook and pink salmon in the Pacific Northwest. There has been a four- to six-fold increase in spawning numbers due to City Light flow management practices in recent years.

City Light's Skagit Project includes three City Light dams and powerhouses – Ross, Diablo and Gorge – on the Skagit River. They produce about 40 percent of City Light-generated hydroelectricity.



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This newsletter is available in alternate formats upon request. Translated newsletter information is available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call (206) 684-3000. www.seattle.gov/light

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