

Light reading

City Light offers some of the lowest rates in the U.S. and the lowest in the Northwest. **Sept/Oct 2009**

From the superintendent



At City Light, providing the best customer service possible is our mission. These are challenging times, but our goal remains clear. Recently, our efforts were acknowledged.

According to results from the J.D. Power & Associates 2009 Electric Utility Residential Customer Satisfaction Survey, City Light did very well — scoring in the top 25 percent of all electrical utilities in the nation.

J.D. Power describes this select group as “the nation’s elite in terms of serving their residential customers.”

Reasons for our high scores include environmental stewardship, customer conservation efforts and reliability. An example of the latter is the outage management system City Light is installing by the 2010 storm season. This tool will allow the utility to identify outage locations faster, provide better estimates for when service will be restored, and improve customer follow-up.

When you also consider that City Light offers the lowest rates of any urban utility, it’s clear the value we provide to our customers.

Recently, we asked you to update your City Light account information. I hope you’ve taken the time to do it. Your information is important to us as we move forward on our outage management system. To continue providing you with the best customer service, please go to www.seattle.gov/light/Accounts/cust_info.asp and update



your account. This is a secure site and information is not shared.

**- Superintendent
Jorge Carrasco**



Conservation news

City Light’s Conservation Division recently received a call from a customer whose electrical usage jumped a whopping 60 percent. The only change she’d made was upgrading a basement room for a new TV. We sent conservation experts in with a Kill A Watt™ meter that measures power from any device plugged into a wall. Here’s what we found:

	Appliances and lighting	Power draw when on	Power draw when off	Cost per 2-month billing period
Watching TV in living room (4 hours/day)	19" tube TV	50 watts	3 watts	\$5.78
	100-watt light bulb in table lamp	100 watts	0 watts	
	Older cable box	19 watts	19 watts	
Watching TV in remodeled basement (6 hours/day)	46" Energy Star LCD TV	300 watts	0 watts	\$25.16
	6 50-watt light bulbs in recessed cans on ceiling	300 watts	0 watts	
	DVR recording device	20 watts	20 watts	
	Energy Star cable box	10 watts	10 watts	
	Surround sound system	70 watts	3 watts	
	DVD player	30 watts	3 watts	

As you can see, switching from a standard 19-inch TV (watched 4 hours per day at 169 watts per hour) to an entertainment system (watched 6 hours per day at 730 watts per hour) makes a huge difference.

Check around your house to see how many devices are plugged in and how many use power even when they’re turned off. Save money just by unplugging chargers and using smart strips that automatically turn off computers and peripherals. And although the ENERGY STAR® logo is your assurance of energy efficiency, it only compares energy use between devices of *similar size and type*. Unlike other appliances that use less energy than older models, today’s large TVs use 5-10 times more energy than older models.

Lighten your bill

Pick up 3 free CFLs when you pay your City Light bill in person during Sept. and Oct. and reduce electricity use while retaining quality light. In-person payment locations online: www.seattle.gov/light/accounts or call **206.684.3800**.

Energy saving tip

If you have incandescent light bulbs in recessed-can fixtures, switch to fluorescent spot or flood lamps, now available with dimmer switches. For more, call **206.684.3800** or visit www.seattle.gov/light/conserve.

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You can follow City Light news with a free Twitter account (a social networking site): www.twitter.com/SEACityLight. Also check out City Light’s blog, Power Lines: www.seattle.gov/light.



In your neighborhood: City Light @ work

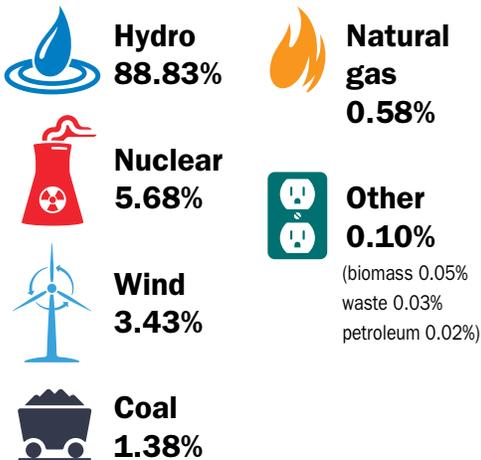
You may notice City Light's yellow trucks around town — crews at work to ensure you have reliable service. Here's some of the work going on:

- The Warren Avenue crossing of the Ship Canal project continues through September, replacing wood poles with steel ones; repairing 200-foot steel towers on the Fremont and Queen Anne sides of the canal; and upgrading cables that span the canal.
- Portions of Capitol Hill's electric distribution system (some of which dates to WWII) are being upgraded. Parts of the project are expected to last two years.

Check out City Light's new Web page that highlights construction projects. Click on the  "construction sign" for basic information or follow the "projects" link on the left side of the page for more detailed information: www.seattle.gov/light/const_mgmt

Fuel-mix numbers released

City Light's fuel-mix disclosure report from the Washington State Dept. of Community, Trade and Economic Development is based on 2008 data:



Nuclear, coal, biomass, and petroleum represent a portion of power bought from the Bonneville Power Administration (BPA). We purchase about 40% of our total power load from BPA annually.

Info and events

City Light makes progress on streetlights

Since Mayor Greg Nickels accelerated funding for streetlight replacement and repair in early summer, City Light has replaced 3,000 lights in Belltown as well as more than 5,000 in central downtown and in the International District. By December, City Light's contractor is scheduled to install 21,000 new lamps south of Denny Way in neighborhoods such as Capitol Hill, Rainier Valley, and the Central District. Also, citywide, we have reduced the backlog of streetlights needing repair by 14 percent to under 3,000 lights. The goal is to eliminate the backlog and reduce average repair time to 10 days by the end of the year. City Light plans to replace all 84,000 lights in its service territory by 2011, getting to a four-year replacement cycle — reducing streetlight failures and maintenance costs.



Free solar events

- Annual Seattle Solar Tour
Oct. 3, 2009, 10 a.m. - 4 p.m.
- Conservation & Solar Workshop
Oct. 31, 2009, 10 - 11:30 a.m.,
Seattle Aquarium

For details and to register, visit www.seattle.gov/light/solar, click on "Upcoming Events" or call **206.684.3800**.

Hydro-power haiku contest

A poetry contest, sponsored by the Foundation for Water and Energy Education Foundation, asks young people to write about renewable hydro power in haiku form: three age categories with \$1,000 grand prizes; contest ends Dec. 4, 2009. Details here: www.fwee.org/haiku

Recycle your 2nd fridge



Your old second refrigerator or freezer (pre-2001) is costing you. Get a \$30 rebate and have it hauled away free of charge. Call **206.233.COLD (2653)**

or visit www.seattle.gov/light/chill

Prepare now for seasonal storms

Get your emergency preparedness supplies in order now. For all the information you need to cope with power outages, go to www.takewinterbystorm.org to learn more.

Mountain getaway

The North Cascades are a great fall destination for families looking for quiet, less-traveled places. City Light's Skagit Project, along with the North Cascades National Park, offer camping, picnicking and boating on our reservoirs at Ross and Diablo Lakes. Come see where your electricity is generated. Visit these Web sites for ideas:

www.experiencewilderness.org
www.nps.gov/noca
www.ncascades.org

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Seattle City Light is the first carbon-neutral utility in the U.S.

This newsletter is available in alternate formats upon request. For translated versions in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean, call 206.684.3000.

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