

Light reading

Seattle City Light: The first carbon-neutral utility in the nation.

July/August 2010

From the superintendent



In recent issues of Light Reading, I've talked about the challenges of this recession and how we're managing with lower revenues. But even in difficult times, there are opportunities, and the utility has found ways to make progress. To that end, I'm pleased to bring you news that underscores the fundamental strength of your Seattle City Light.

Recently, Standard and Poor's affirmed our AA-/stable rating, and Moody's affirmed our Aa2/stable rating, recognizing our improved financial policies. This means that when we borrow for capital projects, we'll have favorable rates for financing and re-financing, saving millions of dollars. City Light has come a long way since 2003 when our ratings were A/negative.

More good news came from J.D. Power, a global marketing-information company that conducts customer satisfaction surveys in various industries. With electric companies, it measures key areas such as power reliability, price, and customer service. In the latest survey results, City Light improved its ranking in the Western region for mid-size utilities, coming in third and moving up from seventh place for the same period last year.

We hope to continue improving those scores as we improve customer service. A step forward begins this fall when we launch a new Outage Management System that should help us restore power more quickly and get better information to customers.

Read more about it in this Light Reading.



**Superintendent
Jorge Carrasco**



Conservation news

Solar P-Patch in Seattle



Solar energy works in Seattle, but installing a solar-energy system on every home isn't feasible. We're working on a solution: As part of the U.S. Department of Energy's Solar America Cities Initiative, City Light is developing a new community solar program. Customers will be able to subscribe to a solar electric array managed by City Light. Just as a P-Patch allows people without their own space to enjoy a garden, so, too, will the utility's solar array provide energy and financial incentives to participants. Information sessions about our community solar program begin this fall. For updates, visit www.seattle.gov/light/solar.

Beat the heat, save energy

- Use a solar dryer: Dry clothes on a line outside during the summer or on a basement clothes rack.
- Invest in window shades or blinds to block the sun, keep your house cool, and help prevent fading of furniture.
- Unplug a second refrigerator or freezer in your basement or garage.

- Switch to compact fluorescent light bulbs (CFLs), which give off less heat than regular incandescents. Look for discounts provided by City Light on **Twist & Save** CFLs at participating retailers.
- Use ceiling fans to circulate the air.

Energy-efficient electronics

Electronics now make up about nine percent of an average home's energy use. If all consumers in the Northwest purchased energy-efficient electronics, we could save enough electricity to power all the homes in Seattle for an entire year. Identifying energy-saving products is easy. Look for the SAVE label featuring the City Light logo at participating retailers. For a list of energy-efficient products and retailers, go to www.seattle.gov/light/electronics.



For information on any of City Light's conservation and renewable power programs for residential and business customers, visit www.seattle.gov/light/conserve or call **206.684.3800**.

Info and events

Read the latest Light Reading online: www.seattle.gov/light/publications/lightreading

Outage Management System

To improve customer service, City Light is enhancing its response to power outages. It's called the Outage Management System, to be launched this fall, just as storm season arrives. Benefits include:

- detecting small outages that remain when power is deemed restored;
- faster, more accurate times for power restoration;
- notifying customers to verify power is back on.

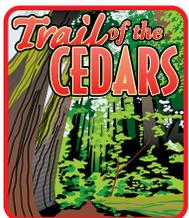
But we need your help and ask that you please update your customer information. Go to www.seattle.gov/light, scroll down to "update your account," and click on the link. Information provided is confidential and never shared.

New LED streetlights

As part of City Light's re-lamping project, light-emitting diode (LED) streetlights are being installed in residential neighborhoods north of the Ship Canal to 65th Street (not commercial or arterial streets). LEDs save money, last at least three times longer than conventional lighting, and come in a range of colors and brightness. City Light is using a white light similar to moonlight that doesn't distort colors.

Summer at the Skagit

Although our Skagit Tours program is suspended for 2010, there's still plenty to see in the North Cascades and City Light's Skagit Hydroelectric Project. Sample fudge at the General Store in Newhalem, the original employee commissary founded in 1922. Hike the Trail of the Cedars via a pedestrian bridge across the Skagit, the river that provides Seattle's power. See online videos for sightseeing options: www.skagittours.com.



All about us

City Light's 2009 annual report is now online: www.seattle.gov/light/aboutus. Titled "A Test of Our Resilience," the publication outlines the utility's progress, and offers our annual financial report.



Sign up for Green Up

By participating in City Light's Green Up program, you support more renewable energy for the Northwest, help create green jobs, and build a healthier environment. For as little as \$3 a month, invest in new regional renewable energy projects such as geothermal, landfill gas, and wind power generation. Call **206.684.3800** or go to www.seattle.gov/greenup.

Green Up!

Energy vampire contest

Just in time for Halloween: Make a home video showing us your energy vampires and how you stop phantom energy. An energy vampire is any electrical device that sucks electricity when it's "off," such as computer monitors in sleep mode. Get the whole family involved then post your energy vampire video between Sept. 1-30 for a chance to win energy-saving prizes. Details online by Aug. 15: www.seattle.gov/light.



Loans for eligible homeowners

Does your home have unsafe electrical wiring, dangerous or inefficient appliances, plumbing problems? The City's Office of Housing provides no-interest loans to qualified low- and moderate-income Seattle homeowners for needed repairs. Contact HomeRepairLoan@seattle.gov or **206.684.0244**.



In your neighborhood: City Light @ work

- upgrading power lines in Capitol Hill, starting at the East Pine substation at 22nd Ave. and Pine St.;
- working on network vaults and ducts on Virginia St.;
- relocating feeder lines from 1st Ave. S. to Occidental Ave. S.; from Railroad Way to King St.;
- continuing underground cable injection projects in Queen Anne, View Ridge, Arroyo Beach, Leschi.
- replacing underground cable in Mt. Baker neighborhood;
- restoring two 200-foot steel lattice towers, one on the Queen Anne side of the Ship Canal, the other on the Fremont side;
- switching streetlights to light-emitting diodes (LEDs) north of the Ship Canal and south of 65th (installing a total of 5,000 LED streetlights along residential streets this year).

Visit our construction projects Web page for details: www.seattle.gov/light/const_mgmt.

Seattle City Light

City Light offers some of the lowest rates in the nation and the Northwest.

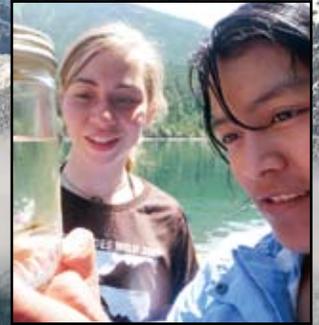
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Questions, comments or suggestions?
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This newsletter is available in alternate formats upon request. Versions in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean available online or call **206.684.3000**.

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