

Light reading

Check out our energy vampire video contest!

Details on back.

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

September/October 2010

From the superintendent



As we move into a season that will likely bring storm-related power outages, it's timely to talk about the progress we've made since the 2006 Hanukah Eve windstorm. That historic destruction took down 500 trees and 89 poles, cutting power to 175,000 customers. Within days we had service restored to 95 percent of them but it was a severe test of the utility's system.

Outside experts and other utilities were asked to review our performance and offer recommendations. From those reports, we developed a plan that called for additional staffing, new technology, and new processes — more than 70 specific actions. Four years later, City Light has acted on every recommendation to improve the reliability of your electrical service.

Because trees cause lots of outages, we stepped up clearance of our power lines. We're also upgrading poles and power lines, and training employees in emergency response.

This fall, one of the central pieces of this plan launches — our Outage Management System, which should improve power restoration times and keep you better informed. For more on this promising technology and what it can do for you, please



read the article in this newsletter.

**Superintendent
Jorge Carrasco**

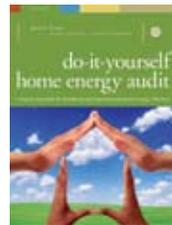


Conservation news

Efficiency for fall

Save money and stay warm through the season:

- Check the condition of caulking to keep out water and cold air. Look for air leaks around windows, doors, and anything that goes through walls, such as pipes and vents. Make sure door and window weather stripping is in good shape. Consider installing a storm door (tax credits may be available). For complete air-sealing guidelines, visit www.energystar.gov.
- See that bathroom and kitchen fans are installed and vented properly to minimize moisture buildup.
- Assess home insulation and add more if needed. Download our free Do-it-Yourself Home Energy Audit at www.seattle.gov/light/printdocs/DoltYourselfHome.PDF.



More rebates for you

Appliances

New-appliance rebates from the state include \$75 for Energy Star® dishwashers, and \$250 for Energy Star® heat pump water heaters. Rebates for qualifying clothes washers have increased to \$150, which means you'll get \$250 back when you combine the state's rebate with City Light's Wash-Wise rebate: www.seattle.gov/light/conserves/resident/appliances.

In-room heat pumps

Ductless heat pumps are more efficient than baseboard heaters or wall fans. For a limited time, City Light offers a \$1,200 rebate when a ductless heat pump is installed. You could also be eligible for a \$750 rebate from the state and may qualify for federal tax credits.



A heat pump installed above the window.

Tax rebates

The IRS offers tax rebates on home improvements such as windows, insulation, duct sealing, heat pumps, furnaces and furnace fans, and heat pump water heaters when placed in service before Dec. 31, 2010: www.energysavers.gov/financial.



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

Info and events



Managing outages

We're improving our response to power outages with the launch of the new Outage Management System. It will give faster, more accurate times for power restoration. Customers who ask for a call back will be notified to verify their power is back on. And the new system can detect small outages that linger when power is restored to most customers. To make the system work smoothly, we need current customer information. Please go to www.seattle.gov/light, scroll down to "update your account," and click on the link. All information provided is confidential and never shared.

Report bad streetlights online

A new Web-based service lets City Light customers track streetlights reported out or malfunctioning: www.seattle.gov/light/streetlight/tracker.asp. Customers can report a bad streetlight on the same page. The service is up-dated daily, five days per week. Customers can still talk with a service rep by calling **206.684.7056**.

Energy vampire contest



For Halloween: Make a home video showing us your energy vampires — any electrical device that sucks electricity when "off," like monitors in sleep mode. Post your video between Sept. 1-30 for a chance to win energy-saving prizes. Watch entries online and vote for your favorites. Winners announced on or about Oct. 25. Details and rules at www.seattle.gov/light.

Life-support equipment program

City Light has a program for customers dependent on electrically powered life support. It allows the utility to know where these customers are; helps them prepare for outages; and offers info on how to contact City Light about an outage. Call **206.684.3020** or download a registration form (sign-up requires doctor's certification) at www.seattle.gov/light/Accounts/LifeSupport.

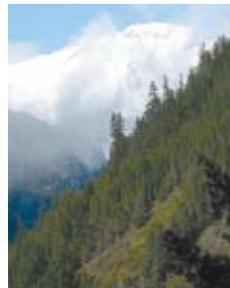


Keep Fido & family safe

Did you know there are more dogs than children in Seattle? Pets are members of the family and the City's Office of Emergency Management wants you to consider them during a disaster. See their Web page for ideas: www.seattle.gov/emergency/prepare/personal/pets.htm. Find out how to put together a survival kit for your family at www.takewinterbystorm.org.

E-trip to the North Cascades

On Oct. 13, the National Park Foundation broadcasts an "electronic field trip" from the North Cascades National Park. (City Light's hydroelectric facilities lie within the park's boundaries.) Students will watch the program, the first in a series about climate change, on educational TV and via webcast. Educators should register for the free program at www.nationalparks.org/eft. After Oct. 13, anyone can view the program at the same website.



In your neighborhood: City Light @ work

- upgrading power lines in Capitol Hill, starting at the East Pine substation at 22nd Avenue and Pine St.;
- relocating feeder lines from 1st Ave. S. to Occidental Ave. S.; from Railroad Way to King St.;
- replacing underground cable in the Mt. Baker neighborhood (through Sept.);
- continuing underground cable injection projects in Shorewood (through Sept.);
- replacing steel towers on north/south sides of the Ship Canal at Phinney Ave. N. and Warren Ave. N. (through Sept.);
- installing LED streetlights in residential neighborhoods north of the Ship Canal to 65th Street (through Dec.); also along Lake Washington Blvd. (through Oct.).

Visit our construction projects Web page and click on the  construction sign 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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