

Light reading

City Light offers some of the lowest rates in the nation and the Northwest. **November/December 2010**

From the superintendent



The independent rating agency J.D. Power annually reviews customer service at large- and medium-sized utilities around the country. Since 2004, Seattle City Light has made steady progress in our rankings. That's an important point when you consider that we compete in the highest ranking region of the nation — the Western group.

These rankings, as well as the use of focus groups, give us ideas on how we can offer better service, especially when it's about getting information to you. That's why we recently launched our streetlight repair tracking service (www.seattle.gov/light/streetlighttracker). We also created a Web page called "In Your Neighborhood," which has updates on our construction projects (www.seattle.gov/light/construction). We've made improvements to our Web home page (www.seattle.gov/light), and to the bills you receive from us. Starting in this issue of Light Reading, look for a new feature called "Tips from the field," which introduces some of our frontline folks who will offer brief safety messages.

Feedback from ratings and focus groups are helpful, but we'd also like to hear from you directly. If you have suggestions or comments, please contact us at respond.scl@seattle.gov. We



never forget that we're your Seattle City Light.

**Superintendent
Jorge Carrasco**



Conservation news



Shop smart for electronics

For the holidays or for the new year, electronics are at the top of many wish lists — flat-screen TVs, monitors, computers. Those items last for years, so choose models that use less energy and save money. Here's how:

- Start by comparing the top Energy Star®-rated models. An excellent resource is www.EnergyEfficientElectronics.org. Also, look for models in stores that carry the "Most efficient" sticker.



EnergyEfficientElectronics.org

Most efficient.

Engineered to be the best of ENERGY STAR®.

- Look for energy-saving features like sleep modes on computers and monitors, as well as TVs with LED backlighting and standby modes.
- The bigger the TV screen, the more electricity it uses. Plasma TVs use the most energy, followed by LCDs, projection TVs, and older computer monitors.

- When you buy new, recycle the old. TVs and computers contain toxic materials such as lead, cadmium and mercury. Visit www.ecyclewashington.org for info on free recycling.

Three million & counting

Three million is the number of Energy Star® compact fluorescent light bulbs (CFLs) customers have purchased since the start of our **Twist & Save** program in June 2007. Exchanging 3 million incandescent bulbs with CFLs saves nearly 100 million kilowatts, enough energy to power more than 54,000 homes for a year. A big thank you to our customers and retail partners for this major accomplishment. For more information visit www.seattle.gov/twistandsave.

Anne's energy-wise tip

"By turning your thermostat back 10 to 15 degrees for eight hours, you can save about 5 to 15 percent a year on your heating bill — a savings of as much as one percent for each degree if the setback period is eight hours long."



**Anne Ducey,
your City Light
conservation
partner**

LEDs save two ways

LED holiday lights last 10 times longer and use only one-tenth the energy of regular holiday mini-lights. Visit Earth911.com to recycle old lights.

Info and events

Streetlight repairs/reports online

If you report a streetlight that's out, now you can track the repair progress online (www.seattle.gov/light/streetlighttracker).



This service is updated daily, five days per week. You also can report a streetlight problem on the same page. Prefer to talk to a service rep? Call **206.684.7056**.



Tips from the field

"Storm season is here. We're ready. Are you? Learn more about emergency preparedness at www.takewinterbystorm.org."

-Reddy Landon, City Light Line Crew Chief

Watch a short safety video featuring Reddy and crew members:

www.tinyurl.com/ykcmqmh.

Better outage info

During power outages, customers call City Light for information — the Call Center (**206.684.3000**), and the Outage Hotline (**206.684.7400**). The Hotline now has a way to report an outage using our new Outage Management System. It can identify the customer's address via their phone number, and then relay news about



that particular outage, including an estimated time power will be restored. Customers can also call back for outage updates. This new call-back feature begins in February. To make

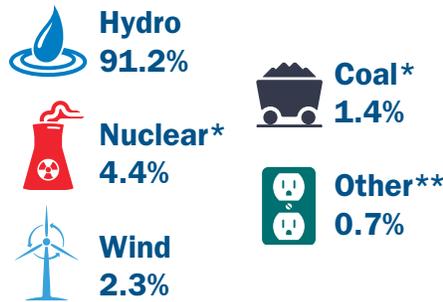
the new system work, we need current customer phone numbers. Please go to www.seattle.gov/light, scroll to "update your account," and click on the link. Your information is confidential and never shared.

Tweeting & blogging for you

When storms roll in, be sure to follow City Light on Twitter (www.twitter.com/SeaCityLight) and catch our Power Lines blog (www.powerlines.seattle.gov) because that's where you'll find breaking news on power outages and other useful information.

Where our power comes from

City Light's fuel-mix disclosure report from the Washington State Dept. of Community, Trade and Economic Development is based on 2009 data:



* These fuels represent a portion of the power received from the Bonneville Power Administration.

** Includes biomass, natural gas, petroleum and other sources.

Share the warmth

Project Share helps pay electric bills for people who need temporary assistance. Contributing to the fund is easy and tax deductible, whether it's a one-time donation or a regular part of your utility bill. For details, call **206.684.3000** or go to www.seattle.gov/light/help/share.



Vampire contest results

City Light ran a contest in Sept. and Oct. asking customers to enter their home videos that show how they slay energy vampires at home — electronics that continue to use energy even when off, like a sleeping monitor. View the winning videos at <http://energyvampires.strutta.com>.



In your neighborhood: City Light @ work

- upgrading power lines in Capitol Hill, starting at the East Pine substation at 22nd Ave. 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;
- working on underground cable-injection project along S.W. Roxbury St., between 4th Ave. S.W. and 35th Ave. S.W., and on Olson Place S.W., between 4th Ave. S.W. and 2nd Ave. S.W.;
- installing LED streetlights along Lake Washington Blvd. (through Nov.);
- extending underground service near 900 N. 34th St. in Fremont;
- installing new underground power lines along Mercer St. between Fairview Ave. N. and 9th Ave. N.

Visit our construction projects Web page and click on the  construction sign for details: www.seattle.gov/light/construction.

Seattle City Light

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

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Questions, comments or suggestions?
E-mail respond.scl@seattle.gov or call **206.684.3000**.

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