

Light reading

Seattle City Light: The first carbon-neutral utility in the nation. **January/February 2011**

From the superintendent



In November last year, the Seattle City Council unanimously passed our 2011-2012 budget and rate recommendation. Starting in January 2011, a 4.2% rate increase goes into effect. At the same time, the 4.5% temporary surcharge that was applied in May 2010 will be removed. The net result is about a 10 cent saving per month for the average residential customer. In January of 2012, a 3.2% rate increase will be applied, resulting in about a \$2 per month bill increase for the average residential customer.

It's important to put this into perspective. We still enjoy some of the lowest rates in the nation and City Light rates are among the lowest in the Northwest, but I understand that any rise in rates is difficult in an economic slow down. That's why I appreciate the decision Mayor Mike McGinn and the Council made on this issue, which is to continue investing in the utility. This will benefit the customer because necessary funding supports programs in conservation, infrastructure improvements, as well as streetlight repairs and maintenance — including installation of our new, energy-saving LED streetlights.

All of these efforts provide you with



improved reliability and better customer service today and into the future.

**Superintendent
Jorge Carrasco**



Conservation news

New appliance rebates



City Light expands its appliance rebate program for residential customers: Receive a \$50 rebate when you replace your old primary refrigerator with a new ENERGY STAR® model. A \$250 rebate on ENERGY STAR® heat pump water heaters is also available. Other rebate offerings include up to \$100 on energy-efficient clothes washers and \$1,200 on ductless heat pump heating and air-conditioning systems. For details, visit www.seattle.gov/light/conserve/resident/appliances.

New lighting discounts

In 2011, we're continuing our popular Twist & Save lighting program, offering instant discounts on ENERGY STAR® compact fluorescent bulbs (CFLs) at participating retailers. New this year: an instant discount of up to \$10 on select ENERGY STAR® fixtures at participating retailers. ENERGY STAR® CFLs and fixtures use 75% less electricity than traditional incandescent bulbs and last 6 to 10 times longer. Visit www.seattle.gov/twistandsave for details and a list of retailers.

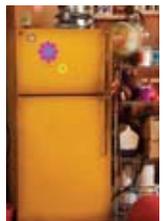


Powerful Neighborhoods

The Powerful Neighborhoods program has successfully served more than 7,000 homes in south Seattle, installing about 130,000 compact fluorescent light bulbs, reducing energy consumption by more than 24 million kWh, and saving our customers \$2.2 million on their energy bills. We're now assisting customers who live south of the City of Seattle in Burien, White Center, SeaTac, Tukwila, and Skyway. If you live in one of these areas and want to take part in the program at no cost to you, call **206.449.1132** or e-mail SCL_Install@Seattle.Gov.

Recycle the old fridge

Got an old refrigerator or freezer in the basement wasting electricity? Save energy and get \$30 when you recycle your working secondary refrigerator or freezer. Plus, get free pick-up. Sign up at www.seattle.gov/refrigerator or call **206.233.2653**. This offer is for your secondary refrigerator only and can't be combined with the \$50 new refrigerator replacement rebate.



Anne's energy-wise tip

"It's a common myth that baseboard heaters are inefficient. In fact, they're 100% efficient because all the heat produced goes into the living space. But heat tends to rise to the ceiling. Use a portable fan at one end of the baseboard to distribute heat more evenly."

- Anne Ducey, your City Light conservation partner

Info and events



When the lights go out

This winter, City Light is better prepared for storms, thanks to a new outage management system that improves our ability to restore service and share outage information with our customers. Check on outages yourself with an outage-tracking map on City Light's website: www.seattle.gov/light. To make the system work, we need your current contact information, including home and cell phone numbers (update online at www.seattle.gov/light/Accounts/cust_info.asp). Information is confidential and never shared.



Warm hearts, warm homes

Project Share helps pay electric bills for people who need temporary assistance. Contributing to the fund is easy and tax deductible as a onetime donation or a regular part of your utility bill. To see how you can help, call **206.684.3000**, or contribute online at www.seattle.gov/light/help/share.

Streetlights

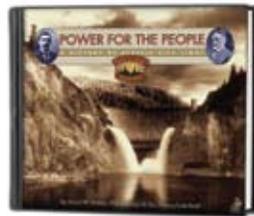
Late last year we had reports that some metal streetlight poles, and metal ground-covers near them, were energized. There shouldn't be any energy associated with these metal fixtures. If you think a streetlight in your neighborhood is malfunctioning, please let us know. Call **206.684.7056**.

Low-income rate assistance

There's help available to qualifying low-income residents for paying utility bills (water and electricity). Last year, the Seattle City Council streamlined the eligibility process for rate assistance. Now the emphasis is on getting the word out because it's estimated that 80% of eligible households aren't taking advantage of the program. Learn more by going to www.seattle.gov/MyBill or by calling **206.684.0268**.

Power for the people

Power For the People: A History of Seattle City Light offers a lively look at the publicly owned utility from its start to present day, and includes historical photographs. Buy at local bookstores, on Amazon.com, or support the non-profit publisher by visiting their online bookstore: www.Historylink.org.



Helpful homepage, better bill

On our redesigned website, www.seattle.gov/light, you'll find a new customer account login portal for online payments; streamlined content; new navigation tools; and easy-to-find key information that customers tell us is a priority. Take the quick online survey and help improve our website. Also, check out the improved design on the back of your City Light bill. We heard your feedback and are making improvements to serve you better. Coming this spring: The front of your bill will be easier to read.



From the field

"If the power goes out, do you have a reliable flashlight and fresh batteries? A hand-crank radio is also good for updated reports." – Tracey Botzheim, senior warehouse worker, Boundary Dam

Find more emergency prep tips at www.takewinterbystorm.org.

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?
E-mail respond.scl@seattle.gov or call **206.684.3000**.

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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**.

In your neighborhood: City Light @ work

- Fremont: Overhead lines are moving underground (900 N. 34th St.) and a new vault will be built near N. 34th St. and Stone Way N.;
- Gatewood Hills (West Seattle) and Magnolia: Testing and injection of underground electrical cables with protective silicone to extend their lives;
- Alaska Way Viaduct, First Ave. S.: Preparation for rerouting power lines; working on the Main St. vault;



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

Warm Hearts, Warm Homes



Thank you!

We want to take this opportunity to thank the many City Light customers who have contributed to Project Share, a program that provides help with electric utility bills in a time of financial crisis. For more than 25 years, our customers have been reaching into their hearts and pockets to help those in our community who are less fortunate. These tough economic times make Project Share more important than ever.

On the other side of this insert, you can sign up to contribute to Project Share. It's easy to do and all of your contributions are tax deductible. Whether it's a one-time donation, or a regular part of your utility bill, every dollar and "rounded up" cent helps.

Since 1985, Project Share has distributed more than \$7 million to help thousands of people. Because Project Share funds come primarily from our customers, you're an important reason why this program is successful.

Bruce Harrell, chair,
Energy & Technology Committee,
Seattle City Council

Jorge Carrasco, superintendent,
Seattle City Light

Project Share Donation Warm Hearts, Warm Homes

- I am a new Project Share contributor.
 - I already contribute to Project Share but would like to increase my donation by this amount: \$ _____.
 - Enclosed is a one-time donation payable to Project Share in the amount of \$ _____.
 - I authorize Seattle City Light to add \$ _____ to each of my electric bills, for at least one year.*
- OR
- I authorize City Light to round up my bills to the next highest dollar amount for at least one year.*
(Eg: If your bill is \$75.36, the amount due is \$76.00.)

I understand that these voluntary contributions will be placed in a separate Project Share account. These funds will be used to assist income-eligible customers pay their electricity bills during emergencies to avoid disconnection.

Name	Day Phone Number (include area code)
Service Address	City
1 - -	State
City Light Account Number	Zip Code
	Signature
	Date

Mail coupon to: City of Seattle, Treasury Services, PO Box 34017, Seattle, WA 98124-1017

*Note: Please renew your pledge if you move or change your utility account address. Call (206) 684-3000 if you wish to change your donation status after one year.