Light **reading**

Seattle City Light: The first carbon-neutral utility in the nation. March/April 2011

From the superintendent

Seattle City Light

In January, Seattle City Light contractors completed safety testing on more than 37,000 metal streetlight poles and associated pieces of equipment, well ahead of our original estimate of May. The utility initiated the testing last fall after the death of a dog that stepped on a groundcover plate in Queen Anne, as well as three unrelated reports of other dogs that detected voltage.

The electrocution was a tragic incident and we wanted to respond quickly and decisively. City Light's contractors identified 49 utility facilities with contact voltage in addition to seven previously recorded by City Light for a total of 56. The industry uses a 50-volt hazard standard and estimates that .3 percent of all equipment may have elevated voltage levels. We found .13 percent of our equipment had elevated voltage and we lowered our testing to 30 volts as an added precautionary measure.

City Light also notified all commercial, business, institutional, and other governmental entities about the potential for contact voltage associated with metal lamp posts that may be on their property, and encouraged them to get the equipment tested to ensure public safety.

In February, we presented a final report on the testing results to both the mayor and to the Seattle City Council. That report is posted on our Power Lines blog at **www.seattle.gov/light**.

Please report any streetlight you suspect is malfunctioning. Call us at: **206.684.7056**

Superintendent Jorge Carrasco

Conservation news

Earth Day 2011

On Earth Day 2000, Seattle's first solar installation began producing electricity at the Seattle Center Northwest Rooms. Since then, the cost of installing solar has been cut nearly in half. Celebrate Earth Day on April 22 by finding out more about solar power at **www.seattle.gov/light/solar** or call our energy advisors at **206.684.3800**.

Anne's energy-wise tip

***"Ceiling insulation prevents heat loss through the attic, but what about the attic entrance? If it's not insulated and sealed with weatherstripping, you could lose up to 25 percent of your heat through this opening. For more tips, visit* www.seattle.gov/light/atticdoor *or call an energy advisor at* 206.684.3800."**

- Anne Ducey, your City Light conservation partner

Solar works in Seattle

2010 was a banner year for customer-installed solar projects — a total of 83, generating 320 kilowatts. Since 2000, 322 projects have generated enough energy to power more than 120 average homes. Find out about financial incentives for customers who generate their own electricity at **www.seattle.gov/light/solar**.

Community solar arrives

Like a neighborhood P-Patch, community solar electric projects provide energy and financial benefits to many participants. In partnership with Seattle Parks, City Light will install our first community solar project this summer at Jefferson Park using panels integrated into new picnic shelters. Sign up for community solar e-news alerts at **www.seattle.gov/light/solar**.

Carousel runs on sun

A grant from City Light's Green Power program helped Woodland Park Zoo install solar panels on its historic carousel. Use the coupon below and see for yourself.

Special offer for customers of Seattle City Light.

$2 off zoo admission

This coupon is good for up to four (4) regularly priced admissions.

Visit the zoo and celebrate the "solarization" of our historic carousel. Come see how the sun is creating enough electricity to power more than 100,000 rides – offsetting 12,000 pounds of CO_2 annually.

WOODLAND PARK ZOO

Not valid with any other promotions or offers. No cash value. Expires 5/31/11. Coupon code: 0647

Seattle City Light

Our report card

City Light's 2010 performance information reports on how we did reaching our goals. For more information, call Customer Care, **206.684.3111**, or e-mail **kelly.enright@seattle.gov**.

Key Measurement	Benchmark	2010 Performance	Achieved	Steps Being Taken to Improve Performance
Percent of calls answered live within 60 seconds by the utility Call Center.	80 percent	72 percent (partially impacted by city furloughs that reduced staff availability)		Continue improvement efforts with new Outage Management System and interactive voice response system in 2010.
Frequency of non-storm power outages (outage caused by trees in lines, equipment failure, etc.), per year, per customer.	One outage or less	One outage	✓	Trim trees from powerlines on a four-year cycle. Complete inventory of physical assets to move to a regular maintenance/replacement cycle.
Length of non-storm power outages per customer, per year.	50 minutes or less	74.7 minutes		Maintain, upgrade distribution system on a regular schedule. Inventory condition of all assets, schedule maintenance work.
Number of complaints per 1,000 customers.	0.5	.10	✓	Continually monitor, solicit customer feedback.
Bill-error percentage (e.g., estimated meter reads, incorrect rates) among all customers.	5 percent	3.16 percent	✓	Monitor, validate methods for estimating meter reads. Process-improvement project underway for Customer Services.
Customer satisfaction with City Light engineering/field services.	Combined residential and commercial target: 3.58 Rating scale: 1-5	Combined residential and commercial rating: 3.1 Rating scale: 1-5		Streamline administrative procedures; improve engineering, operations, and scheduling processes. Monitor efforts, continue to survey customers.
Time needed to perform residential electrical connections requiring field services.	60 days	35 days	✓	Continue process improvements whenever possible.
Customer conservation savings (across all customer groups).	12.3 average megawatts	15.3 average megawatts saved (enough to power 14,500 average households for a year)	✓	Increase opportunities for residential/commercial customers to conserve energy. Encourage recommendations from customers on ways to cut energy use.

In your neighborhood: City Light @ work

- Alaska Way Viaduct, 1st Ave. S.: preparation for rerouting power lines and building duct work in southbound lane of 1st Ave. S. In March, crews work between Yesler Way and S. Washington St.; in April and May, between S. Washington St. and S. Main St.;
- Magnolia Bluff: underground electrical cables injections with protective silicone to extend cable life;
- Fremont: extending underground electrical service between Troll Ave. N. and Stone Way N. along N. 34th St.

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

From the field

"Never go near downed power lines. Always assume they're energized, and let the professionals handle it. For after-hour emergencies, call* 206.706.0051*. During business hours, call* 206.684.3000*. And you can also call* 911 *to report lines down."
– Brian Shepard, lineworker

Let's network

Follow us on Twitter (**www.twitter.com/SeaCityLight**); our Power Lines blog (**www.seattle.gov/light**); and now Facebook. If you already have a Facebook account, search for City Light, click the "like" option, and receive news when items are posted on our Facebook page.

Seattle City Light

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

700 Fifth Avenue, Suite 3200
PO Box 34023
Seattle, WA 98124-4023
www.seattle.gov/light

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

Editor: Connie McDougall
connie.mcdougall@seattle.gov

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**.

Don't miss our new appliance rebates and lighting discounts. See the enclosed flyer.