

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

November/December 2011

From the superintendent



Seattle City Light customers are the envy of the nation's electric customers. You are customer-owners of one of America's most environmentally advanced power companies. Did you know that we were the first utility in the country to be carbon neutral in 2005? We've been greenhouse-gas neutral since then. No other utility can make that claim.

You can also be proud of our 30-year history of energy-saving conservation programs. And your hydroelectric dams are operated so that salmon runs have returned to historic levels.

As an "investor" and customer-owner, your opinions are important as we take the utility into its next 100 years of service. We're currently working on a six-year Strategic Plan that will guide City Light's operations and finances through 2018. Customer comments will help the utility and policymakers make decisions on actions that affect you, including reliability of your service, energy efficiency, and rates.

Give your comments at public meetings on the Strategic Plan in December and January. Check our website for locations and times: www.seattle.gov/light/strategic-plan.

A reminder: We're in storm season when power outages are more common. Please read information in this newsletter and in the enclosed flyer on safety and other tips.



**Superintendent
Jorge Carrasco**



Conservation news

New lighting standards

In 2007, the Energy Independence and Security Act (EISA) set new efficiency standards for some light bulbs, including incandescent bulbs, compact fluorescent light bulbs (CFLs), and light-emitting diode (LED) bulbs. Incandescent bulbs used today will be phased out, eliminating 40-watt, 60-watt, 75-watt, and 100-watt medium incandescent light bulbs, starting with 100-watt bulbs Jan. 1, 2012 and ending with the 60- and 40-watt bulb in 2014.

Replacements will include EISA-compliant halogens, CFLs, and LEDs. Look for the ENERGY STAR® label, and consider where the light will be used, how much light you need, and the color you want (light output, wattage, and color information is on the packaging). Learn more at www.seattle.gov/twistandsave.



Support solar

Seattle Community Solar is a landmark project at Jefferson Park where clean, renewable energy will be generated via solar panels on three picnic shelters. For \$600, our customers can buy a portion of the solar energy generated at the park and get partial credit on their electric bills for participating in this nine-year project. More at www.seattle.gov/communitysolar.

Increased rebates for business

For a limited time, we're offering increased incentives for all new, commercial energy-saving projects. Small-business incentives now cover up to 80 percent of the average installed cost for most lighting retrofit fixtures. For details, call our Energy Advisors at **206.684.3800** or email SCLEnergyAdvisor@Seattle.gov.



Go ductless

Outdated baseboard or wall heaters may use more energy than necessary. Qualified customers can upgrade to a ductless heating and cooling system that uses less electricity. To qualify for rebates, your home must have electric baseboard, wall, or ceiling heaters as the primary source of heat. Check requirements at www.seattle.gov/ductless or call **206.684.3800**.

Money-saving energy tip

Cold weather can mean costly utility bills. Save money, stay warm in three easy steps: weather-strip doors, insulate windows, close-off unoccupied rooms. More ideas at www.seattle.gov/light, or contact a City Light Energy Advisor: **206.684.3800** or SCLEnergyAdvisor@Seattle.gov.

Info and events

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

Voltage checks

This fall, we tested all metal streetlights and metal streetlight equipment for potential voltage, and will do so annually. When completed, a report will be posted on our website: www.seattle.gov/light.

J.D. Power customer surveys

City Light has been recognized by J.D. Power as one of the top utilities in the nation for using social media to communicate with customers. With storm season here, get the latest outage bulletins by following us on twitter: www.twitter.com/SeaCityLight.

Your Seattle City Light

Like you, City Light employees care about the communities where we live and work. We invite you to join our volunteer teams when we participate in a community event. We support projects in environmental stewardship, energy efficiency, and education to create healthier communities and have some fun. Look for volunteer projects, and how you can participate, in Light Reading, our Power Lines blog, and on our volunteer Web page: www.seattle.gov/light/comm_inv.

Stop copper theft

Thieves have tried to steal copper from our equipment, a dangerous move for everyone, including bystanders. To meet this threat, City Light has started an information-sharing network with local power utilities and law agencies to investigate and prosecute. If you see suspicious activity around electrical equipment, don't interfere but call police at **911**, and report the incident to City Light security at **206.386.9111**.

Utility wins award

E Source, a company that helps more than 300 utilities and businesses in North America make better energy-use decisions, has given an award to City Light for an innovative direct-mail campaign. Our mailer featured an easy way for businesses to identify wasteful lighting in their workplace. See it here: www.seattle.gov/light/conserv.

Monster in the basement video contest winners

Our customers are creative. Check out the winning entries at www.monstersinthebasement.strutta.com.



From the field

"I take care of my equipment so it takes care of me. Take care of yourself and your family by being prepared for outages and emergencies. More at www.takewinterbystorm.org."
- Eric Colville, structural iron worker

Tell us about it

"Tell Seattle City Light" is an online service that lets customers contact a Customer Care representative by email or phone with comments, questions, concerns. Try it for yourself: www.seattle.gov/light.

In your neighborhood: City Light @ work

Crews are in these neighborhoods to deliver reliable energy to you:



- Pioneer Square: Preparing to relocate power lines off the Alaskan Way Viaduct along southbound lane of First Ave. S. and S. Washington St. between 3rd and 2nd Ave. extension;
- Central waterfront: Relocating two transmission lines off the Alaskan Way Viaduct.
- Blue Ridge/North Beach: Testing, injecting underground power cables with silicone to extend cable life;
- Taylor and Thomas, east of Seattle Center: Relocating major power lines for bore-tunnel replacement of SR 99 Alaskan Way Viaduct;
- Mercer St.: Moving overhead power lines underground as part of Mercer improvements.

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

Seattle City Light

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

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www.seattle.gov/light

www.twitter.com/SeaCityLight



Questions, comments or suggestions? Call **206.684.3000** or contact *Tell Seattle City Light* at www.seattle.gov/light.

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Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **206.684.3000**.



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New App



Stay Connected While on the Move

Seattle City Light introduces a new mobile phone application that allows customers to pay their bills, check for outages, report a streetlight that is out, or contact us for any reason. The application is available in the Droid Marketplace and coming soon to the iPhone App store. All mobile phone users with internet capability can use this feature by typing in: <http://m.seattle.gov/light>.

Just another way *YOUR* Seattle City Light is working for you.



Get Ready for La Niña

Experts predict we're in for a cold, wet winter, so it's important to think ahead and prepare now for outages. We'll do our part. Here's what you can do if the power goes out:

- Call **206.684.3000** to report a power outage or find out about outages. You can also request a callback when your power is restored, but to do that, we need your current contact information: phone number (both home and cell) and email address. Update your contact info by calling **206.684.3000**. If possible, check our outage map online for outage locations. The map also offers an outage cause and estimated restoration time, when available: www.seattle.gov/light/sysstat.
- Have a three-day supply of water and food that doesn't need to be cooked.
- Keep extra blankets on hand and close the doors to rooms you aren't using to stay warm.
- Protect against carbon monoxide poisoning and never bring a barbecue or any fossil-fuel-burning stove inside your house to cook, including a garage.
- Use a hand-crank radio and a hand-crank flashlight. Please don't use open flames such as candles.

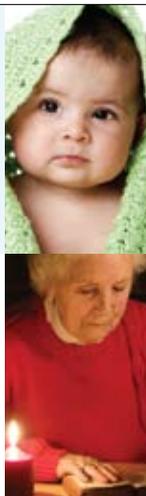


City Light works with the regional Take Winter By Storm effort. Find more preparation tips at this website: www.takewinterbystorm.org.

Warm Hearts, Warm Homes

Project Share offers temporary help to pay the electric bills of people facing a financial crisis. These tough economic times make Project Share more important than ever. Please consider contributing to the program. It's easy to do and all of your donations are tax deductible.

- 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 \$_____.
- OR**
- I authorize Seattle City Light to add \$_____ to each of my electric bills, for at least one year.*
 - I authorize City Light to round up my bills to the next highest dollar amount for at least one year.* (If your bill is \$75.36, the amount due is \$76.)



Project Share Donation

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 _____ State _____ Zip Code _____

1 - - _____

City Light Account Number _____

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.