

Light reading



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

May/June 2013



Seattle City Light ranked 1st among midsize utilities by business customers according to the 2013 J.D. Power Customer Satisfaction Survey results.



Conservation news

HOT WATER, COOL SAVINGS

Water heating is one of the largest consumers of energy in your home and one of the biggest costs on your utility bill.



Your Seattle City Light From the superintendent

In the upper left-hand corner of this newsletter, you'll notice something new. It's an image of the J.D. Power and Associates Customer Satisfaction Award. Seattle City Light received the No. 1 ranking by our business customers for 2012. It places us first in the West among midsize utilities. We're honored by this vote of confidence from our customers.

The survey, which looked at 95 utilities that have more than 25,000 customers, asks about customer service, reliability, billing, communications, corporate citizenship, and more.

While this award came from the business sector, providing superior service and value to all our customers is our first priority. Improved street-lighting with LEDs; quicker repairs of streetlights; expanding our residential rebate offers that save you energy and money; and giving back to the community through volunteer projects are just a few ways we strive to provide the best customer service possible.



As a customer-owner of this public utility, you can be proud of the award, just as we are at City Light.

Superintendent Jorge Carrasco

Save money and energy by:

- ◆ using cold water in your clothes washer;
- ◆ running full loads in both the clothes washer and dishwasher;
- ◆ upgrading to an energy-efficient clothes washer and water heater.



Right now, you can receive a \$100 rebate on a new high-efficiency clothes washer. Over its lifetime, the washer could save enough in electricity and water costs to cover the purchase price. These machines are also gentler on clothes and use less detergent.

And when the time comes to replace your water heater, a great option is to purchase a heat pump water heater — the most energy-efficient water heater on the market today. In addition to the \$500 rebate that City Light offers, you will save 25-50 percent on your electric water-heating costs.

For details on clothes washer and water heater rebates visit www.seattle.gov/appliance.

Other ideas to save on the cost of water heating:

- ◆ take shorter showers — no more than five minutes;
- ◆ use an efficient showerhead.

City Light is offering an instant discount up to \$10 on WaterSense showerheads at participating retailers. WaterSense products save energy without sacrificing performance. Customers who switch to an efficient showerhead save up to \$40 per year in electricity and water costs. More information at www.seattle.gov/light/conserveshowerhead.

Energy Advisor tip

Most LED bulbs are dimmable, but they're likely not compatible with older dimmer controls designed for incandescent bulbs. It may be necessary to replace existing dimmers with those labeled "compatible with LEDs." Doing so ensures the LED won't flicker, buzz, or prematurely fail.

Have a question about energy conservation or our renewable power programs?

Call a Seattle City Light Energy Advisor at **206.684.3800** or email SCLEnergyAdvisor@seattle.gov

Phone apps for you

City Light's mobile phone apps let you pay bills, check outages, report a streetlight out, or contact us. All mobile phone users with internet capability can use this feature by typing <http://m.seattle.gov/light> in your mobile browser.



From the field

"As the weather improves, be careful around power lines. Use non-conducting materials for kites, such as plastic, paper,

and string. Never use wire, metal or foil. Look before you climb a tree or build a tree house. And never trim trees near power lines."

– Jay Hotell, City Light line worker

Ask an arborist

Got plans for trees in your yard? Call a certified arborist for advice. Consultations are typically free and a qualified arborist can help make sure your trees get what they need, when they need it – and make sure they're planted in the right place, away from power lines.



Help with utility bills

Find out if you qualify for low-income and elderly rate assistance. If your household income does not exceed 70 percent of the state median income, you can receive a rate reduction from City Light — up to a 60 percent reduction on your energy bill. More at www.seattle.gov/light/accounts/assistance or call **206.684.3417**.

You also can get information on rate assistance, and pay your City Light bill, at Neighborhood Service Centers. Find the center closest to you at this website: www.seattle.gov/light/accounts/ac4_ploc.htm



Community partners

The City Light Volunteer Program has been busy this year. In April, we joined the organization Rebuild Seattle to make improvements on the home of a low-income customer. Our volunteers also spent a day planting and mulching along the Duwamish River to help restore habitat. In August, we plan another Skagit River cleanup, and in the fall, we expect a big turnout for the annual American Heart Association Heart Walk. Giving back is one of our core values embraced by City Light employees. Learn more at www.seattle.gov/light/comm_inv.

Experience the North Cascades



Skagit Tours 2013

Head into the North Cascades this summer for a scenic boat tour of Diablo Lake, a powerhouse tour, or self-guided walk through the historic town of Newhalem. Get details at www.SkagitTours.com. Powerhouse Tours sell out fast!

Boundary license approved

The Federal Energy Regulatory Commission approved a new, 42-year license for City Light's largest hydroelectric dam, Boundary, in northeastern Washington. Boundary provides about 25 percent of all the power City Light customers use. The new agreement helps ensure our customers have abundant clean, low-cost, renewable energy for the future.

In your neighborhood: City Light @ work



Crews are in these neighborhoods, working to keep your lights on.

- 2nd Ave. alley and James St.: upgrading underground infrastructure;
- Broadmoor: injecting underground cable with silicon to extend its life;
- Licton Springs: installing fiber optic lines to increase system reliability;
- Northgate: relocating utility line in support of Sound Transit's light rail extension;
- High Point: installing upgraded grounding system; trenching and drilling but no new above-ground infrastructure;
- Fauntleroy/Denny Blaine Park: upgrading streetlights;
- First Hill, E. Columbia St.: increasing power line capacity and adding redundancy.

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

Your Seattle City Light

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

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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**.

Skagit Tours photos: Rick Allen, David Astudillo, John Harter, Elizabeth Penhollow & NEllen Regier



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Join **Green Up!**

Our legacy of environmental leadership

As a Seattle City Light customer, you enjoy the cleanest, lowest-cost electricity among large U.S. cities. In fact, more than 90 percent of our electricity is generated from renewable resources, most of which is hydropower. However, while hydroelectricity is renewable and low cost, it's not infinite. And, even though the electricity you receive from City Light is carbon neutral, the region as a whole continues to depend on carbon-emitting fossil fuels.

Go beyond hydropower

City Light's **GREEN UP** program encourages new renewable energy-generation that will help power our region's future. It does that by investing customer contributions in regional renewable projects such as geothermal, wind and biogas, and by funding local demonstration and education projects. That means when you join **GREEN UP** you support clean, renewable energy as well as the independent Northwest businesses that produce it.

Join more than 14,000 of your neighbors who have signed up to build a more sustainable future through **GREEN UP**. On the back page of this newsletter, learn more about the technologies used in **GREEN UP**, and how the program compares to our regular product mix.

Enroll today at Seattle.gov/GreenUP or call an Energy Advisor at **206.684.3800**, 8:30 a.m. to 4:30 p.m., Monday through Friday.

 **Your Seattle City Light**

Interested in solar energy?

In addition to **GREEN UP**, City Light helps customers experience solar power with our award-winning Community Solar program and working to make it easier to install solar on your roof.

Visit Seattle.gov/Green to learn more about all voluntary renewable energy programs at Seattle City Light.



Your Seattle City Light

is proud to support a variety of renewable energy technologies through our **GREEN UP** program. The **GREEN UP** product¹ is made up of the new² renewable energy resources shown below.

You can participate in **GREEN UP** by purchasing blocks of \$3 (200 kWh), \$6 (400 kWh) or \$12 (800 kWh) per month, in addition to your standard electricity usage charges.

The average Seattle City Light customer uses 800 kWh of electricity each month. For commercial customers, this product can be calculated to match up to 100 percent of your estimated electricity usage.

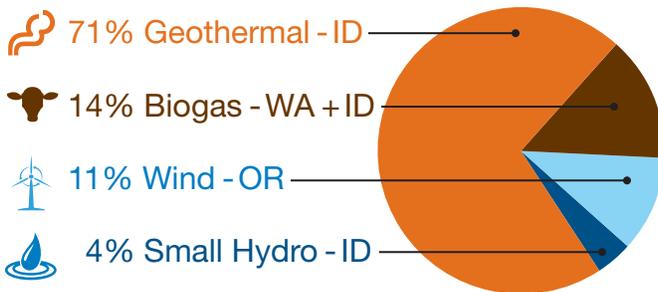
Seattle City Light Power Mix



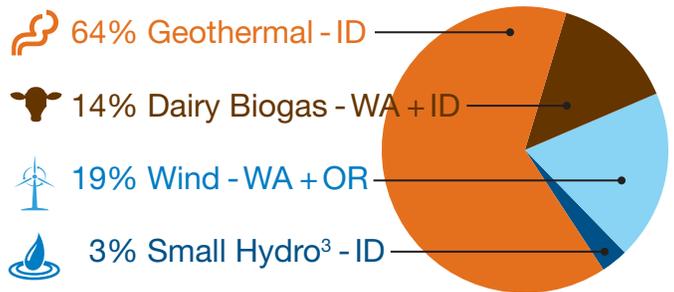
* Represents a portion of the power purchased from Bonneville Power Administration.

** Includes natural gas, biomass, waste, petroleum, landfill gases and other fuels.

2012 Actual GREEN UP Power Mix



2013 GREEN UP Prospective Power Mix



¹ These figures reflect the power that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you the actual resource mix of the electricity you purchased during the preceding year.

² New renewables come from generation facilities that first began commercial operation on or after January 1, 1999.

³ Eligible hydroelectricity facilities are defined by Green-e Energy National Standard and include facilities certified by the Low Impact Hydropower Institute; facilities that are run-of-the-river hydropower facilities with a total rated nameplate capacity equal to or less than 5MW; and facilities comprised of a turbine in a pipeline or a turbine in an irrigation canal.



For specific information about this electricity product, call Seattle City Light at **206.684.3800**, or learn more at Seattle.gov/GreenUp.

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I want to support clean, renewable Northwest energy generation!

\$3 per month
(purchases 200 kWh)

\$6 per month
(purchases 400 kWh)

\$12 per month
(purchases 800 kWh)

I already participate, but want to add \$ each month

Your participation in **Green Up!** will appear on your regular bimonthly utility bill.

Name:		Phone Number:	
Service Address:	City:	State:	Zip:
Mailing Address (if different from above):	City:	State:	Zip:
Account Number:	Email:		

Enclose with City Light payment or mail to: **GREEN UP, Seattle City Light, PO Box 34023, Seattle, WA 98124-4023**

Interested
in **GREEN UP** for your business?
Call **206.684.3800**

Questions?
Call **206.684.3800** or visit
www.seattle.gov/greenup



The Green-e Energy™ program certifies that GREEN UP meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information on Green-e Energy™ certification requirements, call 1.888.63-Green or visit www.green-e.org.