

# Light reading



March/April 2014

## Seattle City Light

### From the general manager

City Light is updating its Strategic Plan, which happens every two years to keep it relevant. This update covers 2015-2020 and continues to focus on objectives our customers rated most important: improve customer service and rate predictability; increase workforce performance and safety; enhance organizational efficiencies; and maintain our conservation and environmental leadership.

Specific initiatives support these objectives to improve your experience as a City Light customer.

Since launching the plan in 2013, we've cut costs, increased energy savings, improved worker training, and reduced outage times.

There are challenges to the plan. Wholesale energy sales have been lower than expected, and the utility faces higher costs for some capital projects. We also must consider how climate change impacts water resources. But, we carefully set our priorities and look for efficiencies where we can find them so rates will not be affected by these unforeseen changes.

If you'd like to give feedback on the Strategic Plan, please visit

this website  
[www.seattle.gov/light/strategic-plan](http://www.seattle.gov/light/strategic-plan).



Jorge Carrasco  
General Manager, CEO

## AND THE AWARD GOES TO...

Hollywood recognizes cinematic achievement with the Oscars, Golden Globes, and other ceremonies. We're joining the fun, using favorite movie titles to recognize energy-efficiency achievement performed by customers like you. As the nation's greenest utility, we also honor technologies that save our customers money, while making a positive impact on our community and planet. The 2014 Nation's Greenest Awards are:

### It's a Wonderful Life Award.

Starring energy-efficient LEDs that boast the longest life of any bulb (20-25 years), and pay for themselves in less than two years. Details at [www.seattle.gov/twistandsave](http://www.seattle.gov/twistandsave).



**Stand by Me Award.** City Light helps income-qualified applicants cut their bill by 60 percent. Details at [www.seattle.gov/light/assistance](http://www.seattle.gov/light/assistance).

**Rocky Award.** Yo! Turning lights out when you leave a room wins one for your wallet and the environment.



**Some Like it Hot Award.** Ductless heat pumps and heat pump water heaters are the most efficient way to heat water and your home.

Go to [www.seattle.gov/appliances](http://www.seattle.gov/appliances).



**Beauty and the Beast Award.** Replace ugly, old appliances with energy-efficient ones to save energy and get a rebate from City Light (review program qualifications first). More at [www.seattle.gov/appliances](http://www.seattle.gov/appliances).



### Monsters, Inc. Award.

Got a refrigerator in your garage or basement that was made in 2000 or before? Then you're spending big money on an energy-eating monster. We'll haul it away for free and give you \$30. Visit [www.seattle.gov/fridge](http://www.seattle.gov/fridge).



**Now, it's your turn: Submit your own movie title with a conservation tip or technology description based on our examples. We'll select one that makes the best match for the Nation's Greenest Award.**

**The winning entry receives a \$50 gift card to the movies. Email your title and tip to [EnergyAdvisor@seattle.gov](mailto:EnergyAdvisor@seattle.gov).**

## Energy Advisor tip: Clean up with energy savings

Run full loads when washing clothes and select the cold-water setting for both wash and rinse cycles.

Most clothes get clean in cold water, especially using a detergent made for cold-water washing.

Have a question about energy conservation or our renewable power programs? Call a City Light Energy

Advisor at **206.684.3800** or email [SCLEnergyAdvisor@seattle.gov](mailto:SCLEnergyAdvisor@seattle.gov).



# 2013 PERFORMANCE Our report card

Seattle City Light's performance benchmarks show how we did reaching our goals for 2013. We promise continued improvement in 2014 and beyond.

**PERCENT OF CALLS ANSWERED LIVE WITHIN 60 SECONDS BY THE UTILITY'S CALL CENTER**

**BENCHMARK**  
80%

**2013 PERFORMANCE**  
80%



**STREETLIGHT REPAIR**

**BENCHMARK**  
90% Response within 10 working days

**2013 PERFORMANCE**  
90.74%



**FREQUENCY OF UNPLANNED OUTAGES (TREES IN LINES, EQUIPMENT FAILURE, ETC.) PER YEAR, PER CUSTOMER**

**BENCHMARK**  
One outage or less

**2013 PERFORMANCE**  
Less than 0.9 outages



**CAPITAL IMPROVEMENT PROJECTS COMPLETED**

**BENCHMARK**  
90% Completed annually

**2013 PERFORMANCE**  
90%



**LENGTH OF UNPLANNED POWER OUTAGES PER CUSTOMER, PER YEAR**

**BENCHMARK**  
64 Minutes

**2013 PERFORMANCE**  
68.7



**CUSTOMER CONSERVATION SAVINGS FOR ALL CUSTOMER GROUPS**

**BENCHMARK**  
14 Average megawatt

**2013 PERFORMANCE**  
14.7



**NUMBER OF INQUIRIES PER 1,000 CUSTOMERS**

**BENCHMARK**  
4

**2013 PERFORMANCE**  
0.7



**REDUCE/OFFSET GREENHOUSE-GAS EMISSIONS**

**BENCHMARK**  
100% Carbon emissions offset

**2013 PERFORMANCE**  
All carbon emissions offset for 9th year in a row



**PERCENT OF BILL ERRORS (ESTIMATED METER READS, INCORRECT RATES, ETC.) AMONG ALL CUSTOMERS**

**BENCHMARK**  
2%

**2013 PERFORMANCE**  
1.5%



**TREE TRIMMING NEAR POWER LINES TO IMPROVE RELIABILITY**

**BENCHMARK**  
675 Line-miles trimmed

**2013 PERFORMANCE**  
687.8



**TIME IT TAKES TO PERFORM RESIDENTIAL/SMALL COMMERCIAL ELECTRICAL-CONNECTIONS THAT REQUIRE FIELD SERVICES**

**BENCHMARK**  
40 Days

**2013 PERFORMANCE**  
35.2



## Take a Skagit Tour

Encounter the beauty, adventure and fun of the North Cascades. Learn more at [www.skagittours.com](http://www.skagittours.com) or call **360.854.2589**.

## Rate changes

Providing reliable, affordable power is job-one at City Light. To maintain and improve service, a City-Council approved rate increase of 5.6 percent went into effect on Jan. 1, 2014. As part of our Strategic Plan, this increase invests in our system to make sure power is there when you need it. Need help with your utility bills? You may be eligible for the Utility Discount Program. Learn more at [www.seattle.gov/light/assistance](http://www.seattle.gov/light/assistance).

## Warm heart, warm home

City Light's Project Share offers one-time assistance to folks having trouble paying their electric bill. Find out how to donate at [www.seattle.gov/light/help/share](http://www.seattle.gov/light/help/share).



## Safety tip from the field



*"As the weather improves, people head to the garden. Always look up for power lines when you're using metal ladders and tools."*  
- Patrick Lyman, City Light lineworker

 **Seattle City Light**

  [www.seattle.gov/light](http://www.seattle.gov/light)  
[www.twitter.com/SeaCityLight](http://www.twitter.com/SeaCityLight)

**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

Questions, comments or suggestions? Call **206.684.3000**.

 **Mobile phone app**  
[www.seattle.gov/light/mobile](http://www.seattle.gov/light/mobile)

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

 **Printed on recycled paper.**  
Skagit Tours "Dine" photo: David Astudillo

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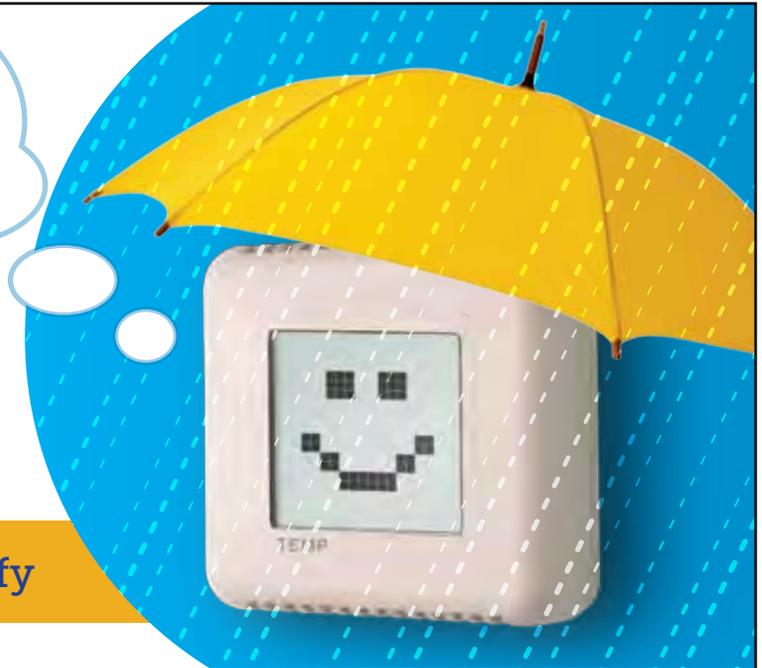
*"Need help with your electric bill?  
Make your thermostat smile  
with 60% savings!"*

With the Seattle City Light **Utility Discount Program**, you'll be covered no matter what the weather.

**Income-qualified customers** save 60% on Seattle City Light and 50% on Seattle Public Utilities bills.

**Call (206) 684-3417 to see if you qualify**

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**Rain or shine, you can save  
60% on your City Light bill!**



**SAVE  
60%**  
ON YOUR ELECTRIC BILL

**If your income meets these requirements, call us today!**  
**We're happy to estimate your savings or help you enroll.**  
*If you don't qualify, please share with someone who may.*

 **(206) 684-3417**  
Interpretation services available.

 [Seattle.gov/Save60Percent](http://Seattle.gov/Save60Percent)

 **Seattle City Light**

**UTILITY DISCOUNT PROGRAM**  
2014 Income Eligibility Requirements

Household Size	Gross Monthly Income	Gross Yearly Income
1	\$2,550	\$30,600
2	\$3,335	\$40,020
3	\$4,120	\$49,440
4	\$4,905	\$58,860
5	\$5,689	\$68,268
6	\$6,474	\$77,688
7	\$6,621	\$79,452

**Section 8 or subsidized housing residents may not qualify**