

Light reading



March/April 2015

Conservation news

COOL. BRIGHT. FREE.

At Seattle City Light, we know that a brighter future starts with smarter thinking today. That's why conservation is our energy resource of choice: When our customers conserve, we reduce the need to build new power plants or to buy power that's generated by using fossil fuels. To encourage conservation, City Light is offering every residential customer in our service territory an LED light bulb absolutely free (limit one bulb per eligible Seattle City Light account). LED light bulbs are super energy-efficient, can last up to 25 years and they're dimmable. To get your free LED light bulb, look for the offer in the mail or go to seattle.gov/freebulb and enter your account number, found on the upper left-hand corner of your bill.



CITY OF SEATTLE		Seattle City Light Bill
Account number: 1-11111111-0000000		Pay your bill online at www.seattle.gov/paylightbill Questions? Visit us on the web at www.seattle.gov/light Or call 206-684-3000 or 1-800-862-1181 (out of area calls only)
SCL CUSTOMER 700 5TH AVE SEATTLE WA 98124-4023		Summary of charges as of December 24, 2014 <i>Payments received after December 24, 2014 are not reflected.</i>
		Previous balance: 50.00
		Payments applied - THANK YOU: 50.00 CR
		Balance: 0.00
		Total adjustments: 0.00
		Current billing: 100.00
		TOTAL AMOUNT DUE ON January 14, 2015 \$100.00

Account number sample. Your account number may have fewer digits.



Dairy biogas

HELP US GROW GREEN POWER

To support energy generation from renewable energy, such as small hydro-projects, geothermal, dairy biogas, and wind, join the City Light **Green Up!** program. Just add \$3, \$6, or \$12 to your monthly bill. Sign up at seattle.gov/green or call **206.684.3800**.

CONSERVATION HERO

"I moved out of my parents' home and with that came bills, including my City Light bill. Thanks to a recommendation from a City Light Energy Advisor, I checked out a Kill-A-Watt monitor from the Seattle Public Library and was able to better understand the electricity use of my electronics and other things I plug in. Now I know that even if I'm not using items plugged in, they still use electricity, resulting in high bills. Thank you, City Light, for helping me find a cool way to lower my bill." — Darien G.

For more information about checking out a Kill-A-Watt, visit seattle.gov/light/conserve.

Want to save like a Conservation Hero? Have a question about energy conservation or our renewable energy power programs? Call a Seattle City Light Energy Advisor at **206.684.3800** or email SCLEnergyAdvisor@seattle.gov.



"HIGHEST CUSTOMER SATISFACTION WITH BUSINESS ELECTRIC SERVICE IN THE WEST AMONG MIDSIZE UTILITIES"*



Seattle City Light

From the general manager

Look at the upper right-hand corner of this newsletter and you'll see our J.D. Power trophy, signifying that City Light has been recognized for customer satisfaction.

In the latest J. D. Power study, business customers rated Seattle City Light "Highest Customer Satisfaction With Business Electric Service in the West Among Midsized Western Utilities."*

We believe an award like this shows that we're making progress in the utility's goal to provide the best customer experience of any utility in the country.

To obtain results, J.D. Power asks customers about power quality and reliability, billing and payment, corporate citizenship, price, communications and customer service.

We received a total score of 716. The average for western midsized utilities was 691.

The people at City Light are proud and honored to serve all of our customers. We strive to provide reliable electric service, responsive customer support and excellent communications. Receiving this recognition only strengthens our commitment to work harder for you every day.

Thank you to all of our customers who made this award possible and



to our employees who get the work done, and do it well.

Jorge Carrasco
General Manager & CEO

2014 PERFORMANCE: OUR REPORT CARD



SEATTLE CITY LIGHT'S PERFORMANCE BENCHMARKS SHOW HOW WE DID REACHING OUR GOALS FOR 2014. WE PLEDGE CONTINUED IMPROVEMENT IN 2015 AND BEYOND.

2014 GOAL	BENCHMARK	PERFORMANCE
Percent of calls answered within 60 seconds (Call Center managed by Seattle Public Utilities)	80%	56%
Frequency of unplanned outages (trees in lines, equipment failure, etc.) per year, per customer	0.9	0.9
Length of unplanned outages in minutes per customer, per year	64.0	69.7
Number of inquiries per 1,000 customers	4	0.9
Percent of bill errors	2%	2.9%
Time it takes to perform residential/small commercial electrical connections that require field service	40 days	35 days
Streetlight repair, response within 10 working days	90%	95.4%
Capital projects spending-accomplishment rate	90%	83.4%
Customer conservation savings for all customer groups	14 average megawatts	16 average megawatts
Reduce/offset greenhouse-gas emissions	100%	100%
Tree trimming near power lines to improve reliability	540 miles	587 miles



EXPERIENCE THE NORTH CASCADES: TAKE A SKAGIT TOUR

Most of City Light's Skagit Tours were full to capacity last year, so book your 2015 adventure early. Visit skagittours.com or call **360.854.2589**.



IN YOUR NEIGHBORHOOD: CITY LIGHT @ WORK

Crews are in these neighborhoods, working to provide you with reliable power:

- View Ridge (north of NE 65th): replacing underground cable and equipment;
- Hawthorn Hills (south of NE 65th): installing conduit for future cable replacement;
- Burien, Seattle, Shoreline (various locations): replacing utility poles;
- Montlake: relocating, replacing underground power lines in support of a state project;
- Shoreline, north Aurora (N. 192nd to N. 205th): converting overhead lines to underground in support of a local improvement project;
- Uptown (bordering Seattle Center): updating streetlight equipment;
- Laurelhurst: upgrading underground capacity and reliability;
- Elliott Bay: relocating/restoring underground services in support of Seawall project.

Go to seattle.gov/light/construction and click on the construction sign for details.

SAFETY TIP FROM THE FIELD

"By the time spring arrives, many of us are more than ready for the garden. If you are, be aware of power-line locations when using metal tools and ladders. Look up before you dig in."

- Oscar Soto, City Light crew chief, Skagit Hydroelectric Project



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
seattle.gov/light



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

Editor: Connie McDougall
connie.mcdougall@seattle.gov

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



Printed on recycled paper.

* Seattle City Light received the highest numerical score among midsize utilities in the West in the proprietary J.D. Power 2015 Electric Utility Business Customer Satisfaction StudySM. Study based on 22,857 total online interviews ranking the 12 largest providers in the West. Proprietary study results are based on experiences and perceptions of businesses surveyed April-June and July-November 2014. Your experiences may vary. Visit jdpower.com.