



Light reading

November/December 2015

Conservation news

2015: YEAR OF THE CUSTOMER

When you conserve, you're doing your part to make sure that a brighter future for everyone starts with smart actions today. Here are examples of how City Light customers rocked conservation in 2015.

Residential Customers & Operation LED

In March, City Light launched Operation LED. The campaign introduced the most energy-efficient, high-quality lighting alternative on the market by offering a free LED light bulb to every residential customer. Around 111,600 customers took advantage of the chance to learn about this new technology and our instant discount program at participating retailers.

The Laugherys had this to say about their LED: "We've seen the light, in the night, and it is right."

The payoff: 1,336,092 kilowatt-hours will be saved annually by using these bulbs, the equivalent of powering 157 homes per year.



Kathy and Rory Laughery with Craig Smith, director, Conservation Resources Division



ArtHouse Apartments, management team and tenants.

Business & Energy Savings

From the University of Washington to a nail salon, dry cleaners to grocery stores, businesses benefit from City Light incentives and rebates when they upgrade and replace inefficient equipment. Examples:

- Swedish Automotive: By installing solar panels on their building and replacing fixtures, they continue to see savings on their monthly electricity bill.
- Naked City Brewery: Upgraded their heating/ventilation/air conditioning system in 2013, then used incentives again this year to switch to LED lighting, saving almost \$1,000 annually on their electricity bill.
- Statements Tile Inc.: Due to tireless conservation efforts, this company is recognized as one of Seattle's greenest businesses. Statements Tile saves more than \$2,500 annually on their electricity bill with upgrades they made using City Light incentive programs.

We applaud all of our conserving customers who saved energy in 2015. They build on a tradition going back almost 40 years: Energy savings acquired through the City Light conservation programs since 1977 is enough to power the homes of more than six cities the size of Seattle for one year. In addition, program participants saved more than \$815 million on their bills. To learn more about to save energy and money for your business or home, visit seattle.gov/wepower.



Multi-family Homes & Powerful Neighborhoods

Many of our customers who live in condos or apartments saved energy and money by participating in the Powerful Neighborhoods program, which provides free LEDs, low-flow showerheads, aerators, and smart power-strips. ArtHouse Apartments took part, saving more than \$5,500 annually on electric costs. Learn more at seattle.gov/multifamily.

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 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.

Take Winter By Storm

When the wind blows, and the snow falls, and the rivers rise, remember the Take Winter By Storm website – takewinterbystorm.org – a news-you-can-use resource to help you prepare for power outages and other emergencies. The first piece of advice is to have a family emergency plan and at least three days of food and water.



Power-outage Map

City Light's online outage map offers quick information during power outages, including locations that are without power and boundaries. Restoration times are estimates and are subject to change. Access the map at seattle.gov/light/sysstat.

Beware the Scam Artist

Con artists target the summer and winter months because that's when energy use spikes, for heat in the cold and air conditioning as temperatures rise. The people they go after are often the most vulnerable – the elderly and non-English speakers, but they'll also try to trick business owners. If someone threatens to shut off power unless you pay, don't fall for it. Check out our website for more information on how to avoid being scammed: seattle.gov/light/endscams.

Rate Adjustment

As of October 1, City Light made an automatic rate adjustment commonly called "the BPA pass-through." It's a mechanism that allows City Light to "pass through" to its customers the financial impact of any increase or decrease in power and transmission rates charged by the Bonneville Power Administration (BPA). For the typical residential customer, the increase is 0.8% or 56 cents a month. City Light purchases approximately 40 percent of its power – mostly hydro – from BPA.

IN YOUR NEIGHBORHOOD: CITY LIGHT @ WORK



Crews are in these neighborhoods, working to provide reliable service:

- Holly Park: upgrading street lights;
- Seattle, King County, Burien (various locations): replacing utility poles;
- Shoreline, north Aurora (N. 192nd to N. 205th): converting overhead lines to underground in support of a local improvement project;
- Elliott Bay: relocating/restoring underground services in support of seawall project;
- Central District: installing new transformer at E. Pine Street substation;
- South Lake Union/Denny Triangle: installing underground vaults and conduits for the new Denny Substation;
- Blue Ridge: installing underground conduits and vaults for electric-cable upgrade project;
- Seattle, Lake Forest Park, Shoreline (various locations): injecting underground cable with silicon to increase reliability;

This is a partial list. For details go to seattle.gov/light/atwork and click on an orange cone.



SAFETY TIP FROM THE FIELD

"Always assume that any wire or line you see on the ground is energized and dangerous. Don't touch it or anything it's in contact with and stay away from it."

**-Brandon Watkins,
Seattle City Light
Equipment Service**



Change in Solar-power Incentives

City Light participates in a state-run program that promotes solar power by providing incentives. There is an annual limit or cap on the state funds available for all utilities taking part in the program, including City Light. We expect to hit our incentive cap for renewable energy generated during the state's fiscal year of July 1, 2015 to June 30, 2016. That means, as required by law, City Light must reduce incentive payments to customers starting next summer. For more information, please visit seattle.gov/light/solarenergy.

Help with Utility Bills

With the change in seasons and drop in temperature, people naturally turn up the heat. For some customers, that's a problem. Higher utility bills in the fall and winter can put a major strain on budgets. To help, the Utility Discount Program (UDP) offers up to a 60 percent discount on utility bills to income-qualified customers, plus participants can get a free home-energy visit from a utility representative who offers ideas on ways to save energy. To find out more about program benefits and its participation guidelines, visit seattle.gov/light/assistance or call (206) 684-5788.

