
WELCOME TO YOUR NEW HOME.

Welcome to the
nation's greenest utility.

CONGRATULATIONS ON YOUR RECENT MOVE.

A new home is always exciting, and at Seattle City Light we know it's also full of extra things to think about. We hope this brochure can make it that much easier. Full of important service, program, and contact information, it's something worth keeping handy—through these first days and in the months to come.

One thing we're confident you won't have to worry about is the power your home needs. We're proud to offer clean reliable electricity at great rates—the lowest of the country's 25 largest cities—alongside responsive customer service and an extraordinary commitment to the vitality of our region. Seattle City Light is the nation's greenest utility, earned with a historic choice to rely on renewable hydroelectricity, a zero carbon footprint, and our constant efforts to conserve energy, preserve the environment in our local communities,

and make the right infrastructure investments to secure our future energy needs.

Whether you're making the choice to use our natural resources better or simply flipping the switch to brighten the day in your new home, we encourage you to take advantage of all that Seattle City Light has to offer—and to contact us with your questions, concerns, and comments.



YOUR FIRST BILL

Expect your first electric bill 2–3 months after opening your new account. Prefer electronic billing? Just sign up online after you receive your first paper bill.

If you have questions, contact us at
(206) 684-3000 or
seattle.gov/light/paymybill



CONNECT WITH US



CUSTOMER SERVICE

(206) 684-3000
(800) 862-1181 (out of area)
seattle.gov/light/accounts

TTY / HEARING AND SPEECH IMPAIRED

(206) 233-7241



POWER OUTAGES

(206) 684-7400
seattle.gov/light/outage



STREETLIGHT PROBLEMS

(206) 684-7056
seattle.gov/light/streetlight



TREE TRIMMING / POWER LINE CLEARANCE

(206) 386-1733
seattle.gov/light/neighborhoods



CALL BEFORE YOU DIG

(800) 424-5555 (or dial 811)
callbeforeyoudig.org



PROGRAMS & RESOURCES

UTILITY ASSISTANCE PROGRAMS

Utility Discount Program: You can save up to 60 percent on your electricity bill if you qualify. Contact us for income and eligibility guidelines.

(206) 684-0268 TTY/TDD (206) 233-2778 seattle.gov/udp

Emergency Assistance: Available to customers in danger of having their electric service disconnected.

(206) 684-3688 SCL_infoELIA@seattle.gov

Project Share: Funded by tax-deductible contributions, one-time emergency assistance is available for electric bills. Contact us if you need assistance or would like to donate.

(206) 684-3000 seattle.gov/light/help/share

SAFETY

Safety is our number-one priority for customers and employees. Find information for using electricity safely and efficiently at our website.

seattle.gov/light/safety

LIFE SUPPORT EQUIPMENT PROGRAM

If you rely on life support that's electrically powered, it's critical to have emergency backup equipment and an alarm system to warn of power outages. Register with Seattle City Light—we can help.

(206) 684-3020 seattle.gov/light/accounts/lifesupport

STAY INFORMED!

Call today to give us your email and phone number and we'll keep you updated during power outages, new utility programs or offers, and other City Light communications.

(206) 684-3000

CONSERVE & PROTECT

CONSERVATION INFORMATION AND SERVICES

Conserving energy helps reduce your carbon footprint and the cost of powering your home. Get tips for better energy efficiency by talking directly to a Seattle City Light Energy Advisor.

(206) 684-3800 seattle.gov/light/save

GREEN UP

Be part of the program that supports renewable power projects in the Pacific Northwest, including geothermal, small hydro, dairy biogas, and wind. Just a few dollars per month added to your bill helps make clean energy possible.

(206) 684-8822 seattle.gov/greenup

SOLAR ENERGY

Solar works in Seattle! While we are known for our cloudy skies, Seattle receives more sunlight than Germany, the world's leading solar market.

(206) 684-3800 seattle.gov/light/solar

SKAGIT TOURS

See the Skagit River hydroelectric dam projects that power your city, take a Diablo Lake boat tour, walk the historic town of Newhalem, explore the North Cascades, and much more.

(360) 854-2589 skagittours.com

TRANSLATION SERVICES AVAILABLE (206) 684-3000

- Información en español
- Impormasyon sa Tagalog
- 中文資訊
- Thông tin bằng tiếng Việt
- 한국어 정보
- Macluumaad Af-Soomaali ah

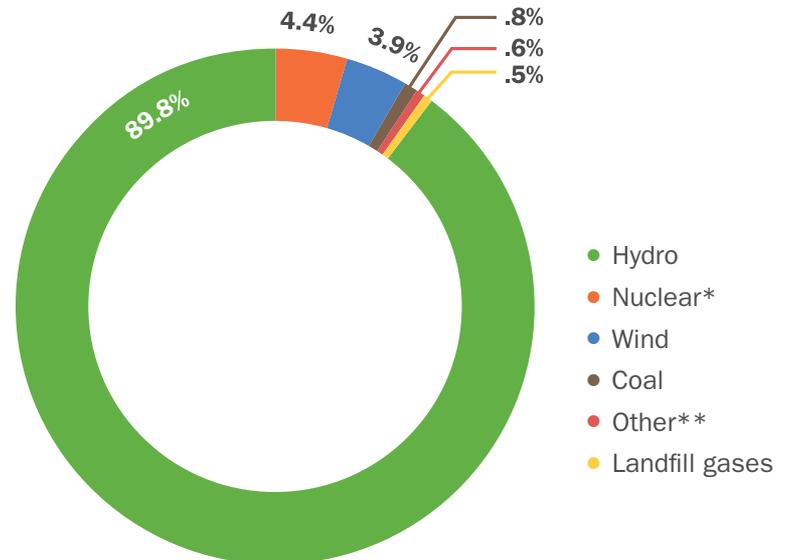


City Light manhole cover
designed by
Nathan Jackson, 1975.



HOW WE'RE POWERED

The high-quality, reliable electricity we deliver comes from a specific mix of resources unique among US utilities. Because nearly 90% is hydropowered, Seattle City Light can also offer the cleanest electricity of any city in the country. And we're 100% carbon neutral.



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

**Includes biomass, natural gas, petroleum and waste

Skagit River Hydroelectric Project at Diablo Lake.

CHOICES THAT SAVE ENERGY. REBATES THAT SAVE YOU MONEY.

Did you know that space heating, water heating, and appliances make up the largest part of your home's electricity use? Whether it's swapping your old fridge for an ENERGY STAR® model, choosing a more efficient washer, or simply switching your showerhead, rebates from Seattle City Light can help you upgrade, save money, and conserve electricity for years to come.*

Find a full list of rebate and forms at seattle.gov/appliances or speak with one of our Energy Advisors at (206) 684-3800.

* Not all appliance models and upgrades qualify for rebates. You must obtain project approval from Seattle City Light prior to purchase or installation of equipment or materials. Programs may change without notice and are subject to funds availability.

SEATTLE CITY LIGHT

700 5th Avenue, Suite 3200 P.O. Box 34023 Seattle, WA 98124-4023
(206) 684-3800 seattle.gov/light

SLD WB 091815

MORE CHANCES TO SAVE FROM SEATTLE CITY LIGHT

*Rebates and programs are subject to change.

FREE LED LIGHT BULB*

LEDs are ultra-efficient, look great and can last 20+ years. We want you to try one, for free.**

Visit seattle.gov/light/LEDbulb
or call 1-877-606-1599

Valid 9/1/2015–7/31/2016
**One free LED per New Account

FREE SHOWER TIMER*

Help your family take shorter showers and you'll save money as well as water and heating energy.

Call (206) 684-3800 or email SCLenergyadvisor@seattle.gov

Valid 9/1/2015–7/31/2016

FREE LED SELECTOR TOOL!*

Choosing the right LED bulb is easy with our LED selector tool.

Call (206) 684-3800 or
email SCLenergyadvisor@seattle.gov

Valid 9/1/2015–7/31/2016

SAVE ON SKAGIT TOURS*

Get away to the North Cascades and save \$2.00 off up to 4 regularly priced tour fares. Learn more at skagittours.org

Not valid with any other promotions or offers.
No cash value. Coupon code: welcomehome
Valid 7/1/2016–8/31/2016



RECYCLE THAT OLD REFRIGERATOR OR FREEZER!*

If it's working, we'll haul it away for free. You'll get \$30 and years of energy savings.

Visit seattle.gov/oldfridge

Must have been
manufactured in 2000 or before.
Valid 9/1/2015–7/31/2016

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