



OUR VISION:

To set the standard—to deliver the best customer service experience of any utility in the nation.

OUR MISSION:

Seattle City Light is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low-cost, and reliable power.

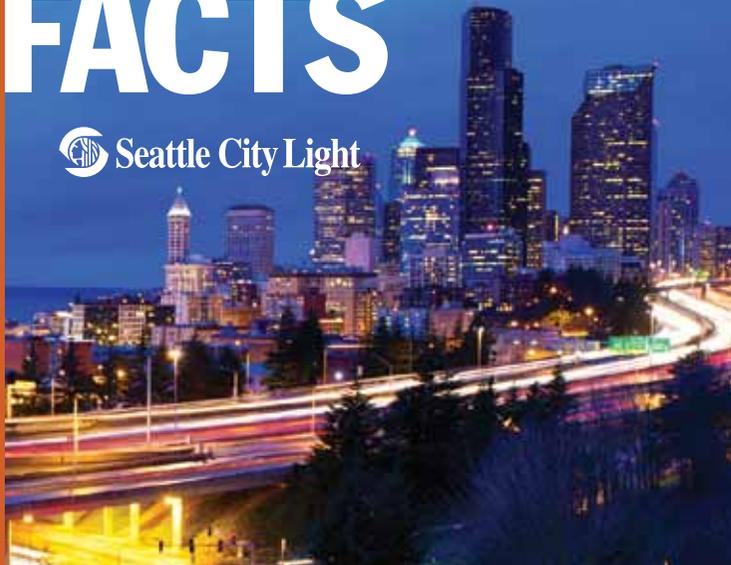
OUR VALUES:

Excellence, Accountability, Trust, and Stewardship

 Printed on recycled paper.

CUSTOMER INFORMATION GUIDE

SEATTLE CITY LIGHT FINGERTIP FACTS





FROM THE GENERAL MANAGER & CHIEF EXECUTIVE OFFICER

After two years of work by the City Light Review Panel, and wide-ranging input from customers and stakeholders, a six-year strategic plan was unanimously adopted by the Seattle City Council in July, 2012. For Seattle City Light customers, the plan means rate predictability, service improvements, and more reliability. For the utility, the plan provides revenue stability and a guide to the future, allowing us to make needed investments and upgrades.

Reviewed and updated every two years, City Light's strategic plan will help the utility meet its vision of providing the best customer service of any utility in the country.

Jorge Carrasco

Jorge Carrasco
General Manager and Chief Executive Officer,
Seattle City Light

SEATTLE CITY LIGHT, LEANER SMARTER & BETTER



WE'RE YOUR ELECTRIC UTILITY

On March 4, 1902, Seattle voters took the bold step of approving bonds to build a hydroelectric power plant on the city's newly established Cedar River watershed. The power generated would supply electricity to the city's streetlights.



Guided by a young visionary named J.D. Ross, the Cedar Falls power plant was completed and Seattle's streetlights were illuminated in January of 1905. In April of 1910, the city's charter was amended to create a Light and Power Department – eventually to become known as Seattle City Light. We have a long and proud history of innovation and stewardship. J.D. Ross' legacy of utility leadership continues today at City Light as we face a world challenged by global climate change.

Our dams on the upper Skagit River – Ross, Diablo and Gorge – and Boundary Dam on the Pend Oreille River are industry models. Through careful resource management and habitat protection we are improving endangered fish populations in Puget Sound. We are also doing our part to reduce harmful levels of greenhouse gases by achieving net-zero carbon dioxide emissions each year since 2005.

Looking into the future for new, renewable energy is our challenge and our opportunity. We see increased conservation as our “power plant” of the future. The resources we don't use today will provide power for our future.

For more information about Seattle City Light, visit www.seattle.gov/light.

SEATTLE CITY LIGHT EXECUTIVE TEAM



Left to right: Jeff Bishop, chief financial officer; Jorge Carrasco, general manager and CEO; Phil West, customer service and energy delivery officer; Jim Baggs, compliance officer/interim power supply and environmental affairs officer; DaVonna Johnson, human resources officer; and Sephir Hamilton, chief of staff.

Jorge Carrasco

General Manager and CEO

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Sephir Hamilton

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Chief Financial Officer

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DaVonna Johnson

Human Resources Officer

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Phil West

Customer Service and Energy Delivery Officer

phil.west@seattle.gov



CONTACTS

Seattle City Light Administrative Office

Seattle City Light Visitor Center and Executive Offices
700 5th Avenue, Suite 3200

Seattle, WA 98104-5031

(5th Avenue between Columbia and Cherry streets)

Mailing Address:

P.O. Box 34023

Seattle, WA 98124-4023

General Manager's Office 206.684.3200

Communications and Public Affairs 206.684.3090

Customer Service 206.684.3000 www.seattle.gov/light

Non-English Language Portal:

www.seattle.gov/html/citizen/language.htm

North Service Center

1300 N. 97th Street

Seattle, WA 98103

206.615.0600

South Service Center

3613 4th Avenue S.

Seattle, WA 98134

206.386.4200

KEY PHONE NUMBERS

Outage Hotline 206.684.7400

Electrical Life-Support Equipment Program 206.684.3020

Customer Service Center 206.684.3000

Out of area calls 800.862.1181 (Interpreters are available for customers who do not speak English.)

Account Information, Payment Assistance, Payment Locations, Bill Information and Dispute Resolution, Rates Information, and Green Renewable Energy Information

TTY/Hearing Impaired 206.233.7241

After-Hours Electrical Emergency Line 206.706.0051

Electrical Service and Streetlight Service

North of Denny Way 206.615.0600

South of Denny Way 206.386.4200

Streetlight Problems 206.684.7056

Conservation Information 206.684.3800

(Residential, Commercial and Industrial)

Tree Trimming/Vegetation Management 206.386.1663

Skagit Tours www.SkagitTours.com 206.684.3030

General Manager's Office 206.684.3200

Communications and Public Affairs 206.684.3090

PAYMENT LOCATIONS

Downtown

Utilities Payment Center

700 5th Avenue, Suite 2777
Monday - Friday, 8 a.m. - 5 p.m.

City Treasurer's Office

700 5th Avenue, Suite 4250
Monday - Friday, 8 a.m. - 5 p.m.

Seattle Municipal Tower Customer Service Center

700 5th Avenue
4th Floor Lobby
Monday - Friday, 8 a.m. - 5 p.m.

Seattle Municipal Tower Payment Drop Boxes

700 5th Avenue
4th Floor Lobby
and
6th Avenue and Cherry Street
(outside at the SE corner of the building)

City Hall Payment Drop Box

5th Avenue and Cherry Street
1st Floor Lobby (by the elevators)

Note: Credit card payments are not accepted in payment drop boxes.

Seattle City Light Service Centers

North Service Center*

1300 N. 97th Street
Monday - Friday, 8:30 a.m. - 4:30 p.m.

South Service Center*

3613 4th Avenue S.
Monday - Friday, 8:30 a.m. - 4:30 p.m.

Seattle Neighborhood Payment Locations

Ballard

5604 22nd Avenue N.W.
Monday - Friday, 9 a.m. - 5 p.m.
Saturday, 10 a.m. - 2 p.m.

Central

2301 S. Jackson Street, Suite 208
Monday - Friday, 9 a.m. - 7 p.m.
Saturday, 9 a.m. - 5 p.m.

**Payment drop boxes are located outside near the main entrances.*

Seattle Neighborhood Payment Locations /continued, next page

PAYMENT LOCATIONS

Seattle Neighborhood Payment Locations

Delridge

5405 Delridge Way S.W.
Monday - Friday, 10 a.m. - 6 p.m.

Lake City

12525 28th Avenue N.E.
Located in the Lake City Public Library
2nd Floor
Monday - Friday, 9 a.m. - 5 p.m.

Southeast

3815 S. Othello
Suite 105
Monday - Friday, 9 a.m. - 5 p.m.
Saturday, 10 a.m. - 2 p.m.

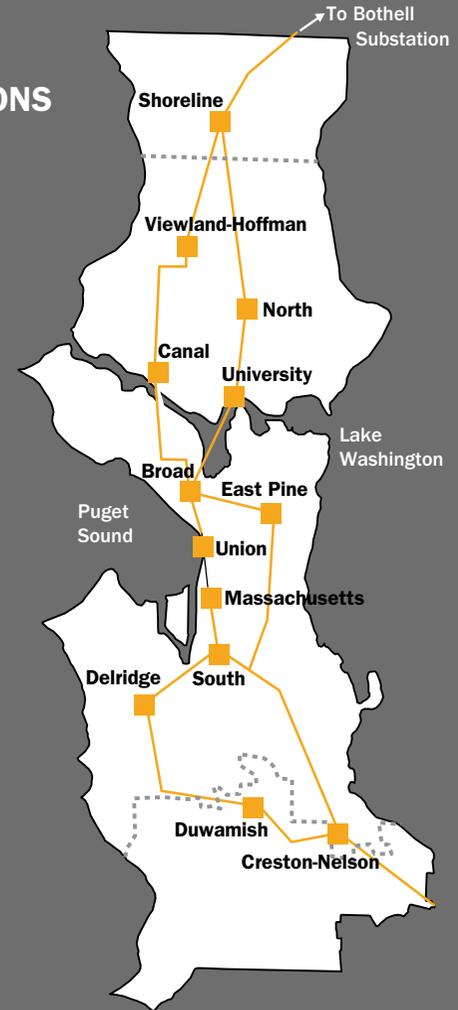
University

4534 University Way N.E.
Monday - Friday, 10 a.m. - 6 p.m.
Saturday, 10 a.m. - 2 p.m.

SERVICE AREA AND SUBSTATIONS

SERVICE AREA

- Substations
- Seattle City Limits



GENERAL INFORMATION

For the year ended December 31, 2012, the most current data available.

Seattle City Light, a department of the City of Seattle, is one of the nation's largest municipally owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

Service Area Population	776,336
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,811
Major Substations	15
Unit Substations	3
Commercial and Industrial Power Transformers	56
Transmission Circuit Miles	656
Distribution Circuit Miles	2,310
Network Distribution Circuit Miles*	216
Meters	418,000

* Includes the downtown business district, First Hill, and the University District.

CUSTOMER STATISTICS (UNAUDITED)

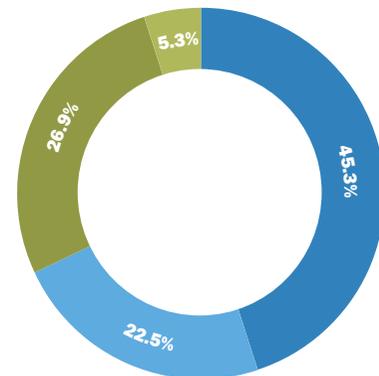
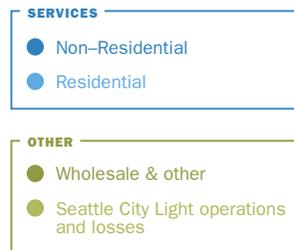
For the year ended December 31, 2012, the most current data available.

	Average Number of Customers	Megawatt-Hours*
Residential	362,658	3,098,745
Non-Residential	39,950	6,367,897
Total	402,608	9,466,642

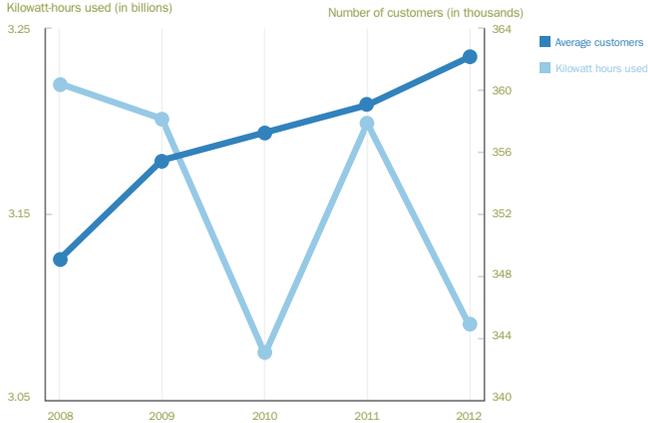
*Amounts include an allocation for the net change in unbilled revenue.

2012 USES OF POWER

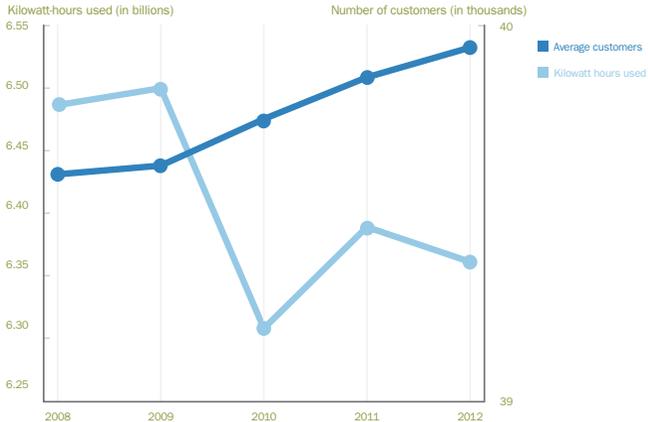
(in percent megawatt-hours)



RESIDENTIAL CONSUMPTION



NON-RESIDENTIAL CONSUMPTION

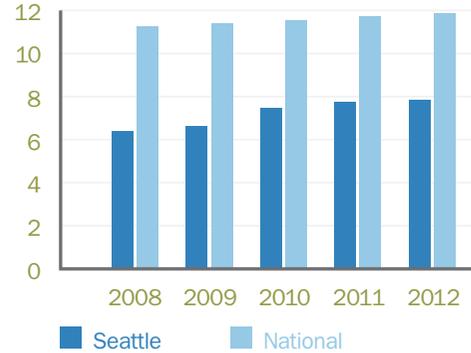


AVERAGE RATE PER KILOWATT-HOUR

For the year ended December 31, 2012*

AVERAGE RESIDENTIAL RATES

(in cents per kilowatt-hour)



Seattle City Light is proud to offer its residents some of the lowest electricity rates in the nation and the Northwest.

Note: Source of national data: Department of Energy (www.eia.doe.gov/cneaf/electricity/epa/epa_sum.html; www.eia.doe.gov/cneaf/electricity/epm/epm_sum.html).

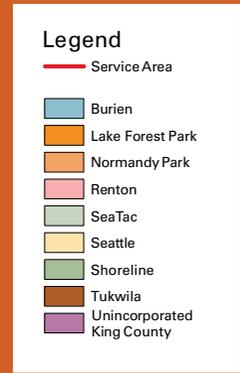
**2012 national average annual consumption data not available; 2012 national average rate data is preliminary; 2011 national average annual consumption data added; 2011 national average rate data updated.*

ENERGY RESOURCES



SERVICE TERRITORY

Seattle City Light serves approximately 403,000 customers in the City of Seattle and eight adjacent jurisdictions.



POWER SUPPLY GENERATED BY CITY LIGHT

City Light Plants	Locations	Date in Service	Capacity (MW)	% of Total
Boundary	Pend Oreille River	8/23/67 ¹	1,050.0	58.0
Ross	Skagit River	12/30/52	352.6	19.5
Gorge	Skagit River	9/27/24	199.2	11.0
Diablo	Skagit River	10/20/36	159.3	8.8
Cedar Falls	Cedar River	10/14/04	30.0	1.7
S. Fork Tolt	S. Fork Tolt River	11/20/95	16.6	0.9
Newhalem	Newhalem Creek	1921	2.3	0.1
Total System Generation Capability			1,810.0	100.0

¹ Two additional hydro units of 399 MW capacity installed in 1986.

2012 FUEL MIX

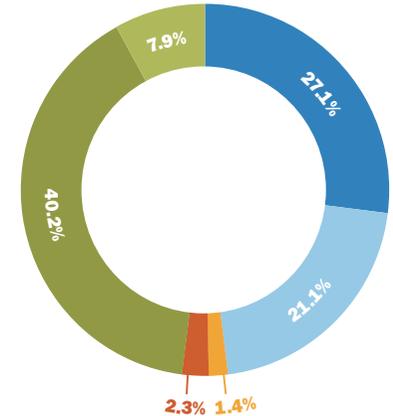
Generation Type	Percentage
Hydro	89.8
Nuclear*	4.4
Wind	3.9
Coal*	.8
Other**	.6
Landfill Gases	.5
Total	100.0

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

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

2012 SOURCES OF POWER

(in percent megawatt-hours)



Meeting Our Customers' Power Needs

Seattle's city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle's power needs. We make up the difference by purchasing power from outside the region.

CONSERVATION PROGRAMS

Energy Savings

Seattle City Light has operated conservation programs for 35 years. In 2012, conservation reduced City Light's electric system load by 1,196,732 megawatt-hours. That is enough electricity to power 140,000 Seattle homes – over one-third of our residential service. These savings accrued from measures installed from 1982 to 2012. If all the energy savings acquired through City Light's conservation programs since 1977 had been available in 2012, this could power the homes of six cities the size of Seattle for one year – or double the entire utility load for 2012.

Carbon Dioxide Emissions Reductions

In 2012, the release of more than 765,908 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 168,500 households driving one fewer car for a year. This impact will continue for the next 16 years, as long as the conservation measures installed continue to save energy.

CONSERVATION CUSTOMERS

Save on Electric Bills

- From 1977 to 2012, program participants saved \$806 million on their bills. Half of these savings went to residential customers.
- In 2012, conservation customers reduced their City Light bills by \$84 million.

ANNUAL ENERGY SAVED THROUGH CONSERVATION

