



Seattle Municipal Tower
700 5th Avenue, Suite 3200
Seattle, WA 98104-5031

Mailing Address:

P.O. Box 34023
Seattle, WA 98124-4023

206.684.3000

www.seattle.gov/light

Spanish website: www.seattle.gov/light/spanish



Energy-saving LED lights



Renewable biogas



Hydro energy



fingertip facts

Customer Information Guide

Message from the superintendent



 **Seattle City Light**
Jorge Carrasco
superintendent

Our Vision, Mission and Values statement defines our expectations. These are the principles for how we treat our customers and each other. The statement also serves as a guide on how we steward the physical and natural assets entrusted to us by our customer-owners. Our commitment to you is to provide the best customer service of any utility in the country.

A handwritten signature in blue ink that reads "Jorge Carrasco". The signature is fluid and cursive.

Superintendent Jorge Carrasco
Seattle City Light

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.

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.



J.D. Ross

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.



Streetlights of early Seattle

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.



Boundary Hydroelectric Project

Seattle City Light executive team



Jorge Carrasco
Superintendent
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James Baggs
Chief Compliance Officer
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DaVonna Johnson
Human Resources Officer
davonna.johnson@seattle.gov



Steve Kern
Power Supply and Environmental Affairs 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 & 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

Superintendent's Office 206.684.3200
Communications & Public Affairs 206.684.3090
Customer Service 206.684.3000 www.seattle.gov/light
Spanish website: www.seattle.gov/light/spanish
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

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

(Residential, Commercial and Industrial)

206.684.3800

Tree Trimming/Vegetation Management

206.386.1663

Skagit Tours

206.684.3030

www.SkagitTours.com

Superintendent'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 Payment Drop Box
700 5th Avenue
4th Floor Lobby (near Key Bank)

Seattle Municipal Tower Payment Drop Box
6th Avenue & Cherry Street
(outside at the SE corner of the building)

City Hall Payment Drop Box
5th Avenue & 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 a.m. - 5 p.m.

South Service Center*
3613 4th Avenue S.
Monday - Friday, 8 a.m. - 5 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 *continued*

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.

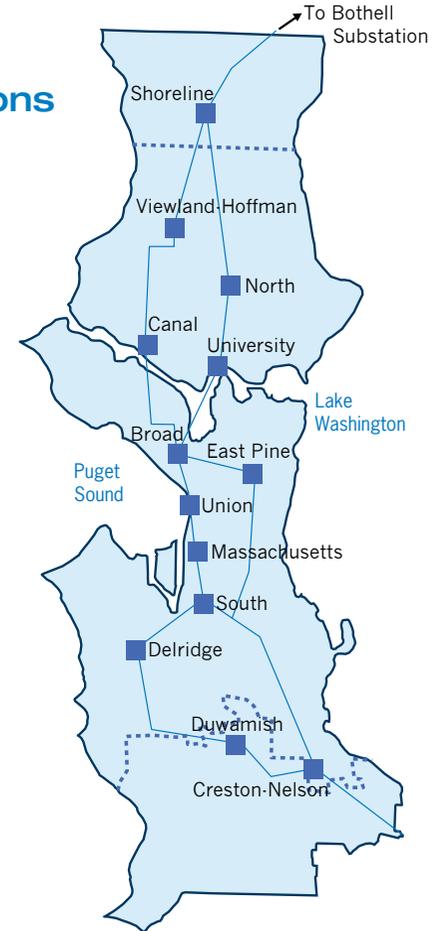
Southeast

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



General information

For the year ended December 31, 2010, 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.

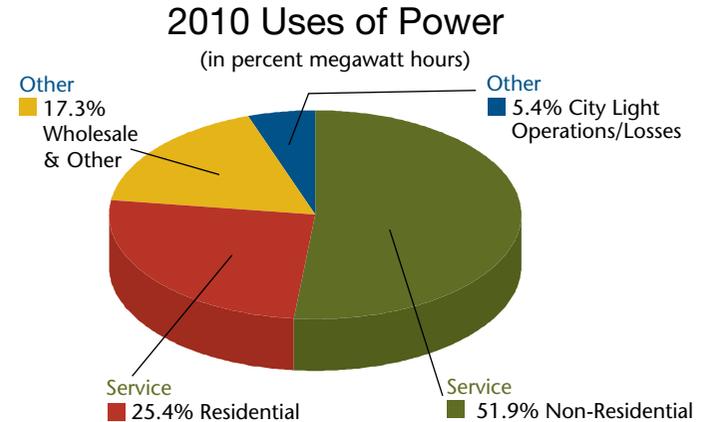
Service Area Population	780,800
Service Area Size	131.31 sq. mi.
Personnel (full-time equivalent positions)	1,810
Major Substations	15
Unit Substations	5
Commercial and Industrial Substation Transformers	56
Transmission Circuit Miles	656
Distribution Circuit Miles	2,300
Meters	408,000

Customer statistics

For the year ended December 31, 2010, the most current data available.

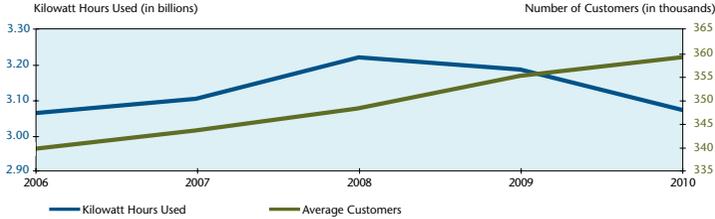
	Average Number of Customers	Kilowatt-Hours (in 000's) ^A
Residential	359,079	3,073,405
Non-Residential	39,779	6,297,591
Total	398,858	9,370,996

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

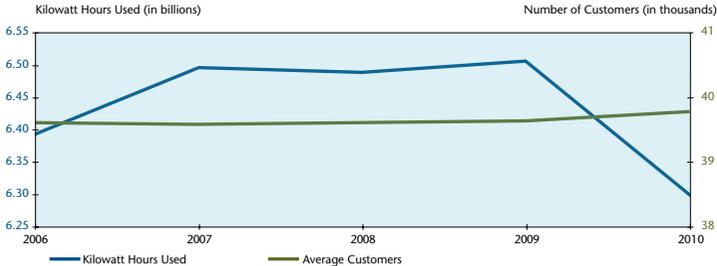


Customer statistics

Residential Consumption



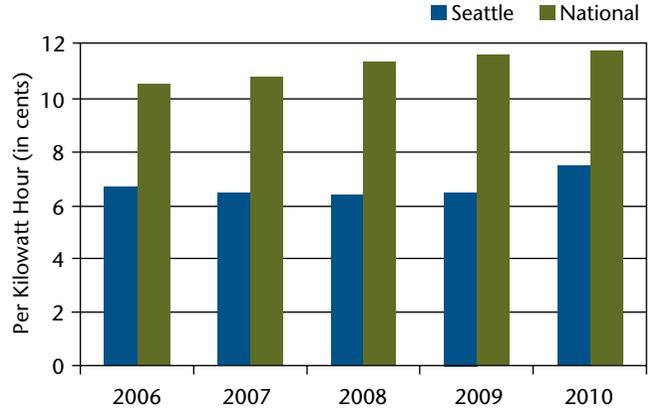
Non-Residential Consumption



Average rate per kilowatt-hour

For the year ended December 31, 2010*

Average Residential Rates



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

Note: Rates are set by the Seattle City Council. Notice of public hearings on future rate actions may be requested from The Office of the City Clerk, City Hall, 600 4th Avenue, Floor Three, Seattle, WA 98104. Information about public hearings and City Council meetings can be found on the Web at www.seattle.gov/council. Information on City Light rates can be found at www.seattle.gov/light/accounts/rates.

*Unaudited

Energy resources



Energy Resources

- Owned Hydro
- ♦ Long-term Hydro Contracts
- ❖ Treaty Rights from British Columbia
- Other Long-term Contracts

Service territory



Power supply

City Light Plants	Location	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.

2010 fuel mix

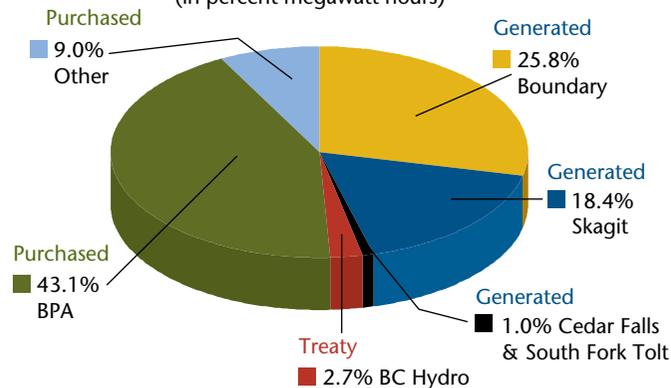
Generation Type	Percentage
Hydro	87.9
Nuclear*	6.4
Coal*	2.5
Wind	2.1
Other**	1.1
Total	100.0

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

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

2010 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 plants supply more than half of Seattle's power needs. We must make up the difference by purchasing power from outside the region.

Conservation programs

Energy Savings

Seattle City Light has operated conservation programs for 33 years. In 2010, conservation reduced City Light's electric system load by 1,109,892 megawatt-hours. That is enough electricity to power 129,000 Seattle homes – one-third of our residential service. These savings accrued from measures installed from 1982 to 2010.

The energy savings acquired through City Light's conservation programs since 1977 could power the homes of four cities the size of Seattle for one year — or the entire utility load for 2010 with 42 percent to spare.

Carbon Dioxide Emissions Reductions

In 2010, the release of more than 665,935 metric tons of carbon dioxide into the atmosphere was avoided because of our programs. That is equivalent to 146,500 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 2010, program participants saved \$721 million on their bills. Half of these savings went to residential customers.
- In 2010, conservation customers reduced their City Light bills by \$57.5 million.

Energy Saved Through Conservation

