Seattle City Light

Conserving Energy for a Sustainable Future

Community Energy Forum

FAQ

Q: What is the Community Energy Forum?

A: The Forum is a way for Seattle City Light to learn more about our customer views on a variety of energy topics using an online survey format. Seattle City Light is working with a company called Vision Critical to help us develop survey questions and analyze survey results. The Forum is designed to provide customers a direct, convenient way to share their thoughts and interests with us. Renewable energy is the first topic to be addressed.

Q: What is renewable energy?

A: Renewable energy is power generated from natural resources that are constantly replenished, or "renewed," such as water, wind, solar, biomass, and geothermal sources. The fossil fuel energy resources often relied on, such as coal, oil and natural gas are nonrenewable, meaning they are limited resources that cannot be replenished. Nonrenewable energy resources release carbon emissions that contribute to climate change. Seattle City Light is committed to renewable energy along with energy efficiency and conservation resources to meet its power supply. These are cleaner and more environmentally friendly ways of meeting our energy needs.

Q: If I participate in the Forum, how much of my time will it require?

A: As a member, you will receive one Community Energy Forum email invitation per month for a year. The monthly survey is accessed by clicking a link within the email. Each survey should take about 5 minutes. Our intent is to make sure this is a simple and enjoyable experience that allows you to share your opinions with us on renewable energy and other energy-related topics.

Q: Why should I join the Forum?

A: If you are interested in renewable energy and what role it plays in our energy future, or if you have ideas about how to increase energy conservation in your home, business or community, we want to hear from you. The Community Energy Forum is a great opportunity for you to share your opinions with us on renewable energy and other energy-related topics.

Q: What type of topics will be covered?

A: The Community Energy Forum will give you the opportunity to weigh in on a wide variety of energy topics. The Forum will capture your views and preferences regarding energy supply, energy efficiency (using energy wisely), energy conservation (using less energy) and renewable energy. There are no "right" or "wrong" answers, just your opinions and feedback.

Q: How will my input be used?

A: Seattle City Light will use your feedback to help plan for the future and to design programs that respond to customer needs and interests. For example, Seattle City Light may ask about your interest in purchasing renewable energy credits, or investing in energy-saving lighting or appliance upgrades, so that we can make it easier for you to do these things.

Make a difference. Enroll at seattle.gov/forum

Q: Who is participating in the Community Energy Forum? Can I invite other people to join?

A: Forum participation is open to up to 1,600 Seattle City Light customers over the age of 18 who are responsible for their Seattle City Light bill payment. You are welcome to invite other Seattle City Light customers to join. Simply send them this link: www.seattle.gov/forum

Q: Will I be able to see results of the surveys?

A: Yes! Each month Seattle City Light will share summary information and key learnings with Community Energy Forum participants.

Q: Who is Vision Critical and what is their connection to Seattle City Light?

A: Seattle City Light is working with Vision Critical, a leading market research company, to design and host the online Forum on behalf of Seattle City Light. They have experience in convening online discussions and surveys.

Q: Will my email address or personal information be shared with anyone outside of Seattle City Light?

A: No. While Vision Critical will help us capture customer information, as a partner of the Utility they must adhere to our customer privacy guidelines. More information on our privacy policy is available here: www.seattle.gov/pan/privacypol.htm

Q: How is this initiative funded?

A: Initial funding for the Community Energy Forum is provided by customer contributions to the Seattle City Light Green Up program. Green Up is a voluntary renewable energy purchase program for residential and business customers. To learn more about Green Up visit: www.seattle.gov/greenup

Q: Are my answers anonymous?

A: Yes. While you will be required to enter your name and some information about yourself, this is only to ensure that the Forum represents the views of a cross section of our customers. Your responses will be combined with all other survey responses.

Q: I don't have internet access. Can I still participate?

A: Certainly! You may use a computer available at your nearest Library or at a Community Technology Center (CTC). CTCs are located in libraries, community centers, public facilities, non-profit agencies and schools, and housing communities.

Q: How do I unsubscribe from the Community Energy Forum?

A: Simply click on the "Unsubscribe" link found at the bottom of any of our email communications and follow the instructions on screen to complete the process. Once you have completed this action, you will be immediately removed from the Forum.

Q: Who can I call for more information?

A: For more information on the Community Energy Forum or other community energy-related topics, please call a Seattle City Light Energy Advisor at (206) 684-3800.

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