

KEY CONNECTIONS

FALL
2015

From Interim
General Manager
& CEO, Jim Baggs



**YOU'RE THE CUSTOMER.
WE'RE HERE TO SERVE YOU.**

That's the essential message from City Light's Account Executive Office, which serves the utility's key customers — schools, hospitals, manufacturing, industrial, hotels and more.

Our key customer managers work with and for you to provide excellent customer service. Some of their duties include:

- acting as the primary point of entry and coordination for your business dealings with City Light;
- understanding your business needs while providing you with representation in the utility;
- offering personalized service, especially during power outages.

In an effort to keep you better informed about the utility, we're sending this quarterly newsletter that we hope is full of news you can use.

We'd also like to know what topics would you like to see covered in our quarterly newsletter, and are there others in your office who would like to receive it? Please send ideas and contact information to Sheree.Hall@Seattle.Gov.

I hope you find it useful and informative.

REVIEW THE RATES

In 2014, the Seattle City Council adopted new electric rates for 2015 and 2016 in alignment with the utility's strategic plan. This effort allows City Light to meet the current and future energy needs of our customers while keeping rates predictable. The table below shows planned rate increases by customer class beginning January 1, 2016.

2016 Rate Increase	Total	Residential	Small	Medium	Large	High Demand
City of Seattle	5.2%	5.0%	5.0%	5.1%	5.6%	6.1%
Network	3.6%			3.4%	3.9%	
Shorline	4.8%	4.9%	5.0%	5.1%	5.6%	
Tukwila	5.5%	4.9%	5.0%	5.1%	5.6%	6.1%
Other Suburbs	4.9%	4.9%	5.0%	5.1%	5.6%	

Small general service (< 50 kW/month)
Medium general service (50 kW - 999 kW/month)
Large general service (1,000 kW - 9,999 kW/month)
High-demand general service (10,000 kW/month +)

In October, City Light will include 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. The pass-through is expected to be 0.9 percent. City Light purchases approximately 40 percent of its power — mostly hydro power — from BPA.

For more on rates and rate structure, please visit seattle.gov/light/rates/biennialrate.asp.



DISTRICT ELECTIONS COMING TO CITY HALL

The Seattle City Council and its energy committee oversee City Light operations, including rates and the utility's strategic plan. With upcoming changes to the council's governing structure, moving to representation by district, we understand that this could be of interest to our customers. City Light looks forward to working with the new council and we promise to keep you informed of any developments that may affect you.

AT YOUR SERVICE

We'd like to introduce you to the key customer managers in the Account Executive Office who serve you.

Sandi Fukumoto, manager – government, transit, retail
sandi.fukumoto@seattle.gov | (206) 684-0423

Glenn Atwood – universities (except Seattle U), schools, managed care, biotech
glenn.atwood@seattle.gov | (206) 684-3294

Austin Coover – data centers, commercial properties, communication/media, entertainment, hotels
austin.coover@seattle.gov | (206) 684-3628

Soheila Ghassemikia – hospitals, commercial property managers, real estate developers, Seattle University
soheila.ghassemikia@seattle.gov | (206) 684-3671

Mary Junttila – industrial/manufacturing, maritime, the Port of Seattle
mary.junttila@seattle.gov | (206) 684-3825

In each newsletter, we'll offer a brief profile of a talented staff member.



AUSTIN FAUPELL COOVER

If you're a customer in the following areas, Austin's your go-to guy:

- commercial properties
- communications/media
- data centers
- entertainment
- hotels

Austin is new to the Account Executive Office and comes to us with a financial background, holding a bachelor's degree in economics from Western Washington University and a master's in economics from Utah State University. He's worked for the City of Seattle as an economist, and before that, he did environmental consulting on the Deepwater Horizon oil spill in the Gulf of Mexico. Earlier, Austin taught English in China for more than two years. Currently, he's the proud dad of a toddler.

CITY LIGHT SERVICES/INFORMATION LINKS

Seattle MeterWatch

Online energy use and cost information service

Green Button

A standardized and secure way to get energy-use data electronically

Conservation Homepage

Information on cost-effective and efficient energy service

Electric Service Engineers

Territory maps and contact information for City Light engineers

City Light's 2014 Annual Report

A digital report that includes entertaining and informative videos

SMALL TALK

Seattle City Light maintains approximately 2,300 miles of distribution power lines. Vegetation Management is an important part of maintaining those lines.

The utility's tree-trimming program maintains and monitors over 300,000 trees with the potential to grow or fall into our power lines and critical infrastructure. We work along 1,770 miles of overhead lines in Seattle and parts of Burien, Lake Forest Park, Normandy Park, Renton, SeaTac, Shoreline, Tukwila and Unincorporated King County.

CONTACT INFO

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seattle.gov/light/key/default.asp

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