

KEY CONNECTIONS

FALL
2016

A LEGACY OF ENVIRONMENTAL EXCELLENCE

LYNN BEST
City Light Chief
Environmental Officer



City Light's tradition of environmental stewardship and sustainable operations is long standing. Working with tribes and agencies on the Skagit River, City Light is one of a few entities to successfully restore wild salmon runs. We've also protected and restored more than 14,000 acres of fish and wildlife habitat and built the North Cascades Environmental Learning Center. Our Skagit Hydroelectric Project is the largest facility certified as low impact by the independent Low Impact Hydro Institute. This tradition of stewardship continues with our new license for the Boundary Hydroelectric Project.

City Light was the first electric utility in the nation to be **greenhouse-gas neutral**. We've eliminated fossil fuel resources and committed to meet future load-growth with energy efficiency and renewables. The utility's climate-adaptation plan was recognized by the U.S. Dept. of Interior, presenting City Light with its inaugural Climate Adaptation Leadership Award for Natural Resources in the state/local category.

These and other actions ensure City Light will continue to produce environmentally responsible, low cost, reliable power.

THE FUTURE OF METERING

City Light's advanced metering program is part of our Strategic Plan and the centerpiece of an efficient electric system, often called the smart grid. The meters allow customers to make energy-saving choices, improve customer service, and reduce environmental impact.

Installation begins in early 2017, but customers with load-profile meters will be converted at the end of the deployment. Load-profile meters currently provide customers with data at 15-minute intervals to determine energy use. For more information [click here](#).

BUILDING BOOM

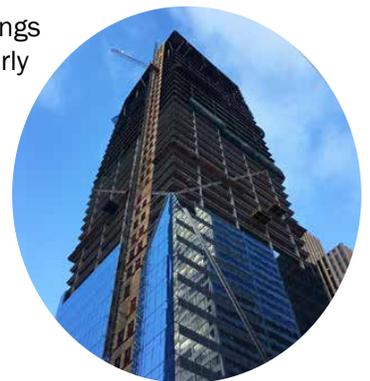
According to the Puget Sound Business Journal, almost every metric of the Downtown Seattle Association's mid-year development guide "astounds," with 65 new buildings under construction or expected to start. All of them need electricity, which is why City Light continues to invest in its infrastructure, such as building the new **Denny substation**.

If you're part of this building boom, here are guidelines to help with your projects:

- First, refer to the [Requirements for Electric Service Connections and Engineering Standards and Construction Guidelines](#).
- Complete the [online application](#).
- Contact us early in the process; City Light provides one scoping meeting per project at no charge.
- Allow enough time for review of the application. Your electric-service engineer can give a more specific timeframe, depending on the number of projects in the queue.

Mayor Ed Murray's commitment to the Living Buildings Challenge is another reason to contact City Light early about new construction. The mayor's proposals include new energy-saving and building codes: Commercial buildings up to 20 stories and residential buildings up to three stories may be required to reserve rooftop space to be solar-ready for future installation. Read all the details [here](#).

Seattle is booming, powered by City Light. Let's work together to make your construction project a success.



ANNUAL FALL FORUM

As storm season approaches, plan to attend City Light's 10th Annual Fall Preparedness Forum on Nov. 15, 1-4 pm, Seattle City Hall in the Bertha Knight Landes Room (600 4th Ave). Keep an eye on your email for more information.

NEW BILLING SYSTEM

City Light and Seattle Public Utilities launched the much anticipated customer information and billing system in September. The new one replaces an existing 15-year-old system that was past its prime and no longer supported by the vendor. Benefits include better operational efficiency, improved communication options for customers and more robust customer-data security. If you need your new account numbers, please contact your Key Customer manager.

KEEPING YOU INFORMED

City Light's account executive office provides round-the-clock power-outage notification to our key customers, as well as:

- 24/7 phone numbers so you can contact us in an emergency: (206) 684-4398 or (206) 706-0451;
- an online [outage map](#) for information when there's an outage;
- and a [weather map](#) that tracks wind speeds and locations.

In addition, join [Alert Seattle](#), the official emergency notification system used by the city of Seattle to communicate with residents during emergencies. Learn more about the services we provide at the [account-executive office website](#).



AT YOUR SERVICE

Sandra Perez

Sandra is the newest member of the Account Executive Office, serving the government, transportation and retail sectors. She sees relationships with key customers as essential to a modern utility company, especially here in Seattle.

Sandra is from the East Coast where she earned a bachelor's degree in

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 Annual Report

Financial and customer information

CONTACT INFO

Phone (business hours): (206) 684-3331

24/7 emergency: (206) 684-4398

Business services: seattle.gov/light/key

Staff directory:

seattle.gov/light/key/directory.asp

Email: AccountExecutiveOffice.scl@seattle.gov

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behavioral science from Concordia College in New York and a master's in public administration from Baruch College in New York City. Sandra joined City Light in 2013 as a National Urban Fellow working on the Utility Discount Program. After completing her fellowship, she joined City Light as a strategic advisor serving as a member of the core team for the mayor's Utility Discount Program initiative.

Away from work, she enjoys live music, hiking, cooking and travel, especially exploring the beautiful Pacific Northwest.