

KEY CONNECTIONS

SPRING
2016

INTRODUCING LARRY WEIS CITY LIGHT GM & CEO

This spring, following a review by the Seattle City Council Energy and Environment committee and a vote by the full council, I was confirmed as head of City Light. I'm grateful for that and honored to lead a \$1.3 billion operation that has more than 1,800 employees.



It's a privilege to work for this legacy organization, which has a proud history going back more than 100 years. City Light enjoys a nationally recognized reputation for delivering affordable, reliable, clean energy to customers. The utility is also an industry leader of environmental stewardship — all values I share.

It's clear to me that City Light's environmental commitment — dating back to the 1970s — must be maintained and even expanded. On my watch, that will happen. One of my first actions will be to create an executive-level position at City Light that focuses entirely on environmental issues.

I'm also excited about major projects that will improve the customer experience. Construction of the Denny Substation is underway (see page two for more), plus we're bringing City Light into the 21st century with the build out of an advanced metering system.

It's great to be back in my hometown and to serve the customers of Seattle City Light.

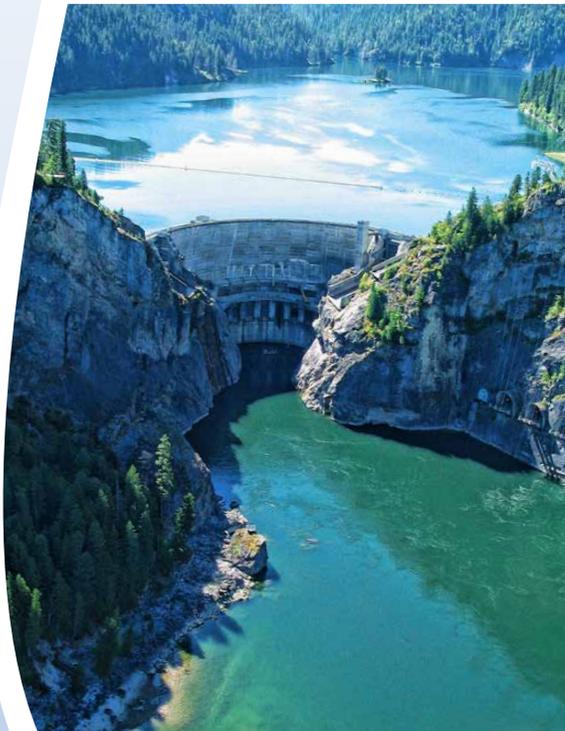
CITY LIGHT STRATEGIC PLAN UPDATE

A plan is only as good as it is current, which is why City Light is updating its Strategic Business Plan. The update covers the years 2017–2022 and supports the utility's budget and rate proposal for 2017 and 2018.

First adopted by the Seattle City Council in 2012, the plan offers a blueprint for making informed decisions about the future. Each update is an opportunity to gather feedback from customers and stakeholders on how City Light is doing its job — producing and delivering environmentally responsible, safe, affordable and reliable power.

For the latest update, City Light's mayor- and council-appointed Review Panel initiated the process last summer with a one-day workshop on the "Utility of the Future." The meeting highlighted important opportunities and challenges facing the electric-utility industry as well as solutions some of City Light's peers have put in place. The utility also gathered input through a variety of channels and has provided an initial draft to the mayor for his review. This update maintains the four key objectives of the original plan:

- improve customer experience and rate stability;
- increase workforce performance and safety practices;
- enhance organizational performance; and
- continue conservation and environmental stewardship.



In addition, the update maintains prior initiatives, with three significant modifications:

- improve internal support for the strategic planning process itself;
- strengthen efforts to promote adoption of electric vehicles; and
- delay planned improvements to the South Service Center.

Here's the remaining schedule:

April — Utility reaches out for customer input.

June — Mayor Ed Murray sends plan on to the city council for review.

July — Council votes on adopting the plan.

For more detailed information, including proposed rate impacts, please visit the Seattle City Light Strategic Plan website at seattle.gov/light/stratplan.

AT YOUR SERVICE

GLENN ATWOOD

Glenn is a key-customer manager who serves these groups: public schools, colleges and universities (except Seattle U), biotech, nursing homes, and affordable housing. He's been with the Account Executive Office for two years, moving over from the Conservation Resources Division where he was a manager and then its director. A 26-year veteran of the utility, his earliest positions were in Environmental Affairs and Strategic Planning. Glenn enjoys working directly with customers and uses his varied experience to help solve their problems.



Glenn grew up in Florida, moved West to get his bachelor's degree from Stanford University, and, while working at City Light, got a master's of public administration from the UW's Evans School. For fun, he enjoys travel, hiking, scuba diving, photography and throwing a Frisbee. He lives with his wife and 15-year-old Frisbee-throwing son in northwest Seattle.

SYSTEM SNIPPETS

New, Online Application Service

City Light has launched a new **Electrical Service Request Application** website. The system streamlines the process for requesting new or upgraded electrical service, and it saves paper. For larger service requests, customers will still be required to submit paper drawings with their application. Additional instructions and resources are provided on the site to assist customers with the application.

E=MC²

E=Energy MC=Management Congress and City Light is offering our business customers 2 special benefits this year. As the platinum sponsor of the 2016 Association of Energy Engineers West Coast Energy Management Congress, we're able to offer a special \$300 dollar discount to attend the various **sessions** and **seminars**. Use the special code EMC16CityLight when you **register**. And, you can register for a FREE pass to the **technology exposition**. Held on May 25 and 26 at the Washington State Convention Center, EMC is the largest energy conference on the West Coast, for business, industrial and institutional energy users looking for cutting-edge solutions. Stop by the City Light booth on the expo floor. We look forward to seeing you there.

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

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DENNY SUB BREAKS GROUND

Construction on City Light's Denny Substation began in March, led by general contractor, The Walsh Group. When finished, the substation at Denny Way and Stewart Street will be the utility's largest, and first substation we've built in 30 years. It brings high reliability and sufficient electrical infrastructure to meet customer needs as growth continues in the South Lake Union, Cascade, Denny Triangle, Uptown, Belltown and First Hill areas. Denny also provides back-up power to other substations and supports the regional transmission grid. The project will be complete by the second-quarter of 2018.