

# KEY CONNECTIONS

WINTER  
2016

## COMING SOON TO AN ACCOUNT NEAR YOU

A message from City Light's Customer Care Director Kelly Enright



Seattle City Light is scheduled to launch a new billing system during the second quarter of 2016 and your account number/numbers will change.

This massive effort replaces a 15-year-old billing system and will result in more efficient operations of the utility.

The main objective is to improve your customer service. By providing new payment and billing options, new self-service features, and more ways to communicate with us, we hope to deliver the information and services you want and need at the time you need them.

The first phase of implementing this new billing system requires a change in current account numbers. Your key customer managers are working closely with the project team and will provide your new account number/numbers after the conversion takes place. If you have questions about this process, feel free to contact your key customer manager.

We look forward to serving you better and ask for your patience throughout this billing system transition.

## WHAT DOES A PREPARED CITY LIGHT LOOK LIKE?

### Inside our continuity-of-operations plan

Asking the right question leads to the right answer. City Light's emergency management program has been developed to answer a critical question: What does a prepared City Light look like?

The utility's continuity-of-operations plan has four missions:

- protection, including both physical infrastructure as well as cyber security;
- mitigation, to identify our vulnerabilities and reduce them;
- response, which maintains a strong capability to deal with emergencies;
- and recovery, which gets City Light and our customers back to normal.

Each of these missions has its own plan and a specialized team to implement it. Each team is led by a different executive sponsor from within the utility who is responsible to the general manager. Our emergency manager facilitates the processes for the four teams and provides their training.

Contact your key-customer manager if you'd like to work directly with us on your emergency management/continuity-of-operations programs. In addition, City Light offers FEMA training several times a year and you're welcome to join us.

## STORM FORUM TAKEAWAYS

Last fall, more than 100 of City Light's key-customer representatives attended our ninth annual Fall Outage Forum, also known as the Storm Forum.



Attendees learned more about ways City Light keeps customers informed:

- City Light's account executive office provides 24/7 outage notification service to our key customers, as well as a 24/7 number so you can contact us in an emergency: (206) 684-4398 or (206) 706-0451.
- An online outage map for information when there is a power outage.
- **Alert Seattle** is the official emergency notification system used by the city of Seattle to communicate with residents during emergencies.
- And customers can track wind speed and locations on this map: [atmos.washington.edu](http://atmos.washington.edu)

Learn more about the services we provide at the account-executive office website:

[seattle.gov/light/key](http://seattle.gov/light/key)

## AT YOUR SERVICE

### MARY JUNTILA

Mary is excited to serve as City Light's key-customer manager for industrial, manufacturing and maritime customers.



New to the account executive office, Mary spent her first decade with the city of Seattle serving as an inspector in what was then the Seattle Engineering Department. She then worked at City Light for more than 15 years as a project manager, specializing in construction project recovery, with a few information-technology projects thrown in for good measure. She has a bachelor's degree in business from Northern Michigan University, where she specialized in management, marketing and economics and has additional secondary education in civil engineering from Michigan Technological University. Her passions include history, sustainability, physical/civil infrastructure, archaeology, geology, education and restoring her late-Victorian Michigan house while she upgrades her mid-century Seattle house.

## SYSTEM SNIPPETS

City Light is finishing up the Creston-Duwamish H-frame replacements/feeders installation project in south Seattle and north Tukwila. This shared transmission and distribution project replaced wood H-frames (named for the pole configuration) with steel monopoles (pictured right).

The new monopoles now carry upgraded 230 kilovolt transmission lines between our Creston Nelson and Duwamish substations, two new feeders into the Duwamish Valley, and a new communications fiber optic line that is a critical link for City Light's internal communications.

The project, all within City Light's existing transmission right-of-way, passes through or is adjacent to many residential neighborhoods. It also passes over wetlands and watercourses, Burlington Northern Santa Fe's south Seattle train yard, railroad lines, northbound and southbound I-5, numerous on and off ramps. And for good measure, it also abuts the Seattle Police firing range and the Duwamish Hill Preserve.

Two of the most visible changes are the new retaining wall and monopole on the east side of I-5, south of the Boeing Access Road. Once the Boston ivy grows across the new wall, it will blend into the landscape of the hillside, as the City of Tukwila intends.

## 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

## CONTACT INFO

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

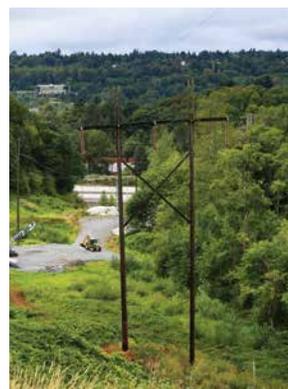
24/7 Emergency: (206) 684-4398

Business services: [seattle.gov/light/key](http://seattle.gov/light/key)

Staff directory: [seattle.gov/light/key/directory.asp](http://seattle.gov/light/key/directory.asp)

Email: [AccountExecutiveOffice.scl@seattle.gov](mailto:AccountExecutiveOffice.scl@seattle.gov)

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An H-frame utility pole.



Steel monopoles replace old wooden H-frame utility poles.