

# Our report card

City Light's 2009 performance information reports on how we did reaching our goals. For more information, call Customer Care, **206.684.3111**, or e-mail [kelly.enright@seattle.gov](mailto:kelly.enright@seattle.gov).

Key Measurement	Benchmark	2009 Performance	Achieved	Steps Being Taken to Improve Performance
Percent of calls answered live within 60 seconds by the utility Call Center.	80 percent	41 percent (partially impacted by city furloughs that reduce staff availability)		Continue improvement efforts. Implement new Outage Management System, interactive voice response system in 2010.
Frequency of non-storm power outages (outage caused by trees in lines, equipment failure, etc.), per year, per customer.	One outage or less	One outage	✓	Trim trees from powerlines on a four-year cycle. Complete inventory of physical assets to move to a regular maintenance/replacement cycle.
Length of non-storm power outages per customer, per year.	50 minutes or less	75.6 minutes		Maintain, upgrade distribution system on a regular schedule. Inventory condition of all assets, scheduling maintenance work.
Number of complaints per 1,000 customers.	0.5	.001	✓	Continually monitor, solicit customer feedback.
Bill-error percentage (e.g., estimated meter reads, incorrect rates) among all customers.	1.5 percent	2.28 percent		Monitor, validate methods for estimating meter reads. Process-improvement project underway for Customer Services.
Customer satisfaction with City Light engineering/field services.	Combined residential and commercial target: 3.58 Rating scale: 1-5	Combined residential and commercial rating: 3.66 Rating scale: 1-5	✓	Streamline administrative procedures; improve engineering, operations, and scheduling processes. Monitor efforts, continue to survey customers.
Time needed to perform residential electrical connections requiring field services.	60 days	43 days	✓	Continue process improvements whenever possible.
Customer conservation savings (across all customer groups).	10.32 average megawatts	13.24 average megawatts saved (enough to power 12,600 average households for a year)	✓	Increase opportunities for residential/commercial customers to conserve energy. Encourage recommendations from customers on ways to cut energy use.