

LIGHT READING

customer newsletter

Mar/Apr 2007

Be good to Mother Earth April 22 is Earth Day



A February report from the Intergovernmental Panel on Climate Change states that scientists are 90 percent sure that greenhouse gas emissions caused by human sources are contributing to global warming. The report predicts more intense winter rains will replace snow across northern latitudes - including the Pacific Northwest.

There is no single solution to the threat of climate change, but there are things that each of us can do easily every day. For ideas on steps you can take to reduce emissions for the future of our planet, visit www.seattle.gov/climate/docs/SeaCAP_you_can.pdf.

Reduce global warming: **Green Up!** with premium wind energy from the Northwest

For a few extra dollars each month, our customers can purchase new sources of renewable wind energy equal to 25, 50 or 100 percent of their home energy needs. For more information visit www.greenupseattle.org or call (206) 684-8822.

Join our **Green Up** program with a one-year commitment to purchase renewable energy and we'll send you a 12 ounce bag of organic coffee from Washington state's Batdorf & Bronson Coffee Roasters, America's first 100% green powered coffee company (www.batdorf.com). To sweeten the deal, we'll include a Dagoba organic chocolate bar (www.dagobachocolate.com). If you're already a Green Up subscriber, you can increase to a higher participation level and be eligible for this gift. This offer is good through July 2007, or while supplies last. You can sign up online or submit this form with your bill payment.

\$3 per month
25% participation level

\$6 per month
50% participation level

\$12 per month
100% participation level

Name

Phone Number

Email

Check box for coffee & chocolate bar gift
Allow 6-8 weeks for delivery.

How did you hear about Green Up Seattle?

Service Address

City

State

Zip Code

Mailing Address (if different than above)

City

State

Zip Code

Signature I agree to pay the monthly charges selected above for at least one year.

Questions? Call 206.684.8822
or visit www.greenupseattle.org

Mail the coupon with your bill payment or to: Green Up Seattle, Seattle City Light, PO Box 34023, Seattle, WA 98124-4023.



Compact fluorescent bulbs turn the corner

Compact fluorescent (CF) bulbs last 6 to 10 times longer than regular bulbs and use 75% less energy. When CF bulbs were new to the market, there were glitches such as early failures and inconsistent light color. Today, CF bulbs are new and improved! The Department of Energy's new Energy Star specification requires CF bulbs to meet a higher standard for

bulb life, light color and output, warm-up time, heat resistance and electrical safety. And their smaller size fits into most fixtures. Save money, save energy, give them a try. Look for bulbs with the Energy Star label. Dollars-off coupons will be available to you at most retail outlets this spring. Questions? Call Anne Ducey at (206) 684-3645.

Lighting rebates for small-business owners

Celebrate Earth Day with a generous lighting rebate from City Light. Our lighting experts have helped more than 1,000 small businesses benefit from this program. Their knowledge and expertise guide customers in selecting appropriate fixtures that reduce energy costs and enhance light quality. Find out what high quality and efficient lighting can do for your bottom line. Call Chuck Valentin at **(206) 684-4215** or Marilou Trias at **(206) 684-4293**. Program details are posted at www.seattle.gov/light/conserve.

Bill payment assistance is available

Spring is in the air, but electricity bills with charges for the winter months are in the mail. Electricity bills run higher from October through February. Common reasons for higher bills are colder weather and less daylight, which cause us to use more electricity for space and water heating as well as lighting.

Where to call for payment assistance information (www.seattle.gov/light/accounts):

- **(206) 684-3000** Customer service line for billing inquiries and customers who are unable to pay bills in full by the due date. Interpreters are available.
- **(206) 684-3345** Budget Billing Plan for residential and small general-service customers with account balances of \$100 or less.
- **(206) 684-0268** Discounted rates for qualified low-income customers.
- **(206) 684-3688** One-time per year emergency assistance for income-qualified customers.
- **(800) 348-7144** Federal funds for eligible customers, provided on a first-come, first-served basis between November and June.
- **(206) 684-3000** Project Share assistance for income-qualified customers facing temporary financial crisis and who have received shut-off notices. City Light's customers generously fund this program. Donations are tax deductible and are not spent on administrative costs. To donate online, visit www.seattle.gov/light/help/share.

Guard against credit card scams



Watch out for telephone con artists who claim there are problems with your bill payment and demand credit card information to resolve the matter. It appears elderly and foreign-born customers are targeted. If you get such a call, don't give out your credit card information. Instead call **(206) 684-3000** to verify the status of your account and your payment options. City Light won't contact you by phone for a payment. We will give you written notice if your power is at risk of being disconnected for nonpayment. **Report scams to the police.**



View City Light's storm response

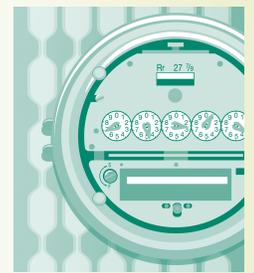
The Seattle Channel presents a look at the unprecedented storm damage and recovery efforts that occurred in December 2006. You can view the video online at www.seattlechannel.org. Type "light" into the search window to access this video.

Landlord - tenant question: Who's responsible for unpaid utility bills?

Electricity bills: The property owner is responsible for unpaid electric bills, and will be billed for charges incurred by tenants *if City Light is not notified within 10 working days of changes in occupancy or in the account-holder's name*. The owner could be held responsible for outstanding charges, even if the bill is in the tenant's name. Both the owner and the tenant can notify City Light of the move-in/move-out dates. (SMC 21.49.100B,C and DPP 500PIII-302, Section 4.5.1 and Section 4.14)*

Water, sewer and solid waste bills: It is the property owner's responsibility to make sure the tenants pay their water, sewer and solid waste utility bills. When a tenant has vacated a property without paying the outstanding charges, the charges stay with the property and are the responsibility of the owner. (RCW 35.21.290 and SMC 21.04.250)*

*Written policy information is available free of charge, upon request. Call **(206) 684-3000**.



Spring clean

City Light meter readers need at least three feet of clearance around electric meters so they can read meters. Please keep your meter area clear by removing plants, tools, building materials and other items. Customers with dogs and locked doors that prevent meter reading may call **(206) 386-1731 to request a meter-read schedule and to make arrangements for City Light access.**



The neighborhood service center in southeast Seattle has moved to:
3815 S Othello Street
Suite 105
Seattle, WA 98118
(206) 386-1931



700 Fifth Avenue, Suite 3200
PO Box 34023
Seattle WA 98124-4023

This newsletter is available in alternate formats upon request.
Call **(206) 684-3000**.
www.seattle.gov/light

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Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.

