



# Light reading

## Conservation News

March/April 2016

### GREEN UP!

Support new regional energy generation from renewables such as geothermal, dairy biogas and wind by joining the City Light Green Up! program. Simply add \$3, \$6, or \$12 to your bill per month. Sign up at [seattle.gov/greenup](http://seattle.gov/greenup) or call (206) 684-3800.

### CONSERVATION HERO

"I finally recycled my old refrigerator. We got it in 1993, the same year my oldest daughter graduated from high school. It was easy. City Light picked it up for free and gave me \$30, with the added bonus that I know it will be recycled responsibly."  
-Bonnie C. from Shoreline

To recycle your old fridge today, visit: [seattle.gov/oldfridge](http://seattle.gov/oldfridge).

Want to save like a Conservation Hero? Do you have a question about energy conservation or our renewable energy power programs? Call a Seattle City Light Energy Advisor at (206) 684-3800 or email [SCLEnergyadvisor@seattle.gov](mailto:SCLEnergyadvisor@seattle.gov).

### THE HOUSE OF REBATES

City Light offers rebates, instant in-store discounts, and incentives to help you upgrade to more efficient products—saving you money and electricity for years to come. For more information about how to take advantage of these offers, visit [seattle.gov/light/myhome](http://seattle.gov/light/myhome).



	HOME REBATES	REBATE AMOUNT
A	Refrigerator Recycling (manufactured in 2000 or before)	\$30 + free haul away
B	Refrigerator Replacement	\$50
C	Clothes Washer	\$100 or \$50
D	LED Lighting (ENERGY STAR®)	Up to \$6 instant in-store discount
E	Low-Flow Showerheads	Up to \$10 instant in-store discount
F	Ductless Heat Pump	\$1,200
G	Heat Pump Water Heater	\$500
H	Windows (ENERGY STAR® windows & patio doors)	\$50 per window
I	Insulation (attic or wall)	50% of the cost, maximum \$500



## 2015 PERFORMANCE: OUR REPORT CARD

Seattle City Light's performance benchmarks show how we did reaching our goals for 2015. We pledge continued improvement in 2016 and beyond.

2015 GOAL	BENCHMARK	PERFORMANCE
Percent of calls answered within 60 seconds (Call Center managed by Seattle Public Utilities)	80%	67%
Frequency of unplanned outages (trees in lines, equipment failure, etc.) in minutes, per year, per customer	0.9	0.5
Length of unplanned outages in minutes per customer, per year	65.3 min.	62.5 min.
Number of inquiries per 1,000 customers	4	12.51
Percent of bill errors	2%	3.8%
Number of days it takes to perform standard residential/small commercial electrical connections that require field service	40 days	36 days
Streetlight repair, response within 10 working days	90%	93.9%
Capital projects spending-accomplishment rate	90%	82.7%
Customer conservation savings for all customer groups (average megawatts)	14	15.82
Reduce/offset green-house gas emissions	100%	100%
Tree trimming near power lines to improve reliability (in miles)	560	571.75



### SAFETY TIP FROM THE FIELD

*"As the weather warms up, most of us are anxious to get outdoors. But before you get out and garden or make repairs, please take stock of overhead power lines that may be near your home. Be aware and stay far away from power lines."*

**-Paul Roach, City Light equipment service**

### ELECTRICAL SERVICE APPLICATIONS NOW ONLINE

Each year, City Light processes more than 6,000 paper requests for new or upgraded electrical service. To streamline the process and save paper, the application is now online: [seattle.gov/light/electricservice/application.asp](http://seattle.gov/light/electricservice/application.asp). Commercial customers will still need to submit paper drawings with their application.

## SOURCES OF CITY LIGHT ELECTRICITY

City Light's report from the Washington State Dept. of Commerce shows the sources of City Light's electric power. The information is based on 2014 data, the latest numbers available.

Hydro 89.6%	Coal* .9%
Nuclear* 4.3%	Landfill Gases .7%
Wind 3.6%	Other** .9%

Total 100%

\*Represents a portion of the power City Light gets from the Bonneville Power Administration.

\*\*Other includes sources such as biomass, natural gas, petroleum and waste.

### CUSTOMER GUIDE ONLINE

Check out our latest Fingertip Facts publication full of news-you-can-use information about the utility. Access it online at [seattle.gov/light/pubs](http://seattle.gov/light/pubs) and click on Fingertip Facts in the left-hand column.

### IN YOUR NEIGHBORHOOD: CITY LIGHT @ WORK



Crews are in these neighborhoods, working to provide reliable service:

- Holly Park: upgrading street lights;
- Elliott Bay: restoring underground services in support of seawall project;
- Blue Ridge: installing underground conduits and vaults for electric-cable upgrade project;
- Laurelhurst: upgrading electrical cable and transformers in south central Laurelhurst;
- South Lake Union/Denny Triangle: installing underground vaults and duct banks for the new Denny Substation;
- Yesler Way/5th Avenue South: undergrounding power lines in preparation for Yesler Way Bridge rehabilitation;
- Various Seattle and Burien locations: replacing poles to maintain reliability.

This is a partial list. For details go to [seattle.gov/light/atwork](http://seattle.gov/light/atwork) and click on an orange cone.

