

March/April 2020



# LIGHT Reading

## SCAM ALERT

### PLEASE HELP US SPREAD THE WORD ABOUT SCAMMERS!

During the past few months, City Light has received multiple reports of scammers attempting to demand financial and personal information in addition to payment with a pre-paid credit card, threatening customers with a shutoff of service.

*This isn't how we do business.*

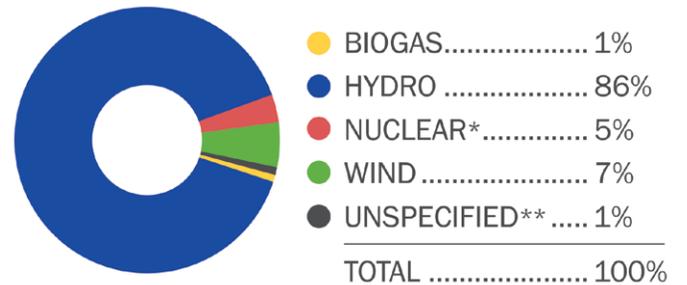
We need your help to spread this message! Let your friends, family and neighbors know that City Light will never call or email customers demanding immediate payment to avoid shutoffs. Anyone who falls behind on payments will receive at least two written notifications before the shutoff process begins.

If someone calls them demanding payment for a City Light bill, that person is a scammer. Hang up on them right away and call our Customer Care Center to report it at (206) 684-3000.

To learn more about how you can end scams, please visit [seattle.gov/light/EndScams](http://seattle.gov/light/EndScams).

### POWER MIX

In 2005, City Light became the first utility in the nation to achieve zero net carbon emissions. To this day, most City Light power is generated with our clean hydroelectric facilities, as you can see in our 2018 power sources below.



\*This fuel represents a portion of the power purchased from Bonneville Power Administration.

\*\*Fuels from wholesale market purchases are unspecified because current power market practices don't require the identification of the specific generating source at the time of sale.



Seattle City Light

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

[twitter.com/SEACityLight](https://twitter.com/SEACityLight)

[facebook.com/SeattleCityLight](https://facebook.com/SeattleCityLight)

## TAKE ON OUR STORM SEASON CROSSWORD

Don't forget to try our seventh annual Seattle City Light Crossword puzzle to be entered to win one of five emergency preparedness kits. For rules and eligibility, visit [energysolutions.seattle.gov/crossword](http://energysolutions.seattle.gov/crossword). The contest ends March 20, 2020.

## SKAGIT TOURS RESERVATIONS OPENING SOON

Discover where your carbon-free energy comes from with dam and boat tours in the North Cascades! Reservations for this summer's Skagit Tours open in April, so get your tickets early. For more information, visit [SkagitTours.com](http://SkagitTours.com).

## GREEN UP!

Make an impact by contributing to a greener, more resilient energy future by joining the City Light Green Up program. Simply add \$3, \$6 or \$12 to your bill per month. Learn more by visiting [seattle.gov/light/greenup](http://seattle.gov/light/greenup) or call (206) 684-3800.

## NEW UTILITY SERVICES WEBSITE COMING SOON

We are always looking for ways to make things easier for our customers, and there is a big upgrade on the way for you. We're launching a new utility services website.



In addition to existing online capabilities, additional features will include:

- Easy sign up for budget billing
- Availability of daily energy usage data for customers with advanced meters
- Enhanced customer service tools

When our new utility services website is live, customers paying their bills online via our current system will be asked to create a new password. We hope you enjoy the upgrade!



### SAFETY TIP FROM THE FIELD

*"A power outage begins as an inconvenience but can quickly evolve into a large-scale event in a matter of minutes. Proper preparation goes a long way to keep you and your family safe and comfortable. To learn more, visit [powerlines.seattle.gov/outage](http://powerlines.seattle.gov/outage)."*



**AT WORK**  
in your neighborhood

**Seattle City Light crews are in these neighborhoods, working to provide reliable service:**

- Arroyo/South Arbor Heights: installing underground conduits, vaults and streetlights to replace aging infrastructure;
- Atlantic/Chinatown-International District: replacing aging utility poles, overhead wires and equipment to help upgrade the existing electrical system;
- Delridge: replacing aging utility poles, overhead wires and equipment to help upgrade the existing electrical system;
- Downtown Seattle: installing underground conduits on 4th Avenue to maintain electrical reliability;
- Meadowbrook: relocating temporary overhead cables into underground conduits on 35th Avenue NE;
- South Lake Union: installing an underground electrical vault near Fairview Avenue North and Republican Street.

This is a partial list. For details, go to [seattle.gov/light/atwork](http://seattle.gov/light/atwork) to access our map and learn about individual projects.



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Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **(206) 684-3000**.

