

March/April 2022



LIGHT Reading

DOES YOUR YARD NEED A SPRING CLEANING? WE HAVE TIPS TO KEEP YOU SAFE.

It's hard to believe that spring is here again! Our Vegetation Management team has a few tips to keep you safe before you put your green thumb to good use in your yard.

When working with trees, shrubs, hedges and vines, be sure to look up, look around and be safe! Anything electrically conductive can become energized if it contacts or comes too close to energized lines. Remember, tree branches and stems, metal or wood tools and even the human body are highly conductive. Keep yourself and your tools at least 10 feet from any overhead wires, and don't work on or in vegetation if any part is within 10 feet of overhead lines. If you ever have questions about vegetation and electrical safety, contact our arborists for free, professional advice.

Finally, remember to dial before you dig! Dial 8-1-1 on your phone to have a crew locate your underground utilities. You can learn more at [call811.com](https://www.call811.com).

If you have questions, please contact City Light's Vegetation Management team by email at SCLVegetation@seattle.gov or call (206) 386-1733. There's also more information on our website: seattle.gov/city-light/vegetation-management.



Seattle City Light

seattle.gov/city-light



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SUPPORT CLEAN ENERGY WITH GREEN UP

Green Up is a voluntary renewable energy program that allows you to support Pacific Northwest wind, solar and other renewable energy projects. You also help us fund rooftop solar projects hosted by not-for-profits like schools, parks and affordable housing organizations. Learn more at seattle.gov/city-light/GULR.

STRUGGLING WITH YOUR BILLS? HELP IS AVAILABLE. MAKE A PLAN NOW.

Have you fallen behind on your electricity bill and need help? Learn more about our bill assistance programs and repayment options. Visit seattle.gov/city-light/paymentassistance or call (206) 684-3000 to speak with a customer service representative today.

SIGN UP FOR E-BILLING

Enjoy the convenience of paying your bill online! Sign up today for E-Billing and take advantage of these perks:



- Pay using a credit card, debit card, or checking account number
- Set-up recurring payments or one-time payments
- Access to information about your daily energy use (if you have an advanced meter)
- Easy sign up for budget billing
- Enhanced customer service tools
- Be Green! Less paper!

Sign up today: myutilities.seattle.gov/eportal

CHANGE IN RATES IN 2022

Starting in 2022, all City Light customers will see a rate increase of approximately 2.1%. The City Council approved a 3.9% rate increase in July 2021, however, due to a passthrough credit from the Bonneville Power Administration, customers will receive a bill credit of 1.8% on average, making the net 2022 rate increase closer to 2.1%. You can learn more about this increase on our Powerlines blog: powerlines.seattle.gov.



AT WORK 
in your neighborhood

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

- Service Territory: replacing aging utility poles to enhance safety and reliability
- South Lake Union: building upgrades at the Denny Substation
- Northeast Seattle: replacing aging underground infrastructure in the Inverness area to improve reliability

For a detailed list of City Light construction projects, please visit: seattle.gov/city-light/in-the-community/current-projects.

SAFETY TIP FROM THE FIELD

Treat all downed power lines as if they are electrified. Stay at least 30 feet away and call 911. For more safety tips, visit seattle.gov/city-light/outages/outage-safety.



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Questions, comments or suggestions?
Email us at SCL_ExternalComms@seattle.gov

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



The mark of
responsible forestry



WATCH OUT FOR SCAMS!

Scammers continue to adapt their tactics to intimidate customers. If someone calls demanding payment rather than working with you to establish a payment plan, that is a scam.

If this happens to you, hang up and call (206) 684-3000 to verify your account.



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Struggling with your bills?

Help is available. Make a plan now.

Have you fallen behind on your payments or are you struggling to pay your bill? We have flexible payment plans available for all customers. If you're a residential customer, you may also qualify to receive a 60% discount on your electricity bill and up to \$1,000 in emergency assistance to pay your past due balance.

**Visit seattle.gov/city-light/paymentassistance
or call (206) 684-3000 today.**



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