



# 2024 ANNUAL REPORT



Seattle City Light



## Mission, Vision & Values

### Mission

Seattle City Light safely provides our customers with affordable, reliable and environmentally responsible energy services.

### Vision

Create a shared energy future by partnering with our customers to meet their energy needs in whatever way they choose.

### Values



#### **Customers First**

We believe customer service is everyone's job. We pledge to be approachable, respectful and responsive in providing products and services that our customers want and need.



#### **Environmental Stewardship**

We care about the environment and we are dedicated to enhancing, protecting and preserving it for future generations.



#### **Equitable Community Connections**

We are proud to be a local, community-owned utility. We are visible and actively involved in the communities we serve. We are rooted in our commitment to racial diversity, social justice and the equitable provision of services to all.



#### **Operational and Financial Excellence**

We strive for excellence, are forward-focused, and seek new and innovative solutions to meet the challenges of today and tomorrow. We prioritize our investments and operating choices to build upon our strong financial foundation and solid, reliable infrastructure.



#### **Safe and Engaged Employees**

We actively practice our commitment to employee and public safety. We treat each other with kindness and respect, are personally accountable, and work effectively in teams.



## Letter from the General Manager/CEO

It's an honor to reflect on my first year with Seattle City Light. I'm inspired by the dedication of our employees, the collaboration of our partners, and the trust of our customers as we tackle the challenges of a transforming energy landscape. Together, we've continued delivering affordable, reliable, and environmentally responsible energy. We've also laid the foundation for critical advancements in sustainability, resilience, and innovation.

This year, as energy demand grew due to population increases and the accelerating shift toward electrification, we served a record 512,000 customers. To meet these increasing needs, we focused on modernizing infrastructure, including key substation upgrades, underground cable replacements, and the addition of smart grid technologies. These investments strengthen our grid's reliability and prepare us for future electrification. We provided a rate path for 2025-2026 to ensure that we can balance affordability with the strategic investments necessary for long-term success.

We expanded our renewable energy portfolio with power purchase agreements for 86 megawatts of solar energy and made progress in relicensing our hydropower projects, which remain a critical part of our carbon-neutral power mix. Alongside these efforts, our TempWise demand response pilot equipped over 2,600 participants to manage energy use during peak conditions. We made progress on a new online tool for our time of use rate, launching in 2025, to simplify enrollment and provide resources to help customers decide if it's best for them. Programs like these demonstrate the vital role our customers play in building a resilient, equitable energy system.

We continue to prioritize supporting our communities. This year, we expanded access to electric vehicle charging, supported electrified public transit, and advanced our strategy for reducing emissions in large buildings, aiming to achieve net-zero by 2050. These efforts are paired with a focus on equity. Whether by enhancing transportation electrification or engaging communities on strategic planning, we work to ensure benefits are distributed fairly and inclusively.

2024 also brought its share of challenges, particularly through extreme weather. The November bomb cyclone caused significant outages, testing our resilience and operational readiness. Despite the widespread impacts, crews quickly restored power to over 114,000 customers, assisted by mutual aid partners and cross-department coordination. This event underscored the importance of proactive planning and infrastructure investments, guiding improvements that will prepare us for future emergencies.

Looking ahead, we remain steadfast in our mission to safely provide our customers with affordable, reliable, environmentally responsible energy services. Our work is informed by the multi-year strategies in our 2025–2030 Strategic Plan, our rate path, and initiatives designed to address increasing demands and support innovative, community-centered solutions. We look forward to collaborating with customers, policymakers, industry experts, and our community partners.

To everyone who contributed to our progress this year, thank you. Your support and dedication inspire us to move forward with purpose, tackling the complexities of the energy transition while staying true to our values of service, sustainability, and equity.

Warm regards,

  
Dawn Lindell





Seattle City Light

# City Light by the Numbers



**983,000**

Service Area  
Population

## NUMBER OF CUSTOMERS



**460,925**  
Residential



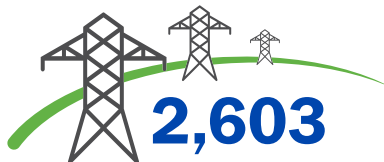
**52,579**  
Non-Residential

UTILITY  
DISCOUNT  
PROGRAM

ENROLLMENT:  
**36,002**



**515,107**  
**METERS**



**2,603**

Distribution Circuit Miles  
(Looped radial: 2,358; Network: 245)



**16**

Major Substations



**2,027 MW**

Peak Use (Jan. 12, 2024)



Annual Energy  
Savings From  
Conservation  
**65,500 MWh**



**1,854**  
**Personnel**

Full-time Equivalent  
Positions



**1.5B**

Expected  
Total Revenue

To review detailed City Light financial information,  
find our audited financial statement here:

[seattle.gov/city-light/about-us/communications](https://seattle.gov/city-light/about-us/communications)

*Information as of December 31, 2024*

# City Light at its Core

This past year at City Light, we've made great strides in aligning our work with our core values. We're proud to share this annual report, highlighting the key areas that reflect our commitment to our customers and communities.

## **Improve the Customer Experience:**

With more customers than ever, we remain dedicated to enhancing their experience and providing innovative tools to meet their needs.

## **Create Our Energy Future:**

As the energy landscape continues to evolve, we're working hard to build a sustainable future by expanding renewable energy options and introducing time-based energy rates to create a resilient system that benefits everyone.

## **Develop Workforce & Organizational Agility:**

By investing in their growth and fostering a more agile workforce, we're better prepared to meet tomorrow's challenges.

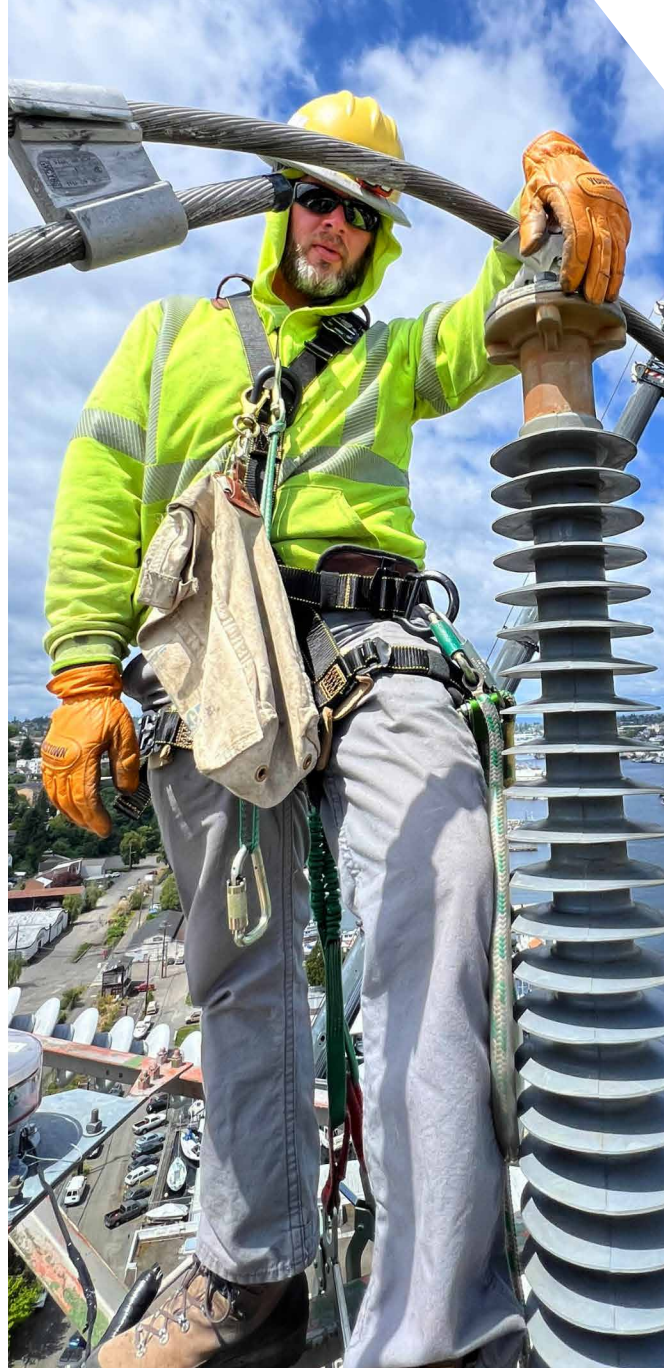
## **Ensure Financial Health & Affordability:**

Balancing affordability with long-term investments is key to maintaining a stable grid. With transparent rate planning and careful financial strategies, we are advancing sustainability while keeping costs manageable for our customers.

## **We Power:**

We aim to power communities through innovation, partnerships, and proactive planning by delivering equitable solutions for today's demands while preparing for a more resilient future.

As we move forward, we are grateful for your trust and support. Together, we are building a brighter, more sustainable tomorrow.





# Improve the Customer Experience

We put our customers first by providing reliable support, practical solutions, and innovative programs to meet their needs. In 2024, we took key steps to improve the customer experience:

- We began building a Voice of the Customer Program, a system to gather and act on customer feedback. This program helps us improve how customers sign up for, pay for, and use energy services. It builds trust by tracking and sharing with customers the changes we make in response to their input. Over time, our Voice of the Customer program will help us prioritize where to best spend our resources to improve the customer experience.
- We launched a Utility Assistance Redesign Project with our partners in Seattle Public Utilities and the Human Services Department. This work will make ongoing and emergency assistance programs more accessible. Based on customer feedback, we're streamlining enrollment, expanding outreach and engagement, using in-language communications to build trust, and aligning programs and customer service channels to reduce confusion.
- We enhanced our Outreach and Engagement efforts to connect with the communities we serve. In 2024, we partnered with the Department of Neighborhoods (DON) for the dedicated support of a DON Equity and Engagement Advisor. This partnership ensures equity remains a priority in our work and strengthens relationships with communities

and community-based partners. Together, we're creating inclusive engagement strategies to support key City Light priorities.

In 2024, we focused on improving processes, expanding customer programs, and engaging with our communities. We also delivered on many priorities:

## Providing Financial Assistance

We [distributed \\$18.7 million in bill credits](#), funded through the Washington Climate Commitment Act, to more than 93,000 income-qualified residential customers. This reduced past-due balances by \$5.3 million.



*On July 29, City Light Chief Customer Officer Craig Smith joined Gov. Jay Inslee, and Washington Department of Commerce Director Mike Fong to announce a \$200 bill credit offered by Washington electric utilities through the Climate Commitment Act.*



We expanded outreach to connect more households to utility assistance programs like [Project Share](#), which provides a one-time \$250 bill credit to qualified customers. Funded entirely by community donations, this program helps ensure access to essential electricity services.

We partnered with Seattle Human Services Department and Seattle Public Utilities to host the annual [Energy, Utility, and Resource Summit](#). More than 150 people, many from community-based organizations and support agencies, attended. Participants learned about utility assistance, weatherization, and conservation programs.

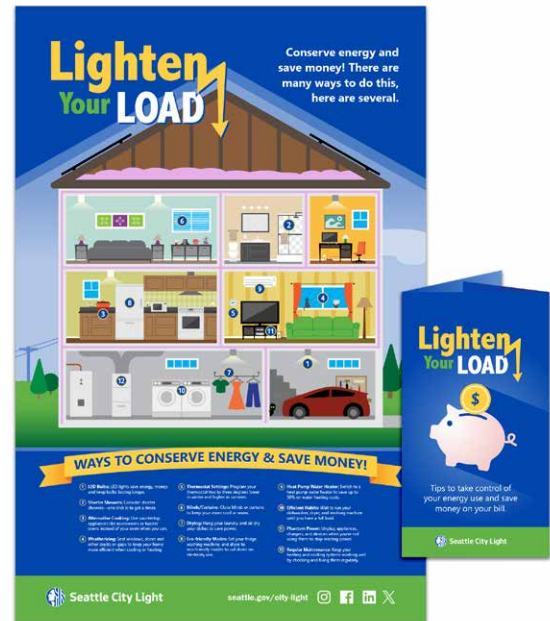
## Helping Customers Save

Our [Lighten Your Load campaign](#) shared practical energy-saving tips and promoted bill assistance programs to help customers manage costs.

## Supporting Our Business Customers

We created tools and programs to help small and midsize businesses understand their energy use, find ways to save, and adapt to industry changes.

For the third year in a row, we earned the [highest index score among midsize electric utilities](#) in the Western United States in the J.D. Power 2024 U.S. Electric Utility Business Customer Satisfaction Study.



City Light staff engage with customer representatives during our first in-person Key Customer Forum since 2019. Key customers include large commercial and industrial businesses, and entities offering critical care, education, and infrastructure services such as Swedish Medical Center, Seattle Public Schools, University of Washington, and King County Metro.

We were also named a [2024 Business Customer Champion](#) in Escalent's Cogent Syndicated study, building on our recognition as a [2023 Trusted Business Partner](#).

The customer experience is more than transactional. Our presence in community strengthens our connection to customers.



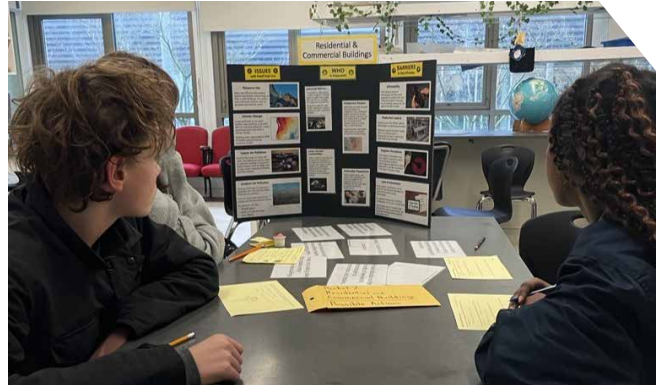
## Engaging with Our Communities

Our [Energy Heroes education program](#) provided interactive lessons on sustainability, energy conservation, and electrical safety to 5,300 students across 44 schools. Two workshops are now available in Spanish, expanding our outreach to historically underserved communities.

## Supporting Affordable Housing

We supported the completion of two major energy-efficient housing developments — [Beacon Pacific Village](#) and the [Sawara Building at Yesler](#) — representing an investment of more than \$1.3 million.

These efforts reflect our commitment to supporting the communities we serve by ensuring fair access to resources and creating opportunities for growth.



## Spotlight: Improving the New Service Connections Experience

Our line service crews perform a wide variety of work. This includes making service connections, maintaining our lines, and responding to unplanned outages. Our dedicated service crew pilot separates service connections from this workload. With crews committed to connections, we improved operational efficiency and reduced connection times. During the six-month pilot, the team:

- Completed nearly twice the number of service connections per month from before the pilot.
- Reduced backlog for service connections, totaling nearly 400 additional connections.
- Identified ways to improve processes and data management.

Based on the success of the pilot, we are looking to implement dedicated service crews for new service connections permanently.

We also launched a pilot program to better serve customers seeking new and upgraded residential electrical services. Our [Early Design Guidance program](#) provides an opportunity for customers to ask questions, understand the feasibility of their ideas, and gain insight into City Light's process for new residential electric service connections, including technical considerations. It's a way for us to guide customers through what they'll need for their service application. This program aims to reduce customer design revisions and shortened application timelines. This pilot has been really well received by our customers and as such, City Light aims to make it permanent with increased capacity in Q1 2026.





# Creating Our Energy Future

Our energy future depends on carbon-free, renewable resources. Moving away from fossil fuels requires strong partnerships and significant investments in new resources and infrastructure to ensure electricity is available anytime, anywhere.

Electrification is changing how we live and driving a growing demand for reliable, sustainable energy. At City Light, we're helping lead the way during this energy evolution. We remain committed to safely delivering clean, reliable, and affordable energy, even as we navigate new challenges and opportunities.

Our focus includes:

- Supporting the growing demand for clean energy through electrification.
- Investing in affordable, carbon-free renewable power.
- Building and maintaining a smart, resilient, and reliable grid infrastructure.
- Preparing for more distributed energy resources and customer options.
- Addressing historic inequities by prioritizing the needs of underserved populations.

The future of energy is arriving quickly, and we're preparing to meet the challenge. Our Integrated Resource Plan (IRP) provides a clear path forward. By diversifying our energy resources, improving efficiency, and engaging with our community, we are ensuring a reliable, sustainable energy future for everyone.

In August 2024, Seattle City Council approved our [2024 IRP Progress Report](#), updating our 2022 plan. A key takeaway: The demand for electricity is growing



much faster than previously forecasted. Population growth, more electric vehicles, and a shift to electric heating and cooling are driving this surge.

To meet this rising demand, we need to expand our energy resources significantly. The updated IRP identifies the need for 1,825 megawatts (MW) of new resources between 2024 and 2033. This represents a substantial increase from the 400 MW identified in the 2022 plan.

We've already started building toward this future. In April 2024, we signed long-term power purchase agreements (PPAs) for solar power from two projects in central Oregon, owned and being developed by NewSun. The Cartwright Solar I project in Crook County will provide 40 MW, and the FR Vista Solar I project in Lake County will generate 47 MW. Both are expected to begin operation in 2026.

By taking these steps today, we're ensuring a clean, reliable energy future for all.

## Spotlight: Electrification

In 2024, we made significant progress in building an electrified future through strategic investments in transportation and building electrification.

### Advancing Building Electrification

We completed our [Building Electrification Strategy](#), which uses our carbon-neutral electricity to help make buildings more energy-efficient and reduce greenhouse gas emissions. This strategy focuses on raising awareness, reducing upfront costs, and strengthening grid resilience to help Seattle achieve net-zero emissions from large buildings by 2050.

### Expanding Our Electrification Efforts

Transportation electrification remains a key element of our [broader electrification strategy](#). In 2024, we supported fleet electrification, expanded multifamily EV charging, launched shore power capabilities, and electrified public transit.

- Our [multifamily EV charging program](#) now includes more than 200 charging ports and the [fleet program](#) has funded more than 90 EV chargers.
- The first phase of our [public, curbside, Level 2 EV charging pilot program](#) energized 58 chargers in 31 neighborhood locations.
- We brought [shore power to Bell Street Cruise Terminal](#) at Pier 66, allowing cruise ships to connect to the electrical grid while docked.
- We partnered with King County Metro to break ground on their first [all-electric bus base](#).
- We hosted the second annual [Electric Car Guest Drive](#) and launched an [EV Charging Installer Program](#) to train technicians, focusing on women- and minority-owned businesses.
- We partnered with the Seattle Department of Neighborhoods and community leaders to engage with customers throughout our service area to inform the [2025–2030 Transportation Electrification Strategic Investment Plan](#).







## Develop Workforce & Organizational Agility

Our industry is changing fast, and so are our customers' needs. To keep up, we're investing in our people and processes so they can thrive. We're building an organization that is flexible, adaptive, and responsive by focusing on change management, workforce development, and new technology. We're also cultivating a workforce with the skills to meet evolving business needs while advancing social justice.

### Supporting Seattle's Workforce

We're investing in Seattle's workforce, both at City Light and in our communities. In 2024, we filled more than 154 vacancies, attracted a strong pool of qualified apprentice candidates, and welcomed 51 college interns.

We're also helping our employees navigate a changing energy industry. In 2024, 121 employees were promoted to a range of roles across the utility.

Our Safety, Health and Wellness team adopted Human and Organizational Performance (HOP) principles. These focus on understanding the systemic factors behind errors and creating systems to prevent them. This approach has shifted safety efforts to more open, conversation-based worksite visits, which help us candidly discuss ideas, resolve pain points, and create innovation opportunities.



*Several City Light Interns*



*Light, Power, and Pride awards*

### Strengthening Connections

We're engaging the next generation of City Light workers through initiatives like our annual Family Day event, which welcomed more than 700 employees and their families. At the 40th annual Light, Power and Pride Awards, we celebrated employee accomplishments and recognized 284 employees who reached service milestone anniversaries, from 5 to 45 years of service.



## Giving Back to Our Communities

In 2024, our employees gave back in meaningful ways. Through holiday drives, fundraising events like the annual Car Show and BBQ, and generous donations, we raised nearly \$30,000 to support organizations like the American Heart Association, local food banks, and Toys for Tots. City Light employees also joined in to volunteer during the City of Seattle's third annual One Seattle Day of Service.



*Our staff help celebrate the annual Car Show and BBQ.*



## Spotlight: A Bomb Cyclone

We faced one of the most powerful storms in recent memory when a bomb cyclone hit Western Washington on Tuesday, November 19, 2024. Rare easterly winds reached nearly 60 miles per hour in the Seattle area, downing trees and power lines, breaking poles, damaging equipment, and leaving more than half a million customers across the region in the dark.

At the peak Tuesday night, more than 114,000 customers were without power. It was the highest number since the 2006 Hanukkah Eve windstorm. Northern areas like Shoreline and Lake Forest Park, as well as southern regions like Burien and Southeast Seattle, were especially hard hit.

A bomb cyclone forms quickly when central pressure drops rapidly within 24-hours. We prepared by having transformers, wooden utility poles, and cabling available. Crews replaced 39 poles and 47 transformers by Sunday.

In the first 24 hours, we restored power to more than 90,000 customers. Restoring the remaining 25,000 customers, was more complex and took several days. By Thursday, 10,000 customers were still without power, and by the weekend, about 2,000 customers remained out. Crews worked to clear debris, reset poles, and re-string wire. By Sunday evening, we had

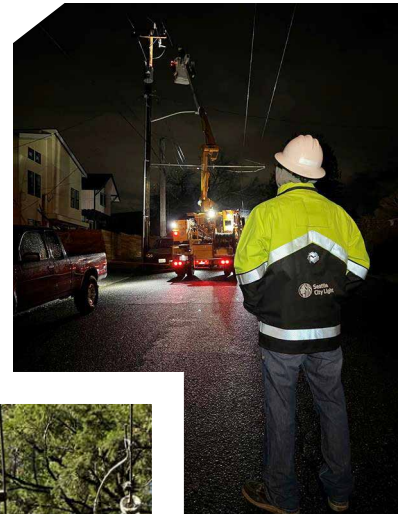
restored power to everyone impacted by the storm, including those in hard-hit areas like Lake Forest Park.

Hundreds of City Light employees worked tirelessly to respond to the storm. Our schedulers and crew chiefs, field crews, and power dispatchers collaborated to restore power as quickly and safely as possible. We also called in mutual aid from Avista Utilities and Tacoma Power to help our storm recovery efforts.

Major storm responses involve many teams. Alongside field operations, employees from emergency management, system operations, engineering, customer service, communications, and more played vital roles. Our Emergency Management team coordinated efforts from start to finish, monitoring the weather, activating our Incident Management Team, and ensuring clear communication with other departments and regional agencies.

After power was fully restored, teams came together to review lessons learned. This resulted in a detailed after-action report with 15 improvement steps to better prepare for future events.

We are proud of the teamwork and dedication shown during this storm and remain committed to providing reliable service, even in the face of extreme weather.



**Laura E. Matter**  
Much gratitude to the lineworkers and ground crews at SCL that support storm damage clean up. It's a dangerous and exhausting job to clear fallen trees, install new utility poles, repair fallen wires, buck up tree wood, chip tree branches, etc so we can have electricity restored again and streets cleared to be able to move about. This was a huge storm and your hard work has restored power quickly considering the extent of the damage. Remember folks - the people restoring your power also lived through this storm too and may also be out of power at their own homes. And they work LONG hours, some of it during the storm where it was safe to do so.

**Megan Ching**  
We just had power restored!! 🙌  
Big thank you to all the crews who have been working tirelessly in response to this massive storm! We appreciate you so much!!

**Jackie Smith**  
Thank you to our hard hat heroes!

**Brenda Voeller-Kent**  
SCL crews rock. Thanks for all you do and for putting your life on the line for all the City Light customers.

**Rob Clabough**  
Thank you to all of the line workers who obviously put in long hours to restore power after that crazy wind. Wish there was a more direct way to say thanks to them

**Trish Saunders**  
deep and heartfelt thank you's! When the lights flickered back on at 6:30 this morning, I can't tell you how good it felt. I know you would far rather have been home in bed, not out in all that wind and rain. Great job!

**Chowdhury Sajia**  
Yesterday at 1:08 PM  
[Snohomish County PUD Seattle City Light](#)  
Dear PUD, Seattle City Light, and all the other hardworking crew members,  
I want to extend my heartfelt thanks to each of you for your incredible dedication and hard work during the recent heavy winds and rain. Your commitment to keeping our communities safe and restoring power in challenging conditions does not go unnoticed.  
The long hours, harsh weather, and difficult circumstances you face are a testament to your resilience and service to the community. We deeply appreciate your efforts to ensure our lights stay on and our families stay warm and safe. Thank you for all that you do!

**Brian Chu**  
2h  
This shot was taken right after we got power back on today at 6:30am. A very fitting return of "light" in a literal sense. Ever so grateful for the crews of [Seattle City Light](#) for working around the clock to restore power to over 100K folks around the region. We take for granted how much of our lives are ruled by energy and electricity. I'd forgotten what it feels like to sit in the dark and listen to the world turning around us (quite literally). [#sunrise](#) [#scl](#)



# Ensuring Financial Health & Affordability

Financial stability is essential to everything we do. Responsible financial planning allows us to develop innovative energy solutions, plan for critical investments, and keep our rates affordable. We're committed to supporting long-term affordability in Seattle by providing rates that are fair, reasonable, and easy to understand for all customers, including vulnerable populations. This commitment includes creating a sustainable, predictable approach to setting rates and providing new pricing options to help customers manage their energy bills through better use of our services.

## Strategic Plan and Rate Path

The energy landscape is changing quickly, bringing challenges and opportunities. We're meeting these changes by focusing on innovation and investment to ensure a sustainable, reliable, affordable, and equitable energy future for everyone.

Our [2025 – 2030 Strategic Plan Update](#) was formally approved by Seattle City Council in September 2024. This plan serves as our guide for making strategic investments. This plan outlines the steps we're taking to meet climate goals, invest in new resources, and improve our systems to reliably meet future energy demands.

In November 2024, City Council adopted rate increases for 2025 – 2026 as outlined in the Strategic Plan Update. These rates were endorsed by the City Light Review Panel, a group representing all customer types and utility experts, who advise on planning and rates. Our rates are designed to cover the costs of operations while advancing the strategic investments necessary to meet our energy future.

## Relicensing Our Hydroelectric Projects

Hydropower is a critical part of our renewable energy future. Working together with tribes, regulatory agencies, and other stakeholders is essential to finding lasting solutions. In 2024, we continued work on relicensing the [Skagit Hydroelectric Project](#), which includes three dams that provide 20% of our power. We also officially began relicensing the [South Fork Tolt Hydroelectric Project](#). Our focus remains on sustainability, protecting natural and cultural resources, and responsibly managing the dams and their impact on the watersheds.



*Visitors view the South Fork Tolt Hydroelectric Project.*



## Using Hydropower to Meet Historic Demand

Over Martin Luther King Jr. Day weekend, an arctic blast hit the Pacific Northwest, leading to record-breaking energy demand. On January 12, 2024, we reached our highest peak load at 2,027 megawatts (MW), surpassing the previous record of 1,917 MW set in December 2022. To prepare, our Power Marketing team stored water in our reservoirs and purchased additional power, including affordable solar from California. By carefully managing resources, we not only met demand but also made \$14,000, while many other utilities faced massive costs of \$65 to \$100 million purchasing power from the wholesale market during the same weekend.



*Diablo Dam, Skagit Hydroelectric Project*

## Helping Customers Manage Energy Demand

In recent years, electrification has driven load growth while extreme weather events have spiked energy demand, which strain our power supply and increase market prices. By offering programs and rates that help customers shift or reduce their energy use, we can ease demand on the power grid. We typically pay a premium to buy power off the market during peak demand events, like a heat wave or cold snap, so shifting load can save money.

In 2024, we made progress on a new online tool for our Time of Use rate, launching in 2025. This tool will simplify enrollment and provide resources like a rate calculator to help customers decide if it's best for them. Time-of-use pricing offers lower rates during off-peak hours, encouraging energy use when demand is lower.

In 2023, we launched our TempWise demand response pilot program to reward customers for participating in energy-saving events with their smart thermostats. We declare an event during times when demand for electricity is high and briefly adjust participants' thermostats by three degrees or fewer for no more than three hours.

From January 2024 to December 2024, we held 16 test events – seven during the summer and nine in the winter. During this period, 2,639 participants were enrolled in TempWise. We saw an average hourly reduction of 0.22 kilowatt (kW) per participant in the summer (a 12% reduction) and 0.25 kW in the winter (a 14% reduction). This translates to total capacity reductions of 0.27 MW in the summer and 0.32 MW in the winter. To put it into perspective, 1 MW can power approximately 1,000 homes all day. The TempWise pilot provided valuable insights into customer behavior and demand response potential. This data will help us refine future demand response plans.



## Spotlight: Infrastructure Upgrades Ensure Reliability and Financial Stability

In 2024 we installed and commissioned the Bank 151 generator step-up transformer (Bank GSU) at our Boundary Hydroelectric Project. This new transformer replaces a nearly 60-year-old unit. Bank GSUs step up the voltage from the generator to ensure efficient power transmission over long distances with minimal energy loss.

Bank 151 works alongside Unit 51, a recently upgraded hydroelectric generator, as part of the Energy Imbalance Market (EIM). The EIM provides real-time power trading across neighboring grids, improving efficiency and flexibility.

Together, Bank 151 and Unit 51 operate between 100 MW and 161.5 MW, averaging 500,000 megawatt-hours (MWh) annually. At an average price of \$35 per MWh, this equates to \$17.5 million in generation revenue each year. Upgrades like this are key to ensuring reliable, renewable energy for our customers while supporting financial stability.

With four of the six Bank GSUs at Boundary replaced, we're now planning for the replacement of Banks 152 and 153 as they approach their 60-year marks.





# We Power



"We Power" reflects our core mission to safely provide our customers with affordable, reliable, and environmentally responsible energy services. It's not just about electricity. It's about supporting our community's growth, meeting everyday needs, and preparing for an electrified future.

In 2024, we provided power to a record number of customers – 512,000 metered accounts – generating more than 9.6 million MWh of electricity. With population growth, the rise of electric vehicles and buildings, and extreme weather, power demand is increasing. This trend is expected to accelerate.

To meet these challenges, we're working to maintain and modernize our infrastructure. Reliable systems benefit every customer and strengthen our community's resilience. Here's how we're keeping the lights on today and building a brighter tomorrow:

## Key Infrastructure Upgrades

**East Pine Substation transformer replacement:** In July 2024, we installed a new 125-ton transformer at the East Pine Substation, replacing aging equipment. This critical piece of infrastructure will replace an aging transformer at the substation. This substation powers the neighborhood and hospitals on First Hill and Capitol Hill. The new transformer is the second of three replacements in a multi-year project. These upgrades will help increase capacity, meet anticipated growth, and improve reliability.

**Broad Street Substation inductor project:** At the Broad Street Substation near Seattle Center, we've added new inductors. This specialized equipment regulates the flow of electricity and reduces congestion on the transmission line. This improves system reliability, reduces outages, and provides a more stable power supply.



*Transformer installment at East Pine substation*

**Underground cable replacement:** After 30 to 40 years, underground cables can develop cracks and fail. In 2024, we started [replacing the underground electrical system in Burien's Hurstwood neighborhood](#). We're installing new cables in protective conduits, which will minimize future failures and disruptions. We have planned similar projects across other neighborhoods to improve reliability.



**Distribution line sensors:** We're replacing aging fault-current indicators with smart line sensors as part of our FLISR – fault location, isolation, and service restoration – system. FLISR is one of several distribution automation technologies we're implementing to make the grid more reliable and resilient. FLISR helps quickly detect and isolate outages, reducing the number of affected customers and speeding up power restoration. We installed this technology at five University Substation feeders in 2024, and a project at the Creston Nelson Substation is underway.

As 2024 ended, we achieved major accomplishments across our generation facilities, including:

- Renovating the intake for Diablo Powerhouse at our Skagit Hydroelectric Project, which was damaged during a major storm in late 2021. We secured over \$13 million in federal reimbursements to help cover the nearly \$14 million repair cost.
- Completing the refurbishment of generator 51 and transformer bank 151 at our Boundary Hydroelectric Project after a nearly two-year effort. (see pg. 14 for more detail)
- Commissioning the new Cedar Falls substation, which includes a new transformer, switchgear, and modernized controls. This project was completed in partnership with Seattle Public Utilities and included system upgrades to the distribution system supporting watershed operations.

## Routine Maintenance for a Reliable Grid

In addition to major projects, routine maintenance is crucial for a reliable grid. Three key areas of ongoing focus include:

**Utility Pole Replacement Program:** We continue to focus on replacing aging utility poles throughout our service area. Each year, we inspect 10% of our 92,000 wooden poles, ensuring every pole is reviewed once a decade. Depending on the findings, we treat or replace poles as needed. Over the past five years, we've replaced more than 6,000 poles to improve safety and reliability, including 1,388 in 2024.

**Streetlight replacement:** We maintain more than 90,000 streetlights throughout our service area to improve reliability, safety, and lighting in neighborhoods. In 2024, we replaced or repaired 2,618 streetlights.

**Vegetation management:** Our [Power Line Clearance team](#) trims and manages vegetation around substations, power lines, and transformers to prevent outages and ensure safety. We maintain approximately 400 miles each year as part of our vegetation management program. This proactive work reduces the risk of damage from falling branches, helping ensure system reliability and public safety.





**Seattle City Light**

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[seattle.gov/city-light](https://seattle.gov/city-light)

