OUR MISSION, VISION & VALUES

MISSION
Seattle City Light 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.
The most current data available for the year ended Dec. 31, 2022.

Seattle City Light, a department of the City of Seattle, is one of the nation’s largest publicly owned utilities in terms of the number of customers served. City Light is supported by revenues from its customers, not taxes. In fact, City Light pays substantial taxes to state and local governments.

<table>
<thead>
<tr>
<th><strong>GENERAL INFORMATION</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area Population</td>
<td>Approx. 961,000</td>
</tr>
<tr>
<td>Service Area Size</td>
<td>131.31 sq. mi.</td>
</tr>
<tr>
<td>Personnel (full-time equivalent positions)</td>
<td>1,793</td>
</tr>
<tr>
<td>Major Substations</td>
<td>16</td>
</tr>
<tr>
<td>Commercial and Industrial Power Transformers</td>
<td>57</td>
</tr>
<tr>
<td>Distribution Circuit Miles</td>
<td>2,348</td>
</tr>
<tr>
<td>Network Distribution Circuit Miles*</td>
<td>265</td>
</tr>
<tr>
<td>Meters</td>
<td>495,769</td>
</tr>
</tbody>
</table>

*Includes the downtown business district, First Hill and the University District.
CUSTOMER STATISTICS

The most current data available for the year ended December 31, 2022.

<table>
<thead>
<tr>
<th></th>
<th>Average Number of Customers</th>
<th>Megawatt-Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>441,926</td>
<td>3,334,209</td>
</tr>
<tr>
<td>Commercial and Industrial</td>
<td>51,737</td>
<td>5,983,684</td>
</tr>
<tr>
<td>Total</td>
<td>493,663</td>
<td>9,317,893</td>
</tr>
</tbody>
</table>

*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy.

2022 USES OF POWER
(in percent megawatt-hours)

- Commercial and Industrial: 44.96%
- Residential: 6.04%
- Public Authorities & RR: 9.7%
- Other Utilities: 8.9%
- Seattle City Light Utility Operations: 30.4%
SERVICE TERRITORY & SUBSTATIONS

Shoreline
Lake Forest Park
Seattle
Unincorporated King County
Burien
Renton
Tukwila
SeaTac
Normandy Park
RESIDENTIAL CONSUMPTION
(megawatt-hours)

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>2,900,000</td>
<td>3,300,000</td>
<td>3,100,000</td>
<td>3,500,000</td>
<td>3,600,000</td>
</tr>
</tbody>
</table>

NON-RESIDENTIAL CONSUMPTION
(megawatt-hours)

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>5,400,000</td>
<td>5,900,000</td>
<td>6,400,000</td>
<td>5,650,000</td>
<td>5,700,000</td>
</tr>
</tbody>
</table>
NOTE 1: A comprehensive rate change of 4.5% became effective January 1, 2023. Rates are set by the Seattle City Council.

NOTE 2: Industrial customers are identified by an annual consumption threshold of 5,000,000 kWh.

NOTE 3: Notice of public hearings on future rate actions may be obtained on request to: The Office of the City Clerk, 600 4th Ave, Floor Three, Seattle, WA 98104. Contact via phone at (206) 684-8344 or email CityClerk@seattle.gov.
HOW WE GENERATE AND DELIVER POWER TO OUR CUSTOMERS

1. Power is generated from dam/powerhouse
2. Substation transformer steps up voltage for transmission
3. Transmission lines carry electricity long distances
4. Neighborhood substation transformer steps down voltage
5. Distribution lines carry electricity to residents
6. Transformers on poles step down electricity before entering residence
7. Service line for resident
POWER MIX

- HYDRO .................. 86%
- WIND .................... 5%
- NUCLEAR¹ .............. 5%
- UNSPECIFIED² ....... 3%
- BIOGAS.................. 1%

TOTAL ..................... 100%

¹ This fuel represents a portion of the power purchased from Bonneville Power Administration.

² 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.

Power mix as of December 31, 2021

POWER SUPPLY OWNED BY CITY LIGHT

<table>
<thead>
<tr>
<th>City Light Plants</th>
<th>Locations</th>
<th>Date in Service</th>
<th>Capability (Megawatts)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boundary</td>
<td>Pend Oreille River</td>
<td>8/23/67</td>
<td>1,120.5</td>
<td>55.8</td>
</tr>
<tr>
<td>Ross</td>
<td>Skagit River</td>
<td>12/30/52</td>
<td>450.0</td>
<td>22.4</td>
</tr>
<tr>
<td>Gorge</td>
<td>Skagit River</td>
<td>9/27/24</td>
<td>207.5</td>
<td>10.3</td>
</tr>
<tr>
<td>Diablo</td>
<td>Skagit River</td>
<td>10/20/36</td>
<td>190.4</td>
<td>9.1</td>
</tr>
<tr>
<td>Cedar Falls</td>
<td>Cedar River</td>
<td>10/14/04</td>
<td>30.0</td>
<td>1.5</td>
</tr>
<tr>
<td>S. Fork Tolt</td>
<td>S. Fork Tolt River</td>
<td>11/20/95</td>
<td>16.8</td>
<td>0.8</td>
</tr>
<tr>
<td>Newhalem</td>
<td>Newhalem Creek</td>
<td>1921</td>
<td>2.0</td>
<td>0.1</td>
</tr>
</tbody>
</table>

Total System Generation Capability 2,014.1 100.0
MEETING OUR CUSTOMERS’ POWER NEEDS

Seattle’s city-owned hydroelectric plants depend on rain and snow as their fuel. In years with normal precipitation, our facilities supply more than half of Seattle’s power needs. We make up the difference by purchasing power from outside the region.
ENERGY EFFICIENCY PROGRAMS

Seattle City Light has the longest continually running energy efficiency program in the country. Since its inception in 1977, energy efficiency measures supported by the utility have been installed in residential, commercial and industrial facilities throughout our service territory. As a result of this legacy and current programs, City Light’s has conserved 1,819,755.72 megawatt-hours. That is the equivalent annual electricity use of over 240,000 average Seattle homes.

COST SAVINGS

In 2021, we supported our customers’ projects with more than $27 million in energy efficiency incentives and over $25 million in 2022. City Light’s current suite of energy conservation programs has cumulatively saved customers $140 million on their energy bills.
ANNUAL ENERGY SAVINGS THROUGH CONSERVATION
(megawatt-hours)

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings (megawatt-hours)</td>
<td>150,000</td>
<td>120,000</td>
<td>90,000</td>
<td>150,000</td>
<td>120,000</td>
</tr>
</tbody>
</table>
CONTACTS & INFORMATION

**Seattle City Light Administrative Office**
Seattle City Light Visitor Center and Executive Offices
700 5th Avenue, Suite 3200
Seattle, WA 98104-5031

Mailing Address:
P.O. Box 34023
Seattle, WA 98124-4023

Customer Service (206) 684-3000, seattle.gov/city-light

**North Service Center**
1300 N. 97th Street
Seattle, WA 98103
(206) 615-0600

**South Service Center**
3613 4th Avenue S.
Seattle, WA 98134
(206) 386-4200

**Utility Discount Program** seattle.gov/udp

**Project Share** seattle.gov/city-light/donate

**Outage Map** seattle.gov/city-light/outages
KEY PHONE NUMBERS

Customer Service Center ........................................... (206) 684-3000
Out of Area Calls ........................................................... 800-862-1181

Language assistance available:
• Información en español
• Impormasyon sa Tagalog
• 中文資訊
• Thông tin bằng tiếng Việt
• 한국어 정보
• Macluumaad Af-Soomaali ah
• 광주광역시

TTY/Hearing Impaired .................................................... (206) 233-7241

Energy Advisors ............................................................ (206) 684-3800

Electrical Life-Support Equipment Program .......................... (206) 684-3336

Streetlight Problems ...................................................... (206) 684-7056

Tree Trimming/Vegetation Management ............................... (206) 386-1733

Skagit Tours (skagittours.com) ....................................... (360) 820-6568
PAYMENT LOCATIONS

ONLINE ACCOUNT MANAGEMENT
myutilities.seattle.gov

DOWNTOWN

Downtown Customer Service Center
700 5th Ave., 4th Floor Lobby
Monday–Friday, 8:30 a.m.–4 p.m.

Seattle Municipal Tower Payment Drop Box
700 5th Ave., 4th Floor Lobby
Note: Credit card payments are not accepted in payment drop boxes.

SEATTLE CITY LIGHT SERVICE CENTERS

North Service Center
1300 N 97th St.
Monday–Friday, 8:30 a.m.–4:30 p.m.
Payment drop boxes are located outside near the main entrances.

South Service Center
3613 4th Ave. S
Monday–Friday, 8:30 a.m.–4:30 p.m.
Payment drop boxes are located outside near the main entrances.
CUSTOMER SERVICE CENTER LOCATIONS

Ballard
5604 22nd Avenue NW
Monday–Friday, 9 a.m.–5 p.m.

Central
464 12th Avenue, 1st Floor
Monday–Friday, 9 a.m.–5 p.m. and
Saturday, 10 a.m.–2 p.m.

Lake City
12525 28th Avenue NE 2nd Floor (above library)
Tuesday–Saturday, 9 a.m.–5 p.m.

Southeast
3815 S. Othello St., Suite 105
Monday–Saturday, 9 a.m.–5 p.m.

Southwest
2801 SW Thistle St.
Monday–Friday, 9 a.m.–5 p.m.

University
4534 University Way NE
Tuesday–Saturday, 9 a.m.–5 p.m.