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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 December 31, 2020.

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>Category</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area Population</td>
<td>955,116</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>Unit Substations</td>
<td>1</td>
</tr>
<tr>
<td>Commercial and Industrial Power Transformers</td>
<td>56</td>
</tr>
<tr>
<td>Distribution Circuit Miles</td>
<td>2,340</td>
</tr>
<tr>
<td>Network Distribution Circuit Miles*</td>
<td>267</td>
</tr>
<tr>
<td>Meters</td>
<td>482,608</td>
</tr>
</tbody>
</table>

*Includes the downtown business district, First Hill and the University District.
The most current data available for the year ended December 31, 2020.

<table>
<thead>
<tr>
<th>Average Number of Customers</th>
<th>Megawatt-Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>426,359</td>
</tr>
<tr>
<td>Commercial and Industrial</td>
<td>51,219</td>
</tr>
<tr>
<td>Total</td>
<td>447,578</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.

**2020 USES OF POWER**
(in percent megawatt-hours)

- Commercial and Industrial: 39.60%
- Residential: 20.25%
- Public Authorities & RR: 7.70%
- Other Utilities: 5%
- Seattle City Light Utility Operations: 27.45%
RESIDENTIAL CONSUMPTION
(megawatt-hours)

NON-RESIDENTIAL CONSUMPTION
(megawatt-hours)
*Amounts include an allocation for the net change in unbilled revenue which excludes retail customer voluntary payments for conservation and solar energy. Non-residential unbilled consumption is allocated pro-rata with billed consumption 13.55% to industrial and 86.45% to commercial.

NOTE 1: A comprehensive rate change of 5.5% became effective January 1, 2020. Rates are set by the Seattle City Council.

NOTE 2: As of November 2019, a Rate Stabilization Account (RSA) surcharge of 3% is in effect for all residential and non-residential rates schedules.

NOTE 3: A Bonneville Power Administration (BPA) passthrough adjustment of -1.9% is being applied to all retail energy charges beginning November 2019, and as a result, a 0.4% rate decrease effective November 1, 2019 was the net impact of the BPA passthrough and RSA surcharge.

NOTE 4: Industrial customers are identified by an annual consumption threshold of 5,000,000 kWh.
Seattle City Light serves nearly 480,000 customers in Seattle and eight adjacent jurisdictions.
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
**DID YOU KNOW?**

About half of the hydroelectric power generated by City Light comes from Northeast Washington. Boundary Dam, located on the Pend Oreille River about one mile from the Canadian border, has been transmitting electricity to Seattle since 1967.

![Diagram of electricity generation and distribution]

- **5** Distribution lines carry electricity to residents
- **6** Transformers on poles step down electricity before entering residence
- **7** Service line for resident
# Power Supply Owned by City Light

<table>
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<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>
<tr>
<td><strong>Total System Generation Capability</strong></td>
<td></td>
<td></td>
<td><strong>2,014.1</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>
**2020 SOURCES OF POWER**
(in percent megawatt-hours)

- **GENERATED**
  - Boundary
  - Skagit
  - Cedar Falls & South Fork Tolt

- **TREATY**
  - BC Hydro

- **PURCHASED**
  - BPA
  - Other

**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 1,650,164* megawatt-hours. That is the equivalent annual electricity use of over 220,000 average Seattle homes.

COST SAVINGS

In 2020, we supported our customers’ projects with more than $26.8 million in energy efficiency incentives. City Light’s current suite of energy conservation programs has cumulatively saved customers $196 million on their energy bills.

*Updated through 2020
ANNUAL ENERGY SAVINGS THROUGH CONSERVATION

(megawatt-hours)

<table>
<thead>
<tr>
<th>Year</th>
<th>Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>120,000</td>
</tr>
<tr>
<td>2017</td>
<td>150,000</td>
</tr>
<tr>
<td>2018</td>
<td>120,000</td>
</tr>
<tr>
<td>2019</td>
<td>90,000</td>
</tr>
<tr>
<td>2020</td>
<td>30,000</td>
</tr>
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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

Twitter.com/SEACityLight
Facebook.com/SeattleCityLight
Instagram.com/SeaCityLight
Youtube.com/SeattleCityLight
KEY PHONE NUMBERS

Outage Hotline ............................................... (206) 684-7400

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

Customer Service Center .................................................. (206) 684-3000

Out of area calls 800-862-1181 (Interpreters are available for customers who do not speak English.)

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

After-Hours Electrical Emergency Line .... (206) 706-0051

Electrical Service and Streetlight Rentals
   North of Denny Way ........................................ (206) 615-0600
   South of Denny Way ........................................ (206) 386-4200

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

Conservation Information ......................... (206) 684-3800
   (Residential, Commercial and Industrial)

Tree Trimming/Vegetation Management .... (206) 386-1663

Skagit Tours (skagittours.com) ............... (206) 684-3030

General Manager’s Office ......................... (206) 684-3200

Media Line ....................................................... (206) 386-4233
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.