



CITY LIGHT REVIEW PANEL MEETING

Wednesday, May 21, 2025

9:00 – 11:00 A.M.

In Person - SMT

—or—

Microsoft Teams Meeting

Proposed Agenda

<u>Item</u>	<u>Lead</u>
1. Welcome (5 min.)	Julie Ryan, Facilitator
2. Public Comment (5 min.)	
3. Standing Items: (5 min.)	
a. Chair's Report (Leo Lam)	
b. Review of agenda (Julie Ryan)	
c. Action: Review and approval of meeting minutes of April 16, 2025	
d. Communications to Panel (Leigh Barreca)	
4. General Manager Update (40 min.)	Dawn Lindell
5. Service Connection Timeline (60 min.)	Andy Strong/Hina Arai
a. Early Design Guidance Pilot	
b. Engineering Updates	
6. 10 year Roadmap: Focus areas and Outcomes (30 min.)	Angela Bertrand
7. Adjourn	

Next meeting: June 18, 2025

Draft Agenda Items: 10-year Roadmap Wrap Up, TBD



City Light Review Panel Meeting Meeting Minutes

Date of Meeting: April 16, 2025 | 9:00 – 11:00 AM

Meeting held in SMT 3204 and via Microsoft Teams DRAFT

MEETING ATTENDANCE					
Panel Members:					
Leo Lam	√	Thien-Di Do	√	Oksana Savolyuk	√
Joel Paisner	√	Ryan Monson	√	Bruce Flory	√
Kerry Meade		Toyin Olowu	√	Louis Ernst (<i>Appointment pending</i>)	√
Dawn Lindell (<i>GM</i>)	√	Leigh Barreca	√	Julie Ryan (Consultant /RP Facilitator)	√
Mike Haynes		Andrew Strong	√	Craig Smith	√
Kirsty Grainger	√	DaVonna Johnson		Maura Brueger	
Julie Moore	√	Chris Ruffini	√	Angela Bertrand	√
Greg Shiring	√	Carsten Croff		Brian Taubeneck	
Eric McConaghy	√	Caia Caldwell		Bridget Molina	√
Jeff Wolf		Karin Estby		Brittney Garcia Stubbs	√
Siobhan Doherty		Britt Luzzi	√		

Welcome and Introductions. The meeting was called to order at 9:03 a.m.

Introduced Louis Ernst, Review Panel Member, Financial Analyst, Position 2.

Introduced Mujib Lodhi, SCL Chief Information Officer.

Julie Ryan noted that the consensus from 6 of the Panel members who responded to the survey is the preferred meeting format is the hybrid option, coupled with 1 or 2 in person meetings annually.

The Review Panel agreed that Leo Lam and Joel Paisner should continue to serve as the chair and co-chair respectively for the next year.

Public Comment. There was no public comment. None.

Standing Items:

Chair's Report. Leo Lam arrived later during the meeting, so there was no opening chair's report.

Review Agenda. Julie Ryan reviewed the agenda.

Approval of March 19, 2025, Meeting Minutes. Minutes were approved.

Communications to Panel.



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There was no communication to the Panel.

General Manager's Update. GM Dawn Lindell presented.

1. City Light in the Community – As Angela and Dylan presented last month, City Light teams work closely with our stakeholder communities to discuss our programs and to gather valuable insight from them. For example:
 - a. On Friday, March 28, Seattle City Light participated in the YMCA Earth Service Corps Environmental Symposium hosted at the University of Washington. Earth Service Corps is a youth-led program that empowers students from the greater Seattle area to take a hands-on role in creating a healthier environment in their schools, communities, and region while nurturing a respect for diversity within the natural world. City Light hosted a breakout session with 20 students and educators on Electrification and Equity, which tackles topics of electrification, decarbonization, and climate change and explores how our work intersects with environmental equity and its impacts on marginalized communities in our service area.
 - b. On Wednesday, April 2, City Light attended the City of Tukwila 2025 State of the City Address event at Foster High School's Performing Arts Center. Mayor Thomas McLeod shared what the City of Tukwila has accomplished over the past year and highlighted his vision for 2025. City Light was invited to participate in the event as a community partner. We shared information with residents about energy efficiency rebates, net metering/solar programs, utility bill assistance, electric vehicles, career opportunities, and college internships. The event was well attended and, as always, we appreciate the opportunity to meet with our customers in this way.
 - c. Seattle City Light participated in an Earth Day event on Saturday, April 5th at the Town and Country Market in Shoreline. The event was dedicated to celebrating Earth Day, Every Day! The event featured information about energy conservation, eco-transportation, and sustainable gardening. City Light staff talked with over 150 customers about electric vehicles (EVs), EV chargers, City Light's public EV charging program, residential energy efficiency rebates, and answered questions about City Light's new Time of Use (TOU) rate that will be launched later this year. In addition to City Light, other community partners and local food vendors were invited to participate in the event and share information with Shoreline residents.
2. Network Employee Culture – Dawn spoke about the recent investigation related to employee misconduct and used this time to respond to Panel member questions.

Q: Could you please clarify the process around the anonymous reporting such as:

- **Is the hotline a third-party?**
- **Does every anonymous report automatically initiate an investigation?**
- **If no one terminated based on an anonymous report, how does this align with fostering a speak-up culture and ensuring employees feel safe to report concerns?**



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A: Anonymous reports are investigated between 2019-2021, but no one came forth as witness, It was not until we hired an investigator before someone would speak up. A lack of witnesses and a culture of fear limit accountability. But terminations cannot be based solely on anonymous complaints due to risks of false or emotionally-driven claims. Rebuilding trust requires truth, courage, and leadership.

Q: If employees hold a commercial driver's license, they are required to pass drug tests. Is there an active drug testing program in place at Seattle City Light? There has been no public statement from the union—what conversations are currently taking place on this topic?

A: The union made a public statement affirming full support for the direction of Seattle City Light is taking & clearly stating they do not support the behavior, and safety is the highest priority. See statement below that was featured on Q13 Fox News Story:

Below is a statement from the International Brotherhood of Electrical Workers Local 77 on the investigation:

"IBEW Local 77 unequivocally condemns the unsafe and unacceptable behavior identified by Seattle City Light in their independent investigation. At IBEW Local 77, safety is our highest priority, and we are committed to upholding rigorous safety standards that are foundational to our operations. We take immense pride in fostering worksites that adhere to the highest safety measures, not only protecting our members but also the communities they serve. Our commitment aligns with the IBEW's "Code of Excellence," which emphasizes the importance of a respectful and safe workplace.

"The behaviors uncovered by Seattle City Light's investigation are contrary to the principles that promote a safe environment for all employees and the public. This concern is particularly significant for those workers who may not hold positions of authority and are thus vulnerable to coercion and harassment. It is essential that all members feel secure in their workplaces, free from any form of intimidation or misconduct.

"As a union, we recognize our vital role in providing representation and ensuring respect for our members. It is our legal obligation to guarantee that Seattle City Light employees receive due process throughout any investigation or disciplinary action. From the moment we became aware of the allegations, we have actively worked to ensure that the investigation process is fair, impartial, and thorough.

"We commend Seattle City Light for their commitment to addressing the cultural issues that allowed such behavior to occur. We fully support their efforts to cultivate a workplace where alcohol and



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harassment are strictly prohibited, and we stand ready to advocate for changes that will foster a safer and more respectful environment for all employees. Together, we can work towards a culture that reflects the dignity and respect our members deserve."

Seattle City Light conducts drug testing when hired, along with random testing for employees who hold commercial driver's licenses (CDLs). Within Network department, only a very few employees have CDLs. Dawn is committed to reviewing the current drug testing program and is actively working with the legal team to explore options for expanding testing.

Network investigation media coverage links:

Seattle Times

- <https://www.seattletimes.com/seattle-news/seattle-city-light-investigation-group-worked-drunk-sexually-harrassed-co-workers/>

KIRO 7

- <https://www.kiro7.com/news/local/interview-ceo-seattle-city-light-responds-investigation/7TM3JLPQMJB63P54QD4I42DF2Y/>
- <https://www.kiro7.com/news/local/seattle-city-light-probe-reveals-party-truck-culture-underground-network-crew/FMWNQ6RSXVEELO36RQ262XVN3U/>

KING 5

- <https://www.king5.com/video/news/local/report-details-drinking-on-the-job-sexual-harassments-at-seattle-city-light/281-79420fed-60dd-4502-ad99-ca39c50b9dc0>
- <https://www.king5.com/article/news/local/seattle/new-report-seattle-city-light-employees-drunk-at-work-harassed-female-colleagues/281-9c841e53-1a23-4341-abc4-a15ba6f73b3c>

KOMO 4

- <https://komonews.com/news/local/seattle-city-light-investigation-employee-group-misconduct-worked-drunk-sexual-harassment-extorting-apprentices-report>

Q13 Fox

- <https://www.fox13seattle.com/news/seattle-city-light-employees-drinking-harassment>

KIRO Radio

- <https://mynorthwest.com/kiro-opinion/seattle-city-light/4074929>



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Q. There is a long-term culture that the impression that Seattle City Light has struggled to create an inclusive and supportive workplace culture for women. With women representing only 6% of the trades workforce- far from the expectation that it should be 50%. Are there other actions can be done at management level to change/improve the culture?

A. Seattle City Light is exploring a lower-voltage track with a shorter apprenticeship to hire faster and increase diversity. Leadership is focusing on mindset shifts, coaching, and leading by example. Field visit goals have been set for supervisors and directors to ensure visible support and meet team needs.

Q. Why/how did this investigation this time handled at a deeper level given that complaints have been raised for years?

A. This time, the investigation was handled at a deeper level because leadership was aligned in a way it hadn't been before. In the past, there was no unified approach on how to proceed. With the Mayor's support, there was a clear directive to take stronger action, by bringing in an external investigator. Internal investigators previously struggled to break through, but this time, individuals were courageous—and deeply frustrated—enough to speak up. Seattle City Light is grateful for the Mayor's commitment to doing things differently and for the City Attorney's Office to provide guidance on how to proceed.

Time of Use Rate Implementation. Craig Smith began the presentation and introduced Britt Luzzi. The presentation is in the meeting packet.

Q: In 2023 customers had access to interval data?

A: Yes. In 2023, Seattle City Light had a soft rollout on the Utility Services website. Through the "Advanced View Usage" feature, customers could access their AMI data on an hourly/daily basis. This is available to all customers.

To sign up for TOU to receive email updates: [TOU Sign up](#).

Customers can log into account and look at that information.

<https://powerlines.seattle.gov/2023/12/06/new-energy-usage-view/>

Additional links: <https://powerlines.seattle.gov/2025/03/14/key-qa-on-the-basics-of-seattle-city-lights-upcoming-time-of-use-tou-rates/>



City Light Review Panel Meeting Meeting Minutes

Q: What is the difference between the Energy Insight Tool Uplight vs. Calculator Tool?

A: The calculator tool is one of the features provided by Energy Insights. This improves upon the interval data already available via the utility services page.

2025 City Light Metrics. Angela Bertrand led this presentation. Presentation materials are in the meeting packet.

Q: What happened in April 2023 with CAIDI?

A: Our downtown network rarely has outages, but we have more problems on the radial system. We will look into April 2023.

Q: Has SCL conducted analysis to identify neighborhoods with old cable and infrastructure? Are there specific areas known that continually fail?

A: Yes, we have a pretty good idea of aging/failure areas. Current mapping indicates outages are occurring because of asset failure. We have plans to replace 5 miles per year but need to accelerate this effort. SCL has to dramatically upscale what we are doing, which will have a rate impact. It will cost an estimated \$2 billion over a 10-year span.

Q. Benefits awareness metric- what is it and how its related to goal?

A. We have two 3rd party surveys from JD Power and Escalent . Of these, Escalent offers a deeper dive into relationship metrics. These surveys identify five key elements prioritized by customers, focusing on reducing utility costs and energy usage. This measure was selected as it most closely aligns with what we've heard from customers about their priorities.

Q. When can the Review Panel see this report?

A. The Review Panel will see the report quarterly. The Executive team reviews it monthly.

Q. Can we look next at Financial Health and Affordability?

A. There are three measures here: Energy Burden (UDP program participation), Downside Risk Exposure, and Price Fairness. For the Energy Burden outcome, we are looking at enrollment in utility discount programs. The Downside Risk Exposure looks at reducing power market price volatility in SCL's portfolio. Finally, for Price Fairness, we use JD Power to compare our rates to those of other utilities- this shows we are currently at 3rd place.

May Agenda. The next meeting will include updates on the development of the 10-year roadmap, and a pilot program supporting Service Connection Timelines.

Adjourn. The meeting was adjourned at 10:59 a.m.

Next meeting: May 22, 2025, 9:00 – 11:00 a.m.

Early Design Guidance

Seattle City Light

May 1, 2025



Seattle City Light

WE POWER SEATTLE

Agenda



Early Design Guidance Pilot
Background



Early Design Guidance Pilot
Evaluation



Recommendations



Questions

Early Design Guidance Pilot Background

Monday	Tuesday	Wednesday	Thursday	Friday
1 	2	3	4	5 
8	9	10	11	12
15 	16	17	18	19 
22	23	24	25	26
29	30			



Seattle City Light

Background: **Why** Early Design Guidance?



- Rise in complex customer projects
- Require early interaction
- Reduce application to energization timeline

Background: **What** is Early Design Guidance?

- Provide Critical Information Early
- Share Electrical & Construction Standards And System Limitations
- Inform Options for Development



Background: **Who** does Early Design Guidance Serve?

✓ Single-Family Developers

✓ Affordable Housing Developers

✓ Multi-Unit Developers

✓ Current Homeowners



Background: **How** does Early Design Guidance Work?

- Customers complete intake and provide project details
- Consultations are scheduled on a first come/first served basis
- Consultations take place 4x/month- 2 with North Engineers/ESRs & 2 with South Engineers/ESRs
- Consultations are 45 minutes in length & SCL staff meet 30 minutes before and after to debrief



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Project Metrics & Measurement



Reduce Customer Rework

- Track any project scope change through customer survey question



Utilize Resources Efficiently

- Track employee responses on time spent through Employee Survey



Enhance Customer Satisfaction

- Gather customer feedback through customer experience survey



Reduce Application Time

- Track application time for customers that request Early Design Consultation



Early Design Guidance Pilot Evaluation



Seattle City Light



What are they asking?

- **How will you serve my project?**
- What standards do I need to follow?
- What are the approximate costs?



What Are They Building?

Building Categories

201-400 Amps



🏠 SFR/AADU/DADU w/EVs

601-800 Amps
401-600 Amps



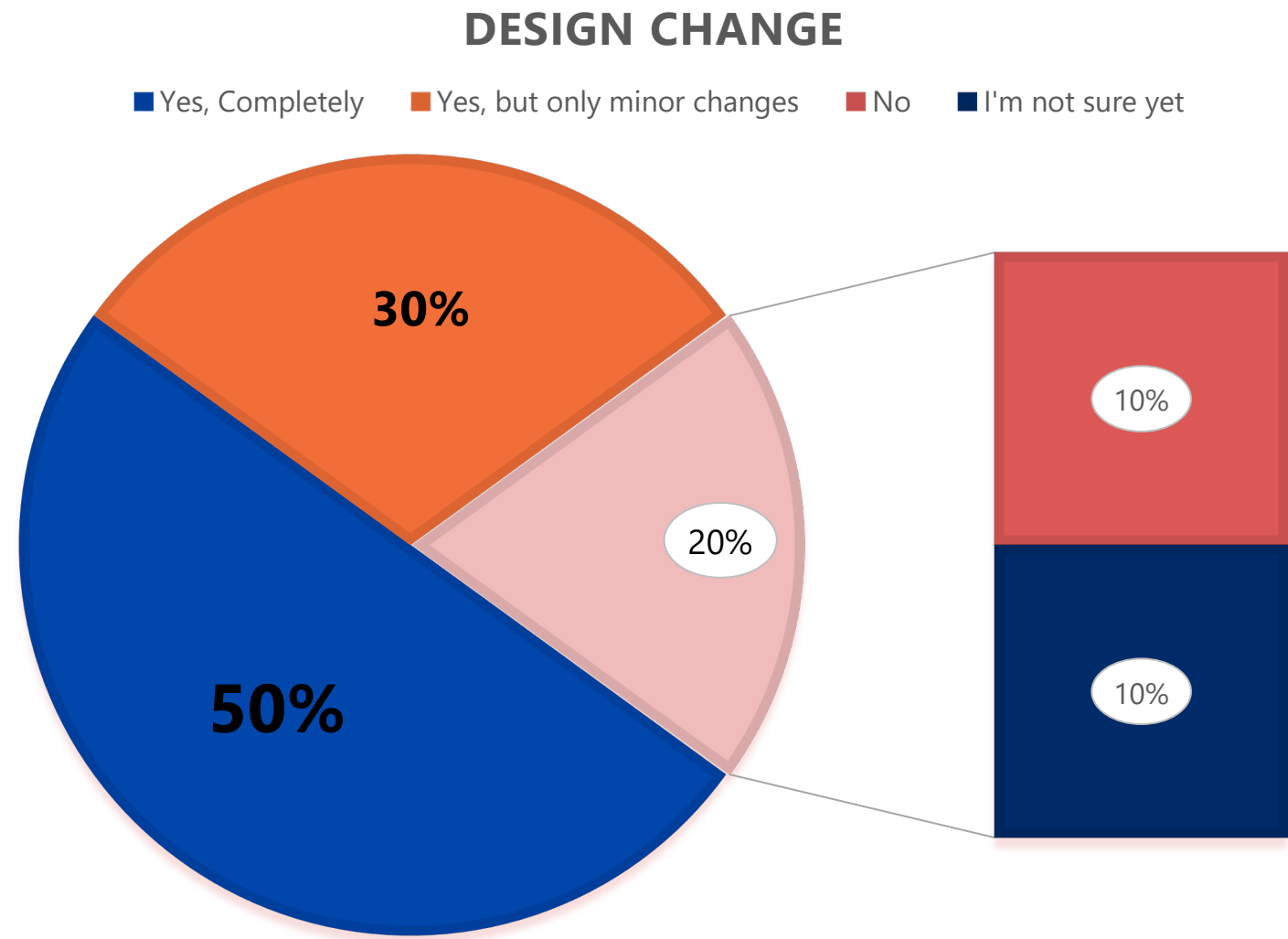
🏡 Townhouse Projects w/4+ units & EVs

1001+ Amps 2



🏢 Large Commercial Projects

Metric Evaluation



Impact of Design Guidance: **Customer Perspective**

"Guidance on how SCL plans to energize the project, as well as engineering requirements."

"[H]aving Engineer feedback early in the planning [was] critical for us to be able to design appropriately..."

"Being able to meet with an engineer within 2-4 weeks of requesting to meet."

"Early feedback on service location really helps inform our team on the design..."

"[U]nderstanding their requirements for underground with the SFR/ADU/DADU product."

"It was great to be able to have a quicker path to get information on existing infrastructure and potential site challenges..."

"Ability to better understand onsite infrastructure requirements prior to intake."

"Having both the area rep and senior engineer was extremely helpful..."

"I appreciated the direct access and collaborative meeting environment.... and ability to get direction."

Impact of Design Guidance: **Employee Perspective**

"...a very good addition...could very probably reduce the amount of projects ...may eliminate a few very large issues down the line regarding distribution."

"Simply having this conversation before the customer applies gives them an opportunity to see the current distribution and possible major issues before they commit to a major, costly project."

"...good experience...I hope more ideas stem from this pilot program"

"[T]hese early design meetings are helpful for both customers and staff...I think ESRs that attend can learn alongside Engineering how (and why) we do things."

"Awesome"

Recommendations



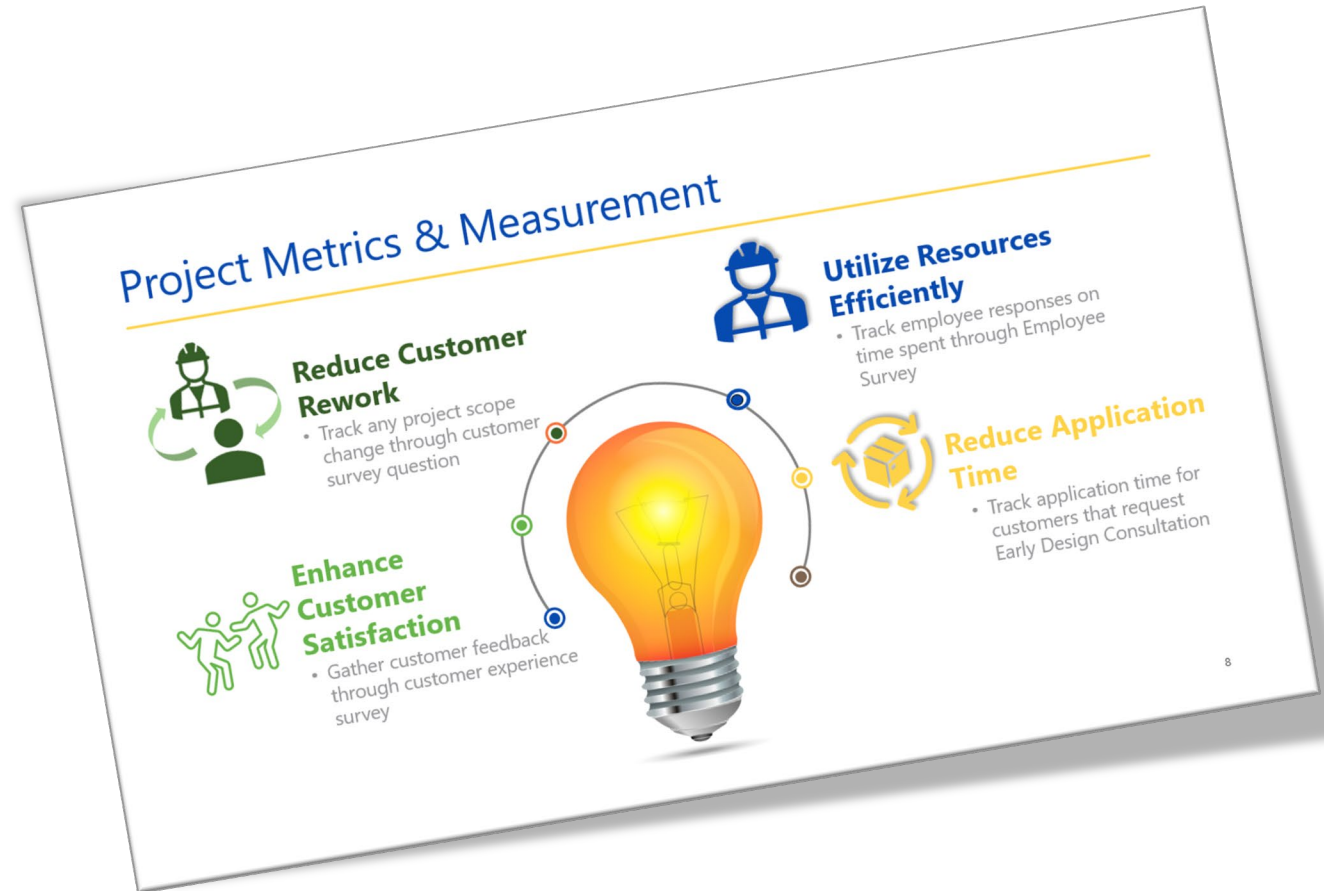
Seattle City Light



Engineering Design Consultations Should Become Permanent

Realized Benefits:

- Improves Customer Service
- Reduces Customer Re-Work
- Reduces Engineering Times
- Improves Engineering/ESR Partnership



Engineering Design Consultations **Should** Become Permanent



**"Opportunities
Don't Happen,**

**You Create
Them"**

Chris Grosser

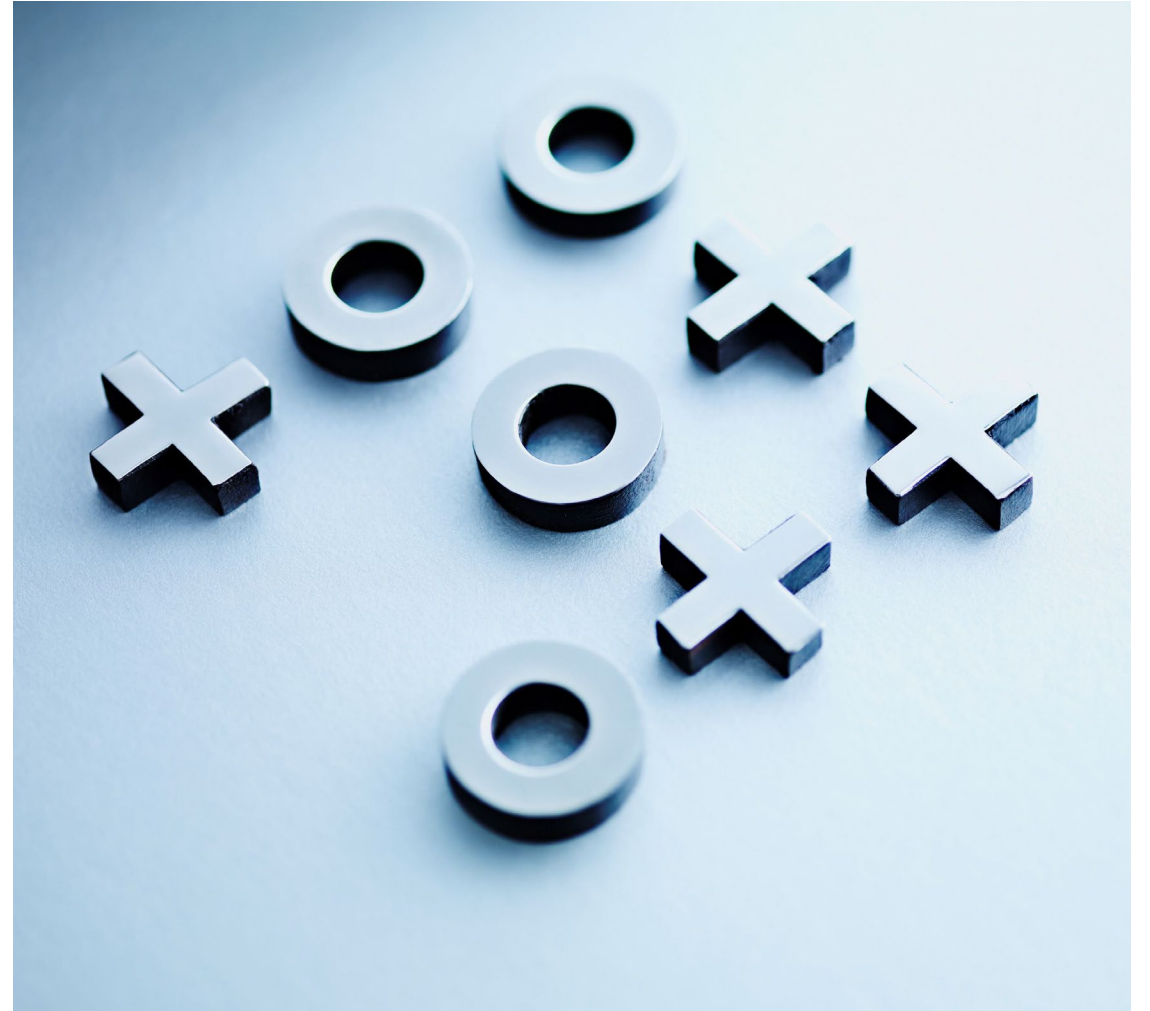
Opportunities:

- Training for Engineers
- Training for ESRs
- Aligning Engineering Practices
- Contributing to SCL System Planning
- Improving Collaboration

Engineering Design Consultations **Should** Become Permanent

Challenges

- No New Resources
- No Program Management
- Preliminary Guidance Only



Explore **Growing** Plan Review



- ☐ Designate Plan Review as “A Program”
- ☐ Add Engineering Design Consultations as Plan Review Offering
- ☐ Charge Customers a Fee for Engineering Design Consultations
- ☐ Operationalize the Plan Review Program as a Process Improvement Source:
 - ☐ Guidance On Alignment Opportunities
 - ☐ Training Opportunities
 - ☐ System Planning Opportunities

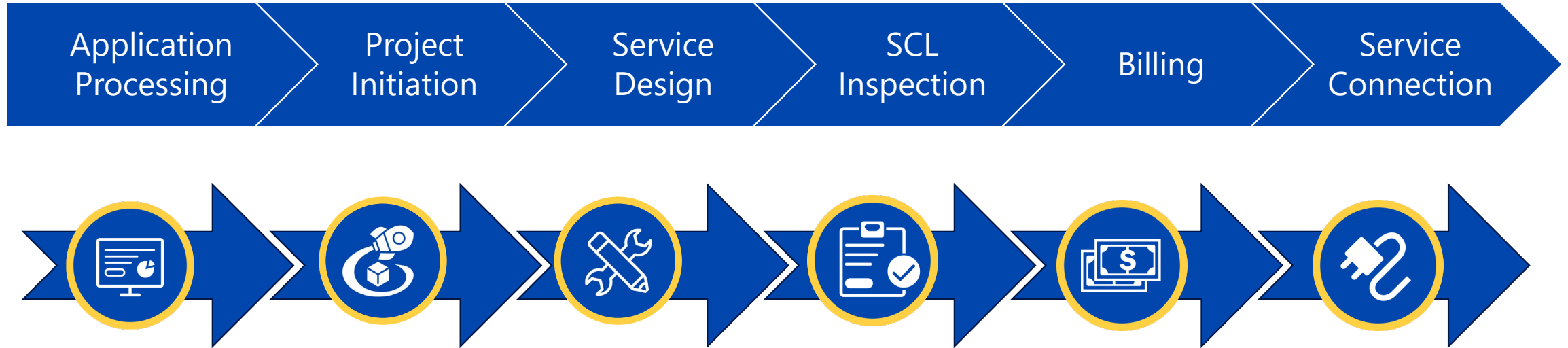
Questions?



Seattle City Light

Appendix

Service Connection Process Flow



Intake Form

Early Design Guidance for Future Electrical Service

Estimated Completion Time: 30-45 minutes

This meeting is recommended in cases where more information is needed to plan development and electric service prior to applying for service. This is NOT an Application for Electric Service nor is it a substitute. Please contact SCL_EarlyDesignGuidance@seattle.gov BEFORE completing this form.

Section 1

Early Design Guidance

An Early Design Guidance meeting is a technical discussion with SCL staff to discuss your project goals. Please contact SCL staff to schedule this meeting. Before attending, please complete this form and place it with your application for electric service.

Section 2

During the Meeting

The Early Design Guidance meeting is highly recommended. Please bring the following items to the meeting:

1. Present your project goals.
2. Provide a copy of your project goals.
3. Apply for electric service.

Section 3

After Early Design Guidance Meeting

1. Within five business days of the Early Design Guidance meeting, please email the draft meeting minutes in Word format to the meeting administrator for SCL's final review and approval. This will also be the last opportunity to include any remaining unanswered questions for SCL to review and respond.
2. SCL staff will endeavor to review and finalize the meeting minutes within five business days and send back a copy along with a link to a meeting survey.
3. We encourage you to take the survey so we can gather insights and opinions on this pilot, collect feedback on your experience and identify areas for improvement.
4. Finally, please submit approved meeting minutes with your application for electric service.

Section 4

Contact Information

1. Name (preferred format: First Last) *

Enter your answer

2. Phone Number *

Enter your answer

3. Email *

Enter your answer

4. Project Street Address (Preferred Format: Street Number/Name, City, Zip Code) *

Enter your answer

5. Which of the following best describes your role in this project?

- ☐ Property Owner (or employee of property owner)
- ☐ Contractor/Subcontractor
- ☐ Architect, Designer, or Consultant
- ☐ Other

Section 5

Project Description

6. Please describe the scope of your project:

Enter your answer

7. Do you have specific questions for City Light? Feel free to outline these in the text field below, or attach as a document (attachment functionality available in the last section of the request form).

Enter your answer

Section 6

Project Information

8. Has a Preliminary Assessment Report (PAR) been completed for the project. *

- ☐ Yes
- ☐ No
- ☐ Not Sure

9. If a Preliminary Assessment Report (PAR) has been completed, please provide the PAR number for the project.

Enter your answer

10. Has SDOT indicated that the project is eligible for a Priority 2 - Publicly Funded Affordable Housing project that I would like assistance with?

- ☐ Yes
- ☐ No
- ☐ Not sure

11. Which of the following describes the nature of your request?

- ☐ I am conducting preliminary research and/or site plan feasibility
- ☐ I want to learn about how service can be provided to the site.
- ☐ I have initiated the construction permit process, but I would like to work with SCL before submitting the SCL application.
- ☐ I would like to learn more about the constructability of my site (crane power, flagging, line relocations, etc.)
- ☐ I have a Priority 2 - Publicly Funded Affordable Housing project that I would like assistance with
- ☐ Other

12. Are you looking for information regarding any of the below topics?

- ☐ Clearances
- ☐ Vault requirements
- ☐ Availability of three phase power
- ☐ Options and estimated cost for undergrounding existing overhead lines
- ☐ Other standards or requirements that may impact my project
- ☐ I am new to the Seattle City Light service territory and want to learn more about how City Light's service connection process intersects with other elements of my project
- ☐ Other

13. What are the anticipated Amperage requirements for the project? *

This is useful in determining whether or not an Overhead service connection may be possible (if applicable).

- ☐ 0-200 Amps
- ☐ 201-400 Amps
- ☐ 401-600 Amps
- ☐ 601-1000 Amps
- ☐ 1001+ Amps
- ☐ Unsure at this time

14. Please select all appliances that will be installed in your project. *

- ☐ Electric Heat Pump
- ☐ Level 2 Charger for EV
- ☐ Electric Dryer
- ☐ Electric Range
- ☐ Electric Water Heater

15. Are you interested in incorporating any of the following elements into your project?

- ☐ Conservation and/or Building Electrification
- ☐ Solar
- ☐ EV Charging
- ☐ Battery Backup
- ☐ Other

Section 7

Attachments

Attachments are not required, but highly recommended, in order to provide the best possible Pre-Application experience.

16. Do you have a site plan and survey? If so, please email separately to scl_earlydesignguidance@seattle.gov

- ☐ Yes
- ☐ No

17. If you would like to provide any additional information, please email it to scl_earlydesignguidance@seattle.gov

Section 8

Limitation of Liability/Indemnity Disclaimer

Please read the following to understand the purpose and consent to the process.

City Light's Early Design Guidance is intended to assist customers through the electrical design process in advance of submitting an application for electrical service. City Light's review of a development plan at this stage is performed at a high level. City Light staff may not be aware of all development plan details, and a customer's design plan at this stage is preliminary and subject to change. While SCL strives to ensure that the guidance provided during these meetings is accurate and up to date, the information may not reflect recent or subsequent changes to the code, standards, or City Light practices. Customers are solely responsible for: 1) confirming their project and design plan meets all federal, state, and local building and electrical requirements; 2) that they have independently considered all electrical design options available to them; and 3) they have consulted with an experienced, licensed Professional Engineer for development or review of the design plan.

The City assumes no liability by providing Early Design Guidance. To the fullest extent allowed by law, Customer agrees to release, and defend, indemnify, and hold harmless the City, its departments, subsidiaries, affiliates and officers, directors, employees, agents, representatives or volunteers, from any and all claims, losses, harm, costs, liabilities, damages and expenses (including attorney's fees) of any nature whatsoever, or allegations thereof, arising directly or indirectly out of any act, omission, fault or negligence of Customer or any third party selected by Customer in connection with Early Design Guidance.

THE CITY MAKES NO IMPLIED OR EXPRESS WARRANTIES REGARDING ANY OWNER-INSTALLED EQUIPMENT, OR EQUIPMENT INSTALLED BY A THIRD-PARTY CONTRACTOR, AND SPECIFICALLY DISCLAIMS ANY WARRANTY OR MERCHANTABILITY OR FITNESS OF SUCH EQUIPMENT FOR ANY PARTICULAR PURPOSE.

18. Do you understand the above statement and agree to the terms and conditions of participating in the Early Design Guidance? *

- ☐ Yes, I understand the above statement and agree to the terms and conditions of participating in the Early Design Guidance.

Early Design Guidance Customer Survey

An Early Design Guidance (EDG) meeting is intended to facilitate a collaborative relationship between Seattle City Light (SCL) and our customers, fostering clear communication and trust. We hope the meeting was productive and that you obtained the necessary information. To help us continue to refine these meetings, we would like to request your feedback through this short survey. Your input will help SCL learn what aspects of the meeting were effective and where we can make improvements. Please know that if your project scope changes, you may schedule a new EDG meeting.

The survey is based on a 5-point Likert Scale: Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree.

Thinking about your most recent Seattle City Light **Early Design Guidance Meeting**, please rate your agreement with the following statements.

1. I had all the information I needed to complete the intake form.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

2. The format of the meeting is effective.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

3. I had enough time to get answers to all of my questions.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

4. I felt prepared for the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

5. Seattle City Light came prepared for the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

6. Seattle City Light staff provided high quality information during the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

7. I am satisfied with the meeting experience.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

8. I will utilize Early Design Guidance Meetings for my future projects.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

9. Again, thinking about your most recent Seattle City Light Early Design Guidance Meeting:
Did your initial design change as a result of the meeting?

- ☐ Yes, completely
- ☐ Yes, but only minor changes
- ☐ No
- ☐ I'm not sure yet

10. Should any other City Light staff have been present at the meeting? Why?

Enter your answer

11. What could SCL have done better during your Early Design Guidance meeting for your housing development project?

Enter your answer

12. What aspect of the Early Design Guidance Meeting did you find most valuable for your housing development project?

Enter your answer

Customer Survey

Employee Survey

Early Design Guidance Employee Survey

An Early Design Guidance (EDG) meeting is intended to facilitate a collaborative relationship between Seattle City Light (SCL) and our customers, fostering clear communication and trust. We hope the meeting was productive and that you felt setup for a successful meeting with the customer. To help us continue to refine these meetings, we would like to request your feedback through this short survey. Your input will help SCL learn what aspects of the meeting were effective and where we can make improvements.

The survey is based on a 5-point Likert Scale: Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree

Thinking about your most recent Seattle City Light **Early Design Guidance Meeting**, please rate your response

1. All of the necessary City Light staff were present at the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

2. The format of the meeting is effective.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

3. I had enough time to answer all of the customer's questions.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

4. I felt prepared for the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

5. The customer came prepared for the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

6. The customer was satisfied with the information provided during the meeting.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

7. The meeting was a positive experience for all participants.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

8. What could SCL have done better during the Early Design Guidance meeting to set you up for success?

Enter your answer

9. What can City Light change about the meeting format or preparation steps to set you / other staff up for success?

Enter your answer

10. Any other feedback about this specific experience?

Enter your answer

Service Engineering Update

Seattle City Light

May 1, 2025



Seattle City Light

WE POWER SEATTLE

Agenda



Service Engineering Timelines



Efforts In Flight



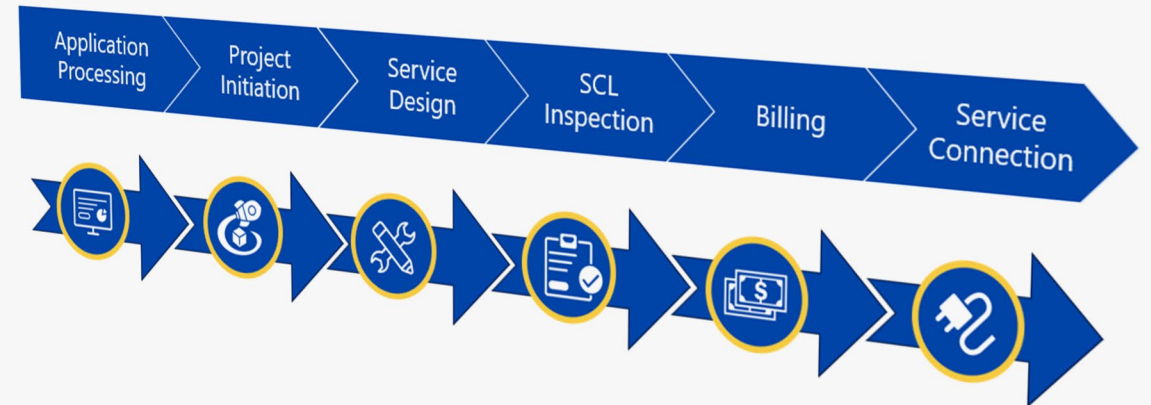
Change will be constant



Questions

Service Engineering Timelines

Service Connection Process Flow



Seattle City Light

Critical Goals: Service Timelines

Service Timeline = Intake +
ESR/Engineering + Energization

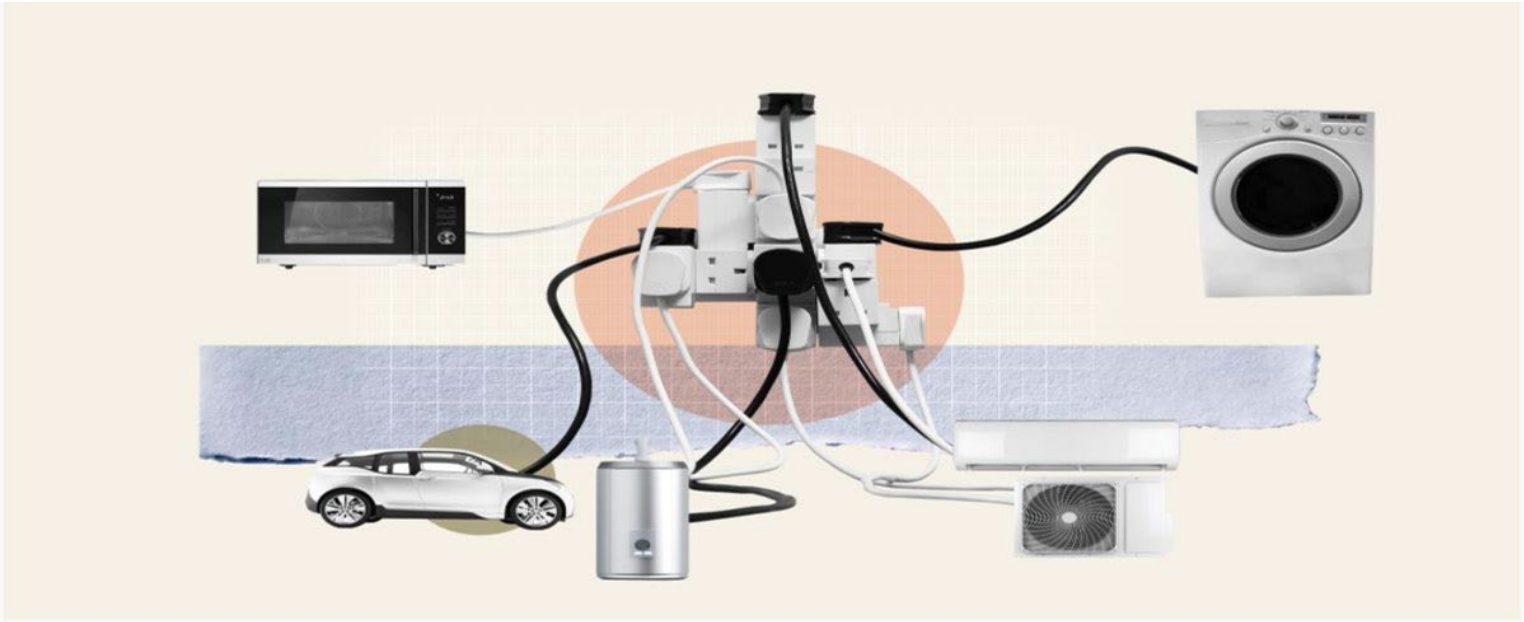
- Current timeline approximately 46 weeks
- Goal: End of 2025: 26 weeks
- Goal: End of 2026: 16 weeks



Background: Service Requests have Grown

Year	Permanent Services	Solar Panel Reviews	Others	Total
2022	665	0	225	890
2023	734	229	260	1123
2024	1021	231	423	1675

Background: Engineering Review has Increased



Proportion of Engineered vs Non-Engineered Work							
Permanent New Service Connections 0-600 Amp Projects							
	2018	2019	2020	2021	2022	2023	2024
Engineered	21%	26%	28%	40%	34%	44%	44%
Non Engineered	79%	74%	72%	60%	66%	56%	56%



Background: Resources

- The number of Service Engineers has stayed static
- Two engineering contractors – Concord and Leidos – are maxed out
- Service backlogs – approx 100 North and 100 South



Efforts In Flight



Seattle City Light



Revised Cap OK + Transformer Replacement Plan

- Revised Cap OK, RESC language – allows less service engineering interface, ESRs can give better guidance
- Limit transformer review up front, new loads are hitting our system without us being notified
- Transformer sizing – Catch loads via rigid analysis and proactively replace transformers



Early Design Guidance- Make Permanent

- ☐ Designate Plan Review as “A Program”
- ☐ Supplement our Plan Review Team
- ☐ Charge Customers a Fee for Engineering Design Consultations
- ☐ Operationalize the Plan Review Program as a Process Improvement Source:
 - ☐ Guidance On Alignment Opportunities
 - ☐ Training Opportunities
 - ☐ System Planning Opportunities



Engineering Shifts To Eliminate Backlog

- Optional overtime offered for all SCL engineers of all backgrounds
- Temporarily shift as many as 10 engineers from other teams with Service background to Service – this has impacts.
 - 25 hrs per SR x 200 backlogs
– Approx 4 months



Engineering Process Improvement

- Develop Dashboards
- Increase use of standardized templates
- Other Process Improvements



Questions?



Seattle City Light

10 Year Roadmap: Retreat Update

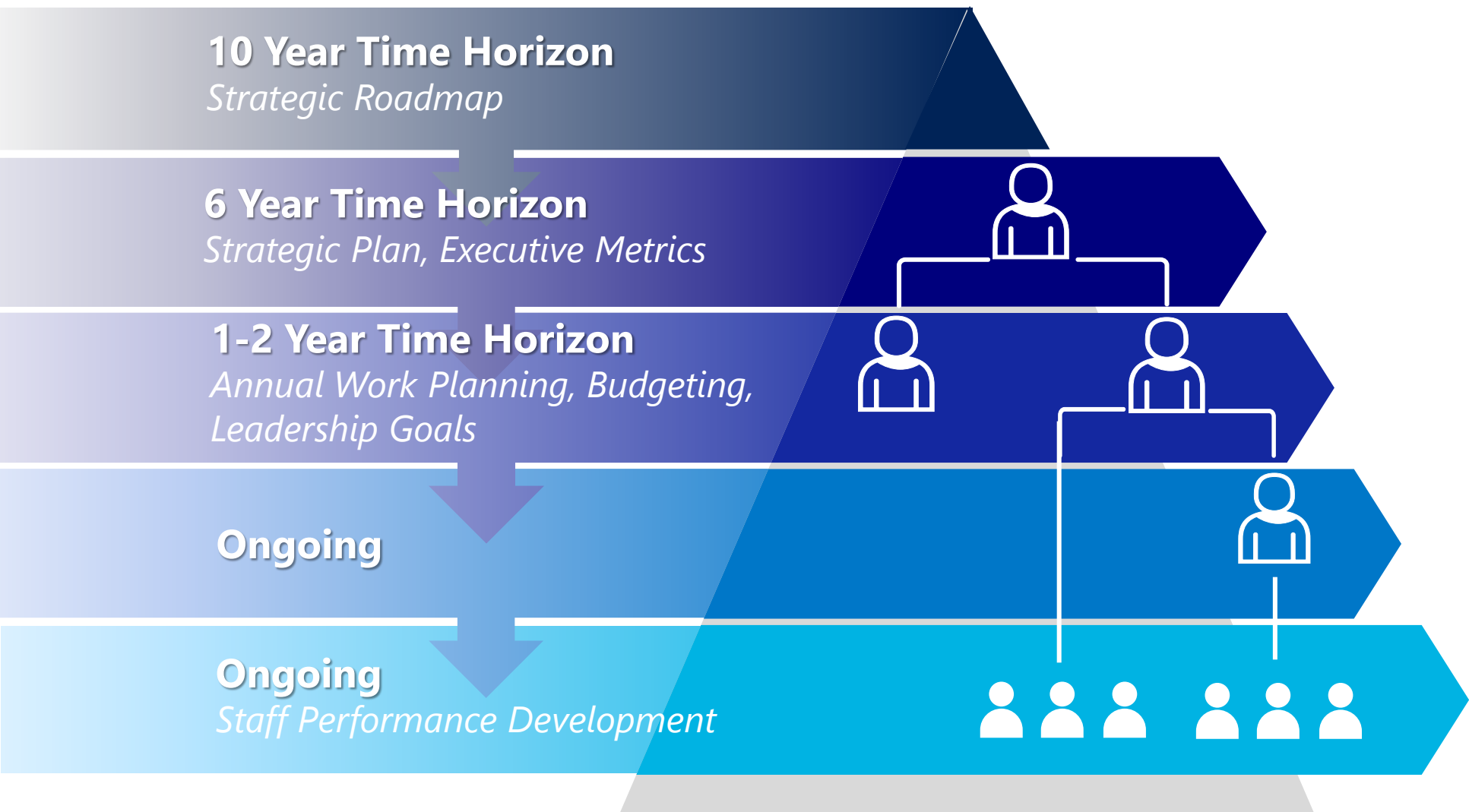
May 2025 – Angela Bertrand



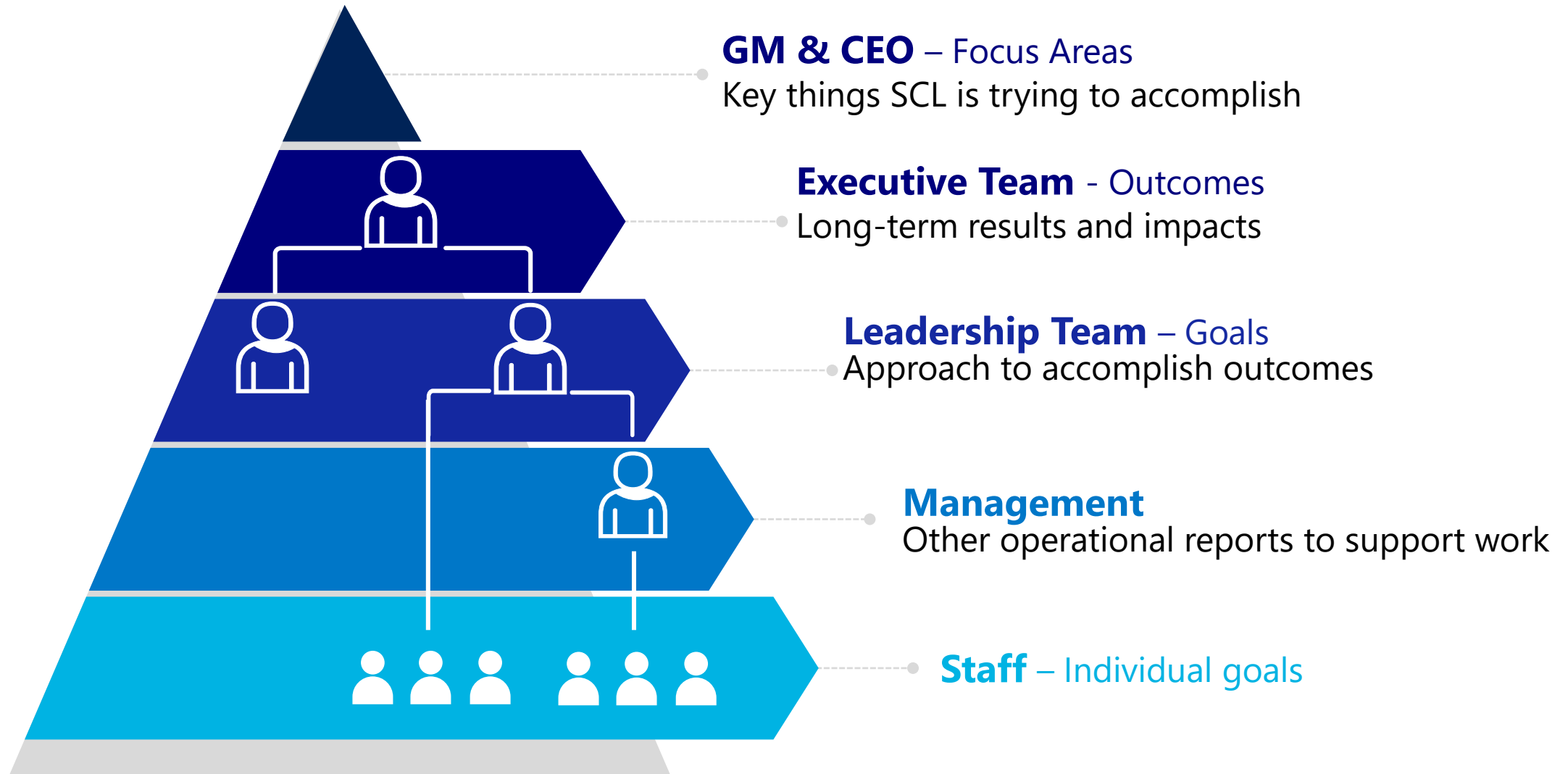
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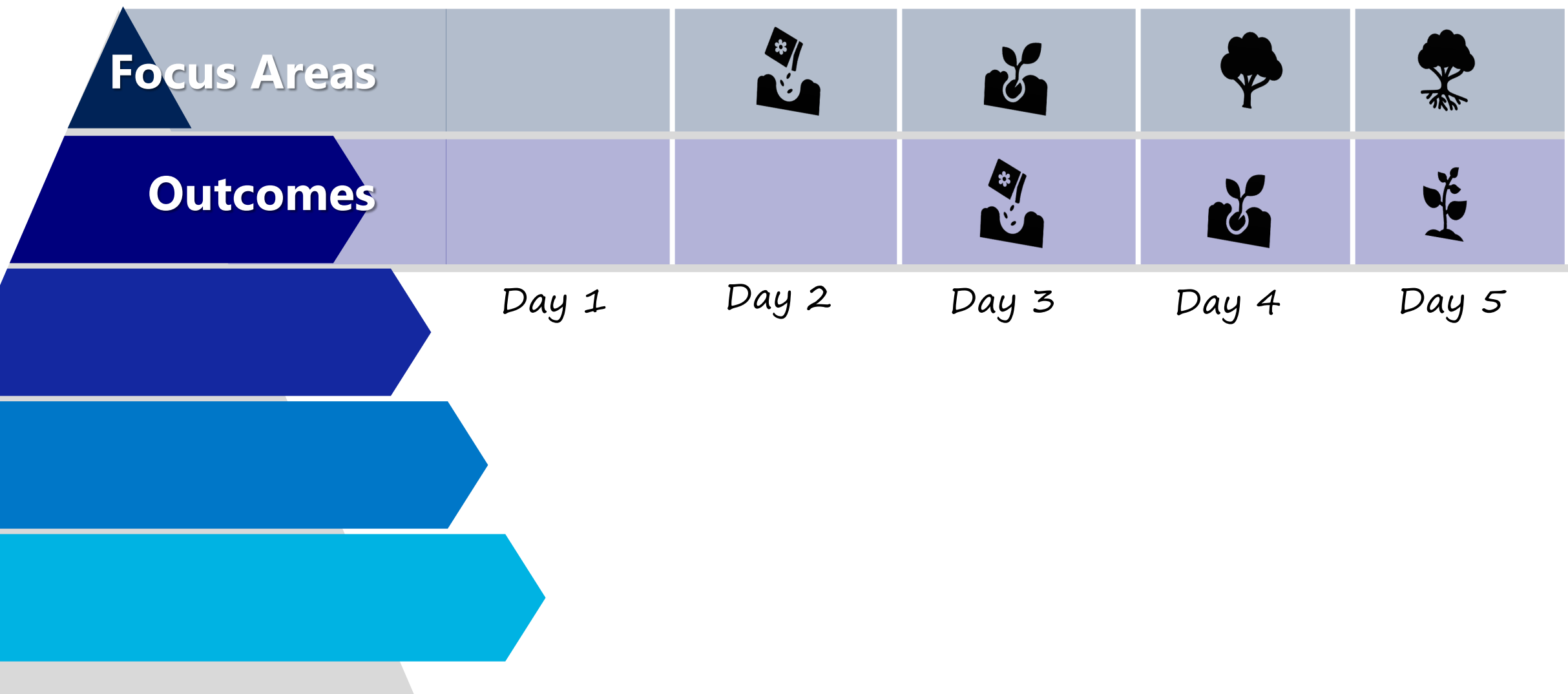
How This Connects



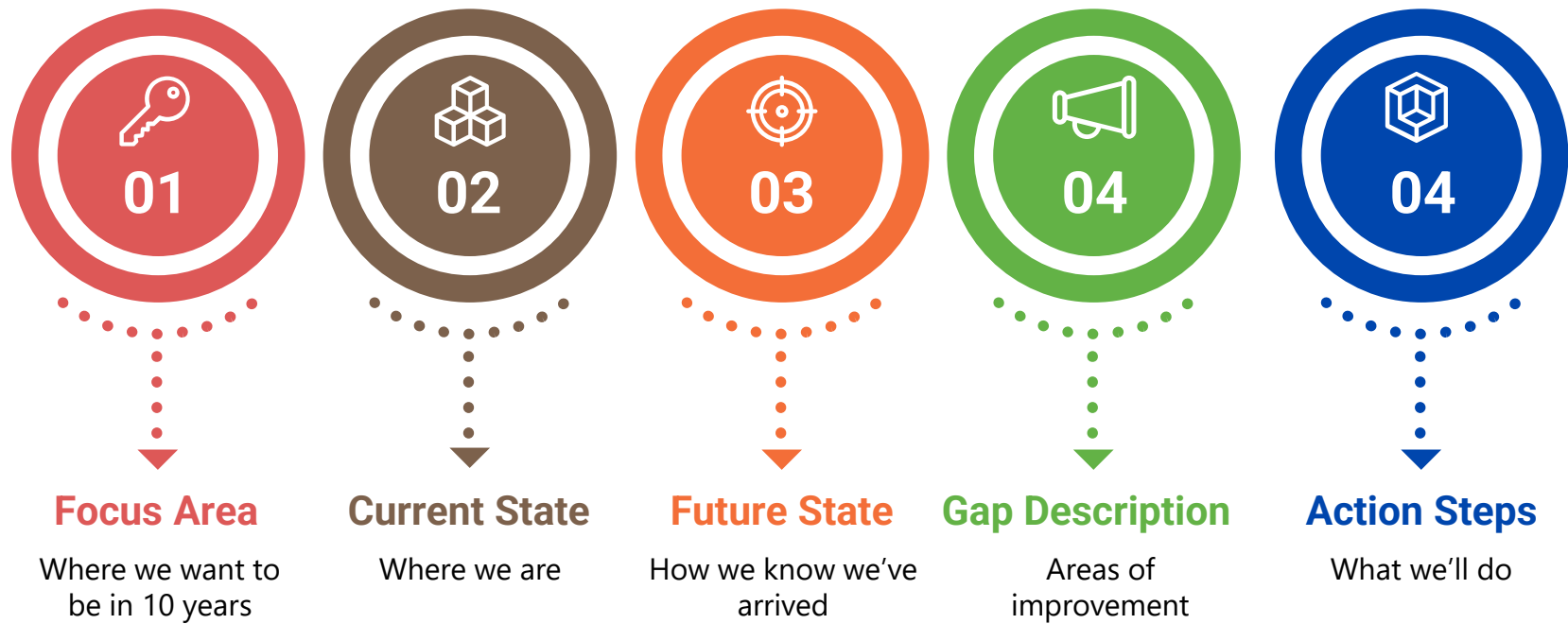
How This Connects



Progress on Development



Gap Analysis Progress



Reliability



Where We Are

<u>APPA's Annual Benchmark Report</u> (324 utilities, 2023 data)			
	SAIDI (minutes/yr)	SAIFI (interruptions/yr)	CAIDI (minutes/yr)
Seattle City Light	111.56	0.67	166.5
Quartile (All)	3rd	2nd	4th
Median (All)	50.54	0.56	88.91
<i>Avg. (West Region*)</i>	<i>123.83</i>	<i>0.78</i>	<i>182.62</i>
<i>Avg. (Size 5 group**)</i>	<i>108.95</i>	<i>0.92</i>	<i>108.6</i>

*West Region = 17 utilities

**Size 5 = 15k-504k customers (~105 utilities/group)

- Outage figures have been increasing steadily for over a decade.
- High CAIDI show that when outages occur, they last a long time for our impacted customers.

Focus Area: Reliability

By 2035, Seattle City Light will lead in power reliability, consistently delivering exceptional electric service to our community. Recognizing that uninterrupted power is fundamental to our customers' lives, we will prioritize minimizing power outages and enhancing customer communication. Our success will be measured by achieving and maintaining a consistent ranking within the top quartile of the American Public Power Association (APPA) across three critical reliability metrics:

- SAIDI, indicating reduced overall outage duration
- SAIFI, showing fewer instances of outages
- CAIDI, reflecting quicker restoration for affected customers.

We will also measure success through fewer and shorter planned outages and storm outages.

10-Year Outcomes (navy) + 6-Year Outcomes (blue)

Reliability

Top quartile SAIDI, SAIFI, CAIDI



↑ **Asset Health**

↑ **Cust. Perception**

↓ **Restoration Time**



↓ **Major Event Impact**

Sampling of major work ahead to achieve these outcomes:

Integrated
System Planning

Process &
Staffing

Predictive
Maintenance

Advanced
Analytics

Proactive
Personalized
Communication

Planned Outage
Process

Grid
Modernization

Crew Response

Community
Solar

*More Actions to
be determined*

Customers



Current State: 2024 End of Year Scoring

- Residential Customer Satisfaction trend line is positive and we are consistently near top in class.
- Business Customer Satisfaction is consistently one of the best in class and nationally.

Residential

End of Year 2024:

Customer Satisfaction:

725

4th West Midsize

Customer Relationship:

730

2nd West

Customer Trust:

723

2nd West

Customer Effort:

739

3rd West

Business

End of Year 2024:

Customer Satisfaction:

843

1st West Midsize

Customer Relationship:

843

1st West

Customer Trust:

837

1st West

Customer Effort:

848

1st West



Focus Area: Customers

By 2035, Seattle City Light will lead in customer experience excellence, focused on equitable, frictionless, and trusted customer service. As the industry evolves and presents customers with other choices to meet their energy needs, an excellent customer experience – true to our mission, vision and values – is what will set us apart. We will know we have achieved success by:

- Earning number one ranking among all utilities across the nation as measured by JD Power's Overall Customer Satisfaction score.

10-Year Outcomes (navy) + 6-Year Outcomes (blue)

Customers:
(Top Ranked JD Power)

↑ **Customer Trust**

↓ **Customer Effort**

Provide Valued Products & Services

Sampling of major work ahead to achieve these outcomes:

Voice of the
Customer Program

Customer can
engage how they
wish - Omnichannel

Language Access

Modernized
Technology

Streamlined
Internal Processes

On Time Service
Connection Process
under 12 weeks

Utility Assistance
Programs

Agile Service
Delivery Model

EV Chargers

Whole Home
Energy

Power Supply



Resource Needs: 2022 IRP v 2024 IRP Progress Report

	2022 Full IRP			2024 IRP Progress Report		
New Wholesale Resource Additions (Nameplate MW)	2022 – 2031	2032 – 2041	TOTAL	2024 – 2033	2034 – 2043	TOTAL
Battery				200		200
Solar	175	0	175	375		375
Solar + Battery				50	25	75
Wind	225	50	275	1,100	100	1,200
Enhanced Geothermal				100	300	400
Offshore Wind					100	100
Wholesale Resources Subtotal*	400	50	450	1,825	525	2,350

*Additional resources continued on next slide

Focus Area: Power Supply

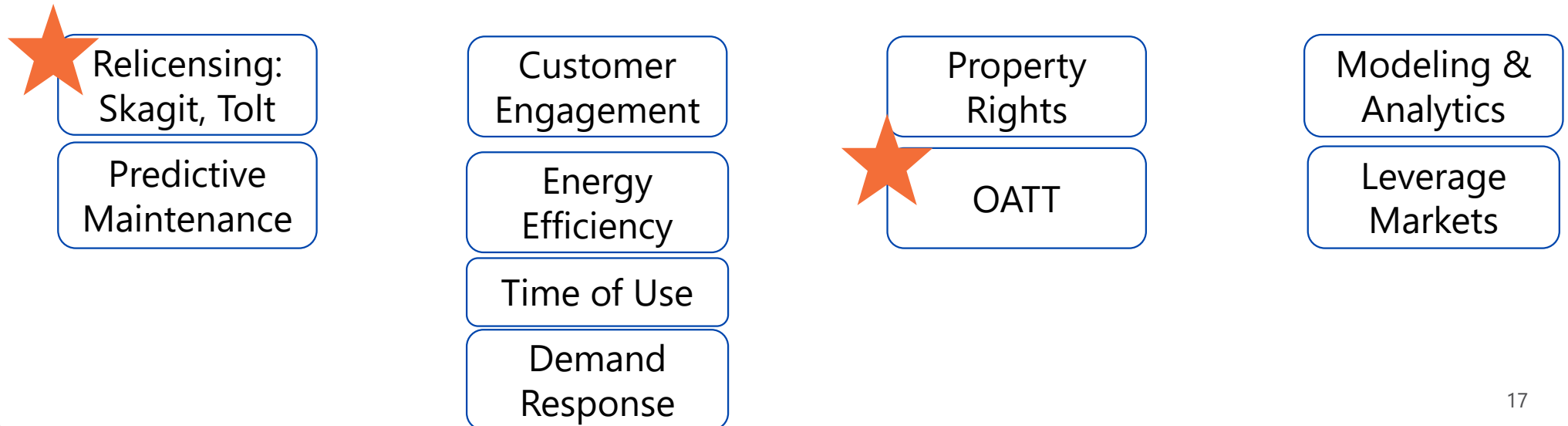
By 2035, Seattle City Light will have a diverse mix of supply and demand-side energy resources sufficient to meet growing customer demand. Resource sufficiency is vital to meet customer demand while maintaining affordability, reliability, and meeting regulatory requirements for reliability and carbon neutrality. Our success will be measured by:

- Consistently meeting the planning reserve margin and qualified capacity contribution of the Western Resource Adequacy Program (WRAP)
- Developing and achieving internal metrics for resource adequacy as identified in the IRP
- Developing and achieving T&D system sufficiency

10-Year Outcomes (navy) + 6-Year Outcomes (blue)



Sampling of major work ahead to achieve these outcomes:



What's Next



Driving Focus Areas



Reliability



Customers



Power Supply

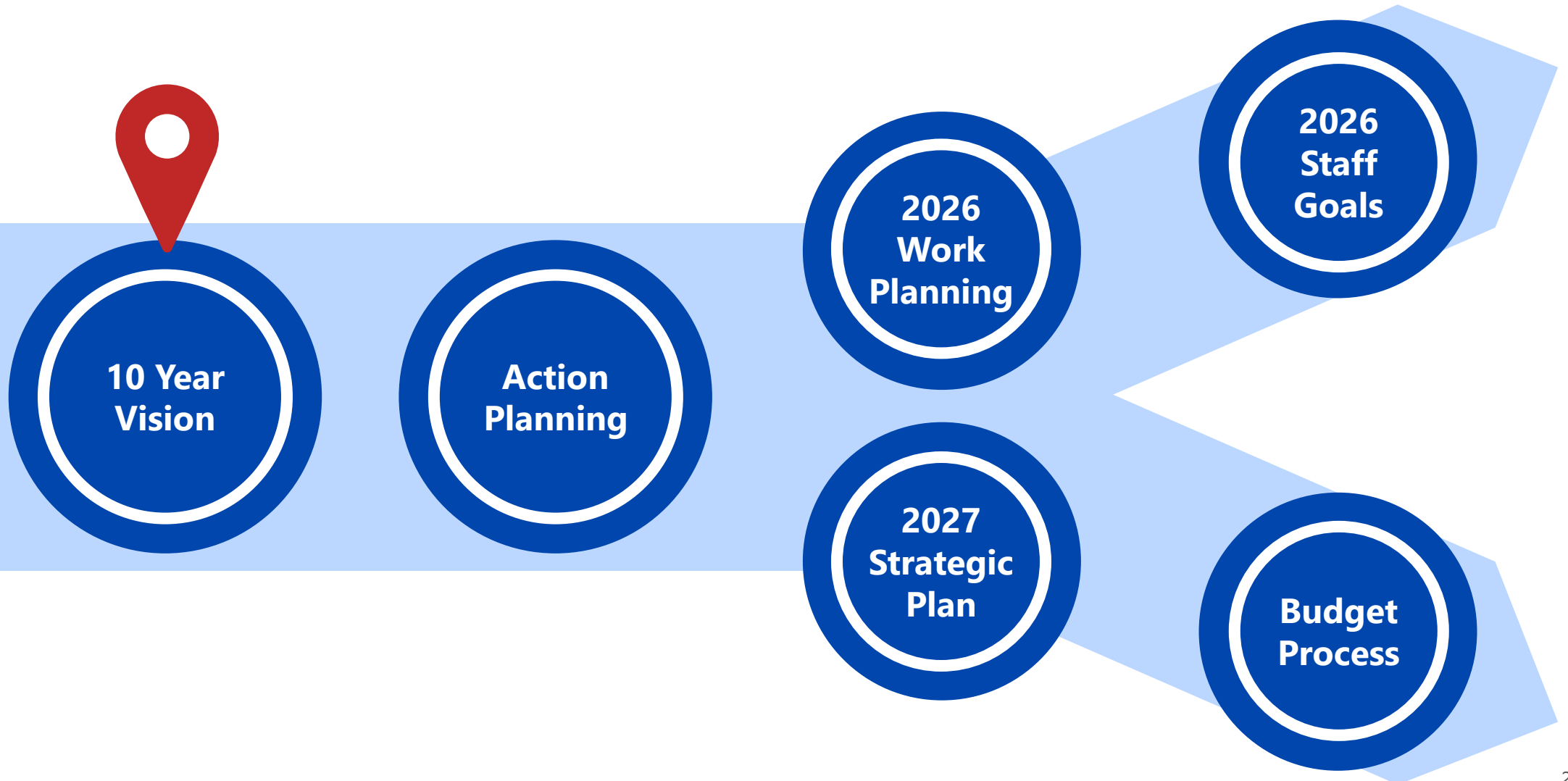


Sustainability

Workforce

Technology

What's Next



THANK YOU



Seattle City Light