



Light reading

Conservation News

March/April 2017

40 YEARS OF CONSERVATION

STILL GOING STRONG

Since 1977, City Light and its customers have worked together to conserve energy. By using less energy and using it wisely, we avoid greenhouse gas emissions and other negative environmental impacts. Plus, conservation helps to keep your bills low!

The legacy of City Light's turn towards conservation is clear: Since 1977, City Light customers have saved over \$1 billion on their bills due to conservation, and in 2005 City Light became the first utility in the nation to be carbon neutral. We can all take pride in these results from 2016 alone:

- Due to conservation measures, customers reduced their bills by over \$118 million in 2016.
- Conservation in 2016 also resulted in the reduction of 910,712 metric tons of carbon dioxide into the atmosphere. That is the equivalent of 200,357 households driving one fewer car a year.
- Electrical load was reduced by 1,422,988 megawatt-hours. That is enough to power over 186,000 average Seattle homes annually.

LOWER YOUR BILL

There are lots of ways to make sure your 21st century electronics are used in the most efficient way possible to keep your bill low. For example, back in the '70s, rotary phones were the standard. These days, cell phones are more convenient but they also use energy when being charged, so remember to unplug the charger when you're not using it. For more tips, visit seattle.gov/light/renters-corner.

RENTER'S CORNER



Conserving energy since 1977 for a sustainable future. Thank you!



2016 PERFORMANCE: OUR REPORT CARD

Seattle City Light's performance benchmarks show how we did reaching our goals for 2016. We pledge continued improvement in 2017 and beyond.

2016 GOAL	BENCHMARK	PERFORMANCE
Percent of calls answered within 60 seconds (Call Center managed by Seattle Public Utilities)	80%	58%
Frequency of unplanned outages (trees in lines, equipment failure, etc.) in minutes, per year, per customer	0.73	0.5
Length of unplanned outages in minutes per customer, per year	63.4	61
Number of inquiries per 1,000 customers	4	28.37
Percent of bill errors	2%	2.16
Number of days it takes to perform standard residential/small commercial electrical connections that require field service	40	31
Streetlight repair, response within 10 working days	90%	94.6%
Capital projects spending-accomplishment rate	90%	87.2%
Customer conservation savings for all customer groups (average megawatts)	14	14
Reduce/offset green-house gas emissions	100%	100%
Tree trimming near power lines to improve reliability (in miles)	560	571.75

COMING SOON: ADVANCED METERS

City Light's Advanced Metering program is underway but the big push to install new meters to most customers starts this summer. These devices offer many benefits to customers, including automatic reports when and where power outages occur, speeding City Light's response and power restoration. In the future, the technology could allow City Light to add services for energy saving and tracking energy use. Learn more about City Light's Advanced Metering program by visiting seattle.gov/light/ami.

SKAGIT TOURS

SKAGIT TOURS RESERVATIONS

We start taking reservations for this summer's Skagit Tours in March so get your tickets early. For more information visit SkagitTours.com.

IN YOUR NEIGHBORHOOD: CITY LIGHT @ WORK



Crews are in these neighborhoods working to provide reliable service:

- Alaskan Way: installing underground conduits ahead of viaduct demolition;
- Capitol Hill: (E. Union St. between 10th and 11th): installing powerlines underground for greater reliability;
- Blue Ridge: installing underground conduits to improve electrical service;
- Pioneer Square/Downtown: installing underground conduits to maintain system;
- South Lake Union/Denny Triangle: installing underground vaults and ducts in advance of the new substation;
- International District: replacing aging utility poles and associated infrastructure to upgrade existing electrical system.

This is a partial list and March-April project dates are approximations. For details go to seattle.gov/light/atwork and click on an orange cone.



SAFETY TIP FROM THE FIELD

"Springtime is when many people start working in their yards again. Call 811 for a free service to locate underground utilities, and be aware of overhead power lines when you're working outside."

Michael Clark,
manager for the new Denny Substation

