

Seattle City Light



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.

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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.



COVER PHOTOS:

Animated installations that are continually refreshed with dynamic data of current time and weather.

Location: Columbia Center, Seattle, WA

Table of Contents

We Power 12 Audited Financial Statements, 14	Letter from the General Manager/CEO	1
Create Our Energy Future6Develop Workforce & Organizational Agility9Ensure Financial Health & Affordability11We Power12Audited Financial Statements,14	City Light by the Numbers	3
Develop Workforce & Organizational Agility9Ensure Financial Health & Affordability11We Power12Audited Financial Statements,14	Improve Customer Experience	4
Ensure Financial Health & Affordability 11 We Power 12 Audited Financial Statements, 14	Create Our Energy Future	6
We Power 12 Audited Financial Statements, 14	Develop Workforce & Organizational Agility	9
Audited Financial Statements, 14	Ensure Financial Health & Affordability	11
	We Power	12
and Independent Auditor's Report	Required Supplementary Information	14



Letter from the General Manager/CEO

For me public service has always been about shaping a new future, embracing complexity, valuing relationships, and prioritizing learning. Without question, leading with these principles helped the utility navigate 2021 and 2022, two years of transition very much shaped by a reset borne out of a worldwide pandemic. We pushed through uncertainty and by turning risks and challenges into opportunities for growth, we achieved some remarkable accomplishments. None of that would have been possible without City Light's dedicated and passionate employees who, despite untold obstacles, continued to show up every day and give their all in service to their community, customers, and colleagues.

In 2021 we developed a new City Light Strategic Plan, a guiding document that reflects our shared purpose and keeps us aligned toward our longer-term aspirations and goals. As the first full refresh under my leadership, it was an opportunity to imbue the plan with my vision. We didn't entirely reinvent the wheel—our primary mission to provide customers with affordable, reliable, and environmentally responsible energy services remains constant. However, what we leaned into was establishing clear business strategies that support our mission, vision and values, as well as reinforce our commitment to operational excellence and prioritization on customer service. As we have focused our work over the last two years in alignment with the Strategic Plan, the highlights collected in this report are organized by these five business strategies:

- Improve the Customer Experience
- Create Our Energy Future
- Develop Workforce & Organizational Agility
- Ensure Financial Health & Affordability
- We Power

When compiling this biennial report, there were countless success stories we could have highlighted. I'm particularly proud of our progress on strengthening our customer service. From basics like a website overhaul and launching a new monthly customer e-newsletter, to best-in-class recognition from our customers in J.D. Power's Electric Utility Business Customer Satisfaction Study[™] or quickly applying nearly \$10 million in state funding to help our residential customers most financially impacted by the pandemic - these are the real-world examples of how we continually improve our customer experience. We also saw the welcomed return of more in-person events in 2022, where we forged deeper and more dynamic work relationships with colleagues that result in stronger collaboration, communications, and overall employee culture. We also held press conferences with key partners and stakeholders to celebrate two important projects that signify our energy future: the Miller Community Center Microgrid and King County Metro Transit's South Base charging facility for Metro's new fleet of allelectric buses. And while it often doesn't get a special shoutout in these kinds of reports, I am so thankful to the staff who work every day to generate and deliver power, maintain our infrastructure, and to respond when the unexpected outage occurs, which is at the core of our We Power business strategy.

Leading this organization has been one of the most challenging, humbling and rewarding experiences of my career. It has been an honor to serve alongside the nearly 1,800 hardworking employees who delivered on the accomplishments within this report and so much more. As I pass the baton to the next leader, I'm confident that because of these individuals and the roadmap we've established, the future remains bright at City Light. While projects may shift over time, what will not change is our core and fundamental purpose to serve our customers. As always, thank you for entrusting your services to us—together *We Power* the present and the future.

Take care and stay safe,

Dema J. Smith

Debra Smith General Manager and CEO



Debra Smith speaking at the opening of the Miller Community Center Microgrid

City Light by the Numbers





SERVICE AREA POPULATION 960,000





NUMBER OF CUSTOMERS Residential: 441,926 Non-Residential: 51,737



UTILITY DISCOUNT PROGRAM ENROLLMENT 2021: 35,447 2022: 35,382



NUMBER OF METERS 495,769 (96% Advanced Meters)



DISTRIBUTION CIRCUIT MILES

2,613 (Looped Radial: 2,348; Network: 265)



PEAK USE Dec. 27, 2021: 1,896 MW Dec. 21, 2022: 1,917 MW



ANNUAL ENERGY SAVINGS FROM CONSERVATION 2021: 116,720.65 MWh 2022: 52,858.53 MWh



PERSONNEL 1,793 Full-Time Equivalent Positions

Improve Customer Experience

We are focused on engaging with our customers and helping employees see the impact of their actions from the customers' perspective. We are making investments to enhance accessibility, offer new program choices, and better meet our customers' diverse needs.

Optimizing User Experience with Streamlined Website

In January 2021, we launched a new customer-facing website. Informed by analytics and best practices, the website features a simplified user-friendly design, mobile responsiveness, and ADA compliance. By streamlining the navigation and information, it's easier for customers to find what they are looking for, from viewing and reporting power outages to starting or stopping electric service to discovering home energy solutions.

Engaging Customers Through New eNewsletter

In February 2022, we launched Community Connections, a monthly customer-focused email newsletter distributed to more than 200,000 residential customers. Featured content includes our work in the community, from environmental stewardship to outreach and education; energy saving tips; information about payment assistance programs and more. Reader input continues to shape content.

Utility Services Website Enhancements

In 2020, City Light and Seattle Public Utilities introduced a new utility services website accessible on any device, offering customers a convenient online platform to manage their utility accountrelated business in one place, 24/7. The initial release allowed customers to set up auto pay and bill notifications and view their energy use.

We continued to roll out enhancements in 2021 and 2022, including making energy usage data available to energy management companies or smart home device manufacturers to analyze and provide personalized recommendations to customers for improving energy efficiency. Other enhanced features include the option to start or stop service or request a payment plan.

Another key upgrade was the launch of an online portal for landlords, property owners, and managers with a suite of self-service options, including the ability to start or stop service and view billing transactions at properties they own or manage.



Utility Services website.

Simplifying the Utility Assistance Process

City Light and Seattle Public Utilities have long offered several assistance programs to provide financial help with utility bills for income qualified customers. As part of our shared commitment to meeting customers' needs, in August 2022 we launched a newly designed online application process called the Utility Assistance Program. Consolidating three separate applications into one created a simplified approach that provides customers a more straightforward process with a better user experience.

J.D. Power 2022 Electric Utility Business Customer Satisfaction Study

As the business community continued to face many challenges due to pandemic recovery and supply chain issues, City Light's steadfast support was recognized with the highest customer satisfaction index score of any midsize electrical utility (50,000-89,999 business customers) in the western United States, according to the J.D. Power 2022 Electric Utility Business Customer Satisfaction StudySM. We ranked the highest in power quality and reliability as well as price.

One contributing factor was our Business Customer Services team, which delivers highly engaged, comprehensive services to business and industrial customers throughout the region. It is their proactive approach to customer service that allows them to provide concierge-quality interactions helping to nimbly respond to customer's needs and meet the demands of an ever-changing economic climate. Additionally, staff across the utility work hard to keep rates affordable, ensure reliable service, and when the unexpected power outage occurs, work diligently until power is restored.

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Customer Satisfaction Survey

As we look for new ways to support our customers' energy and cost savings goals, we partnered with DHM Research to conduct a customer satisfaction (CSAT) survey in fall 2021. Almost 700 residential customers participated in the random-sample hybrid (phone and text-to-online) survey. The CSAT revealed an overwhelming majority (85%) of City Light customers across all demographic groups are satisfied with their overall service.

The survey results also gave insight into customers' expectations for the utility and areas for improvement, including:

- Customers care deeply about their communities and the planet and expect us to do our part to help take care of both.
- Customers want to know how to help reduce impacts on the environment.
- Customers believe providing clean, carbon-free power and helping reduce energy use should be a top priority for our utility.
- There are customers who likely qualify for assistance but aren't currently enrolled in our assistance programs.
- A majority of customers are interested in owning an electric vehicle one day.

This is valuable information as we lead the charge to create our energy future, and we plan to conduct a longitudinal CSAT survey in alternating years to build on these initial results and study trends.

Create Our Energy Future

Our energy future is based on carbon-free renewable resources. Moving away from fossil fuels will require significant commitments and partnerships. New infrastructure is needed to ensure electricity can be accessed wherever and whenever people need it. Similarly, customers will need more options for accessing and paying for electricity.

Progressing Toward Clean Energy

In April 2021, the Smart Electric Power Alliance (SEPA), a nonprofit organization that envisions a carbon-free energy system, announced that City Light earned a spot in its 2021 Utility Transformation Leaderboard. The recognition results from City Light's participation in SEPA's Utility Transformation Challenge.

City Light continues to develop and implement large-scale projects to curb the region's carbon emissions, leveraging the utility's carbon-neutral electricity while increasing the reliability and resilience of the grid itself – something that SEPA acknowledged with this placement. "Seattle City



From left: GM/CEO Debra Smith, U.S. Rep Kim Schrier (D-Wash.), U.S. Secretary of Energy Jennifer M. Granholm, and Puget Sound Energy CEO Mary Kipp.

Light stands out due to its comprehensive efforts to transition to a carbon-free energy future, and most importantly, its results," said SEPA President and CEO Julia Hamm.

Hydropower is critical to the vitality of the nation's clean energy infrastructure. It's flexible enough to quickly provide dispatchable generation, all while keeping the power system in balance and reducing transmission congestion. In August 2022, City Light and other regional public utilities hosted U.S. Rep. Kim Schrier (D-Wash.) and U.S. Secretary of Energy Jennifer M. Granholm at our Cedar Falls Hydroelectric Project, where we demonstrated our commitment to maintaining our system while respecting the environment. These national leaders visited our region to highlight the importance of the hydropower incentives in the Bipartisan Infrastructure Law, which includes \$630 million dedicated to improving existing hydropower plants.

Supporting Solar with Green Up Community Program

In early 2021, City Light launched the Green Up Community Program, which incentivizes the installation of new rooftop solar energy hosted by affordable housing, local non-profits, and public entities. The goal is to help them reduce operating costs, allowing them to focus on their respective missions to provide quality services to meet the needs of our community. The program is funded by Green Up, City Light's voluntary renewable energy credit (REC) purchasing program in partnership with the Washington State Housing Finance Commission's (WSHFC) Sustainable Energy Trust. To date, eight projects have been completed with 13 more anticipating completion in 2023.

In October 2021, City Light and WSHFC's Sustainable Energy Trust were recognized with a 2021 Green Power Leadership Award by the Center for Resource Solutions. The award acknowledged the two agencies for removing barriers for low- and moderate-income communities to install solar with affordable financing.

Exploring Renewable Hydrogen Fuel with Department of Energy Awards

Clean hydrogen fuel is expected to play a significant role in reducing greenhouse gas emissions, particularly in some of the more hard-to-decarbonize maritime and trucking industries. Unlike coal and oil, hydrogen can be used to store renewable energy in a simple, sustainable cycle, producing only pure hydrogen and pure oxygen, with no other emissions whatsoever.

In November 2021, City Light and partners Pacific Northwest National Laboratory (PNNL) and Sandia National Laboratories embarked on two studies to look at clean hydrogen potential at the Port of Seattle. These efforts were supported by two awards from the U.S. Department of Energy's Hydrogen and Fuel Cell Technologies Office, totaling \$2.12 million. The first study explored the potential of shifting from fossil fuel to clean hydrogen to power mediumand heavy-duty vehicles such as forklifts, drayage trucks and cranes. They also looked at the concept's scalability if future demand for hydrogen increases, including the potential to use the energy stored as hydrogen to power cruise or cargo ships while they're being loaded and unloaded.

The second study assessed the risks and benefits associated with scaling up clean hydrogen infrastructure large enough to be used for propulsion for tugboats, commercial fishing vessels and passenger ferries. Additionally, the study evaluated the potential to accommodate a significant portion of the drayage trucks and cargohandling equipment serving the Port.



Port of Seattle

Planning for an Electrified Future

To prepare to meet our customers' evolving needs, now and into the future, it is imperative to understand the potential impacts of electrification, including the transition from other forms of energy to electricity for various end uses. To gain important insights on these impacts, City Light worked with the industry-leading Electric Power Research Institute (EPRI) in January 2022 to conduct an Electrification Assessment that took a wide-ranging look at simulated scenarios of electrification to ask and answer two primary questions:

- How will electrification impact City Light's load over time?
- How can City Light's distribution grid and resources best serve this load?

The Electrification Assessment is an important step for our planning and forecasting efforts as we work toward a decarbonized future. The analysis has informed our understanding of the energy needed for the electrification of buildings, transportation, and commercial and industrial applications within City Light's service territory. It also provided insight into the available capacity on our existing distribution grid.





Opening of New Electric Bus Charging Base

King County Metro has committed to transitioning its entire fleet to zero-emission vehicles by 2035. To support this deployment, City Light joined King County Metro and the City of Tukwila to build the Metro Transit South Base charging facility for Metro's new fleet of all-electric buses. Unveiled on March 30, 2022, the facility supports efforts to provide accessible electrified public transit for south King County communities that will reduce air and noise pollution throughout the region. In addition to providing power for the new site, City Light collaborated with King County on the design, testing, and commissioning to support the South Base's operations as it moves to an all-electric fleet.

Transportation electrification is a critical component of City Light's modernization plan. As the transportation sector shifts buses, ferries, freight trucks, fleets, and personal vehicles to electricity for fuel rather than gasoline and diesel, City Light is committed to supporting those efforts to meet the demands of our customers today and tomorrow.

Unveiling of Miller Community Center Microgrid

At an event in April 2022, City Light celebrated the completion of the Miller Community Center Microgrid with honored guests Governor Jay Inslee and Mayor Bruce Harrell. A collaborative effort between City Light and Seattle Parks and Recreation, the microgrid brings higher power reliability to the surrounding community by keeping the facility energized during a power outage.

The project, funded in part by a \$1.5 million Clean Energy Fund grant from the Washington State Department of Commerce, included the installation of 132 solar panels on the Miller Community Center's roof, which sends energy to an on-site battery storage system. This system provides backup power during emergency events, such as a windstorm or unplanned power outage, by generating and supplying its own power to the community center.

The microgrid, the first of its kind undertaken by City Light, serves as a pilot project as we move toward meeting the City of Seattle's goals of reducing greenhouse gas emissions through renewable energy and enhancing the resiliency of Seattle's electricity grid.

Choosing Sites for Public Level 2 Curbside Chargers

The City of Seattle aims to reduce transportation emissions by 83% from 2008 levels by 2030. While many residents can contribute to this goal through low-emission travel options like public transit, biking, and walking, some will still need to use personal vehicles for certain trips. To support transportation electrification and address the lack of charging access in multifamily residences, City Light launched a public curbside electric vehicle charging project as part of its broader transportation electrification investments and services.

Because 52% of City Light's customers are renters residing in multifamily properties, this initiative plays a crucial role in promoting equitable access to transportation electrification. In August 2022, City Light conducted an online survey to gather input from residents on the placement of public curbside electric vehicle chargers. Based on nearly 2,000 survey responses, we identified 31 sites for Level 2 curbside chargers, with plans for installation in 2023.



Develop Workforce & Organizational Agility

Our industry is transforming quickly, and so are our customers' needs. We must invest in our people and processes to enable them to thrive in this transformational environment. We are building an organization that is nimble, adaptive, and responsive by investing in strong change management, workforce development, and new technology resources. And we are cultivating a workforce with the skills and knowledge to align with evolving business needs and to advance social justice.

Debut of Enterprise Organizational Change Management Program

Recognizing that organizational change management is critical in supporting the "people side" of change within the utility, City Light established a new enterprise Organizational Change Management program (OCM) in May 2021. The OCM program offers services to improve the adaptability, effectiveness, and efficiency of City Light with a goal of infusing these skills across the organization to become a regular part of business operations.

By the end of 2022, this critical office had established itself by supporting people leaders through key initiatives, offering trainings and workshops, and engaging all eight business units to support highvisibility projects across the utility.

Family Day Returns

After a two-year pandemic hiatus, July 2022 saw the in-person return of the Family Day celebration. Hosted at the South Service Center, the much-loved event took place mostly outside, festival style with a range of kid-friendly activities led by employees from across the utility. Families who chose the at-home option were able to pick up specially curated Family Day activity bags. With over 450 employees and children attending in person, and 128 kids receiving at-home kits, the day was a wonderful opportunity to gather, rebuild connections and share some of our work with the next generation of City Light employees.

Recognizing Our Outstanding Employees

After a two-year pandemic hiatus, the annual Light, Power & Pride awards returned in October 2022. An honored tradition since 1984, the program recognizes excellence at all levels of the utility celebrating creativity, innovation, and initiative with



Light, Power & Pride Awards

employees nominated as individuals or teams by their coworkers and teammates.

The award recipients represented a range of exceptional contributions, including several employees who provided life-saving aid in the community and on the job. Another recipient led an effort to bring in more than \$14 million in grant funding to benefit customers, while another awardee was recognized for their support of customers who can't always advocate for themselves. And a winning team reimagined the way we approach safety to prevent accidents. Light, Power & Pride award recipients represent just a snapshot of the many dedicated City Light employees who illustrate their depth of commitment and heart through extraordinary efforts. In all, 60 individuals and 21 teams were nominated by their peers for their exceptional dedication to the utility's mission, vision, and values in both 2021 and 2022.

Also honored at the event were nearly 630 employees who marked milestone employment anniversaries between April 2020 and October 2022, spanning nearly 10,000 years of collective service at the utility and City.

Nurturing Employee Growth

In 2021, City Light piloted a new mentorship program for City Light staff interested in professional growth and building new relationships throughout the utility. As part of the semi-structured six-month program, 10 mentor/mentee pairs met 1–2 times per month and attended events hosted by City Light's Workforce Development division. The mentorship experience is rooted in equity, giving employees access to a broader sphere of influence, and helping individuals hone their skills and passions to perform meaningful, fulfilling work. After the successful pilot, 14 mentor/ mentee pairs participated in the second year and the next cohort is slated for fall 2024.

> Light, Power & Pride award recipients represent just a snapshot of the many dedicated City Lighters who illustrate their depth of commitment and heart through extraordinary efforts.



Ensure Financial Health & Affordability

Financial stability is essential to everything we do. Responsible financial planning makes it possible to develop innovative energy solutions, plan for critical investments, and keep our rates affordable. We are focused on supporting long-term affordability in Seattle by offering rates that are transparent, understandable, reasonable, and equitable for all customers, including vulnerable populations. This commitment includes developing a sustainable and predictable approach to setting rates over time and providing new pricing options to help customers manage their energy bills through efficient use of our products and services.

New Flexible Payment Plans

When the City of Seattle's pandemic-era moratorium on utility shutoffs expired in April 2022, City Light and Seattle Public Utilities announced new payment plans and expanded assistance for customers struggling to pay their bills. Recognizing that many customers were financially impacted during the pandemic, both utilities offered flexible payment plans with no late fees available for all customers. In addition, income-eligible residential customers were offered significant discounts and emergency assistance money. The utilities proactively engaged with customers to help them access assistance to get current on their bills, and assured customers who remained current on their payment plan and current bill were not at risk for shutoff.

City Council Approves Rate Increases for 2023, 2024

City Light works hard to keep rates low and predictable for all our customers, and to provide individual assistance to those who are struggling. In the spirit of these commitments and in response to the pandemic, City Light eliminated the planned rate increase in 2021 and reduced it in 2022. But due to increasing costs, rate adjustments are necessary to ensure the delivery of safe, reliable and environmentally responsible energy.

In September 2022, Seattle City Council approved City Light's 2023-2024 Rate Ordinance, implementing the utility's electric rates for the next two years consistent with City Light's 2023-2028 Strategic Plan. That plan established a rate path of 4.5% increases annually for the first two years, then increases of 3% each year for the remaining four years.

\$18 Million in Bill Assistance Awarded to Customers in Need

In 2022, the Washington State Legislature designated \$100 million for public and private utilities to reduce residential customer arrearages accrued between March 1, 2020 and Dec. 31, 2021.

City Light distributed \$9,756,600 to 16,990 customers while Seattle Public Utilities allocated more than \$3,600,000 in funds to 3,760 of its customers in December 2022. Assistance eligibility was broad and included customers who received help through federal Low-Income Home Energy Assistance Program (LIHEAP), Low-Income Household Water Assistance Programs (LIHWAP), other utility-funded assistance programs, or those who have enrolled in payment plan arrangements.

Additionally, City Light distributed \$1,056,200 through its Emergency Bill Assistance program and \$2,706,400 in LIHEAP funds in 2022. Seattle Public Utilities distributed \$714,300 in Emergency Assistance Program allocations and \$162,800 in LIHWAP funds.

To review more detailed City Light financial information find our audited financial statement here: seattle.gov/city-light/about-us/communications

We Power

"We Power" refers to our core mission as a utility—to provide our customers with affordable, reliable, and environmentally responsible energy services. This is central to all we do, and our organizational values describe the way employees deliver on that core purpose.

Skagit Relicensing

City Light's Skagit River Hydroelectric Project is a series of three dams that make up 20% of our power portfolio. Its current license under the Federal Energy Regulatory Commission (FERC) expires in 2025.

In 2020, City Light began collaborating with license participants including government agencies, Tribes and other regional partners to develop an application for a new license that will last for the next 30-50 years. Renewing the license also means reviewing the safety, cost, environmental, and cultural impacts of the continued operation of the project. The license will include requirements to protect the environment and the culture of the watershed.

After months of meetings and collaboration, we committed in April 2021 to conduct more than 30 studies to help understand the effects of the utility's dams and identify opportunities to improve the watershed. The studies included cultural impact, fish, agriculture, wildlife, water flow, and provided important insight into the effects of climate change. In December 2022, we submitted a Draft License Application (DLA) to FERC. This was an important milestone in the relicensing process and a testament to our continued collaboration with partners.

The extensive studies and our licensing participants helped develop the proposed protection, mitigation, and enhancement measures included in the DLA. Our engagement with our partners and FERCapproved studies helped to further develop the Final License Application (FLA), which was submitted to FERC in April 2023.

Boundary Dam Unit 51 Overhauled with New Rotor

Originally shut down for an overhaul in 2019, Boundary Dam Unit 51 reached a significant milestone in May 2021 with the installation of a 772,000-pound rotor that will increase the generator's output from 158 to 180 megawatts. Though the installation took only 2 ¹/₂ hours, the entire process was two-plus years of planning and preparation, including design, modeling, fabrication, assembly, mechanics, logistics, safety protocols and COVID delays.

Boundary Dam Unit 51 is one of six generators at the hydroelectric plant that together provide around 30% of City Light's power generation portfolio. Unit 51 was refreshed and upgraded to provide carbonfree, reliable power for the next 40-plus years.

Progress for Advanced Pole Replacement Program

After an incident in 2019 where 26 utility poles came down during a storm event with high winds and rain, City Light established the Accelerated Pole Replacement Program to reduce the backlog of wood poles requiring replacement. City Light partnered with the Seattle Department of Transportation to establish priority lists for poles to expedite permitting and construction timeframes. Since the program's inception, City Light has enhanced existing protocols and standards for pole replacements in our service territory. Through the end of 2022, 4,730 wood poles have been replaced through the program, including 1,639 in 2022 alone.

Relocating a Transmission Line with International Implications

In fall 2021, City Light and our partners took on the monumental task of relocating nearly half a mile of 115kV transmission line along Seattle's busy waterfront. The project took detailed planning and coordination with multiple local, state and federal agencies, and contractors.

Planning for the project began in 2013, dating back to the construction of the State Route 99 Tunnel, the demolition of the Alaskan Way Viaduct, and the reimagining of the waterfront, and was necessary to construct the elevated roadway at Elliott Way west of Pike Place Market. This specific line is a vital part of the Bonneville Power Administration's transmission network that powers the west, from Canada down to Arizona.

Because of its importance to the western energy grid, the line is only taken offline twice a year, which gave City Light a very narrow window to complete the project. Any unforeseen problems would have delayed the construction of the Seattle waterfront by six months. Through careful planning and preparation, the team successfully relocated the line within their limited window of time, allowing the construction of Seattle's new waterfront to continue without delay.



The spools of 115kV transmission line at the relocation site of Seattle's waterfront



The Kraken Community Iceplex (Photo credit: Seattle Kraken)

Powering the Latest Updates to Northgate

Over the past several years, North Seattle and Northgate have experienced substantial redevelopment. The projects all required an engineered, reimagined, and innovative approach to the electric infrastructure that powers Northgate.

Beginning in 2018, when officials announced plans to tear down a portion of Northgate Mall and build residential, industrial, retail and restaurant spaces, and continuing with the brand-new Kraken Community Iceplex construction (September 2021) and opening of the Northgate Light Rail station (October 2021), City Light worked to deliver the required equipment upgrades to support all of these projects. Anticipating and preparing for the electrical demands of tomorrow, has helped ensure that the utility remains ahead of the curve as the region continues to grow.



seattle.gov/city-light

