



SCHEDULED OUTAGE CUSTOMER NOTIFICATIONS	
DPP NUMBER	DPP 500 P III-400
EFFECTIVE DATE	
APPROVED BY	

1.0 **PURPOSE:**

This Department Policy and Procedure sets forth the process the Department utilizes for notifying Seattle City Light’s customers of scheduled outages. It establishes guidelines for notification, with the intent to maximize customer convenience. The process depends on cross division coordination to ensure excellent customer service while maintaining maximum crew safety and efficiency. Notification to customers is typically done through mailed letters (as directed by the Outage Specialist) and door hanger delivery.

2.0 **POLICY: GUIDELINES FOR NOTIFICATION:**

2.1 **Intention:**

The Department is committed to providing advance notification for scheduled customer outages. However, some work requires outages which are unable to be scheduled in advance. The Utility will give notice as feasible in these situations.

2.2 **Types of Notices:**

The Department shall provide notification by means of any or all the following but not limited to:

- 2.2.1 Community Meeting.
- 2.2.2 Written notice by mail or hand delivered to customers affected:
  - 2.2.2 (a) Written will be sent to the billing address on file.
  - 2.2.2 (b) Hand delivery will be to the service address on file.
- 2.2.3 Verbal notice by a personal visit or by a phone call.
- 2.2.4 Email notification (when applicable).

2.3 **Applying types of Notifications:**

2.3.1 **Community Meeting:**

Large Projects: SCL may lead or participate in community meetings with the other City Departments for very sizeable or long-term projects impacting a neighborhood. The meeting(s) will cover the general purpose of the project, timelines, and the effects on customers, as well as soliciting input on how to mitigate the project’s impact. The guideline for this type of notification is at least 60 calendar days in advance of the work.

2.3.2 **Written Notification:**

Seattle City Light will deliver written notification of upcoming planned outage, a minimum of 14 calendar days in advance (this includes holidays). All affected customers of the upcoming planned outage will receive this letter. In special circumstances and with agreement between customer/business and Department representatives, outage notification time may be less than 14 calendar days.

2.3.3 **Verbal Notification:**

Seattle City Light will provide verbal notification to customers when deemed appropriate.

2.3.4 **Other:** If customers need language help, support services, or information in another format, help is available for City Light customers:

- **Teletypewriter:** Call 711 for TTY services if you are deaf, hard-of-hearing, or need information in a different format.
- **Interpretation:** Call (206) 684-3000 for free language interpretation services. Select option 5, then option 5 again.
- **Life Support:** Visit <https://www.seattle.gov/city-light/outages/outage-safety/life-support-equipment> if someone in your home depends on life support equipment. Once you enroll in the program, City Light will notify you of planned outages and extended unplanned outages so you can prepare.

3.0 **CANCELATIONS and/or Rescheduled:**

3.1 In the case that customers have been notified of an outage, and the outage must be canceled or rescheduled, the customers are to receive notification as soon as possible following the same procedures addressed in *section 2.3*.

4.0 **DEFINITIONS:**

**Outage Notification:** Means by which customers are informed regarding outages that they are directly affected by. (*See section 2 Policy.*)

**Scheduled Outage:** Scheduled power outages are sometimes necessary when we make improvements to the electric system throughout our service territory. This is done for the safety of our crews and members of the public.

5.0 **AUTHORITY/REFERENCES:**

SMC 21.49.110, Electric service connection provisions

6.0 **APPENDIX:**

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**REVISION HISTORY:**

<b>DATE</b>	<b>CHANGES MADE</b>	<b>REVISED BY</b>
07/08/2024	This policy and procedure sets forth the process the Department utilizes for notifying Seattle City Light's customers of scheduled outages.	Author: Rich Johnson, Maneet Jain, Britt Luzzi, Kathryn Aisenberg, Shelby Calipes, Christopher Raines, Jeff Wolf Coordinator: Kim Kinney

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