

November/December 2024

# LIGHT Reading

## SEATTLE CITY LIGHT RATE ADJUSTMENT

The Seattle City Council approved City Light's 2025–2026 Rate Ordinance this fall. This ordinance includes an established rate path to address the increasing costs to ensure our delivery of safe, reliable, and environmentally responsible energy. Visit [powerlines.seattle.gov/2025citylightrates](https://powerlines.seattle.gov/2025citylightrates) to learn more.

## ARE YOU PREPARED FOR WINTER STORMS?

During winter in the Pacific Northwest, the weather can turn dark and stormy in a matter of minutes. Extreme weather like wind storms and heavy snow can result in power outages across our service area. Keep your family comfortable, informed, and, most importantly, safe this season by following these tips.



Avoid downed power lines, and call 9-1-1 immediately if you see them.



Never use generators or grills inside as the exhaust fumes can be deadly in enclosed spaces.



Keep electronic devices charged. Consider purchasing a portable charger as well.



Sign up for emergency notifications at [alert.seattle.gov](https://alert.seattle.gov) and [kingcounty.gov/ALERTKingCounty](https://kingcounty.gov/ALERTKingCounty).



Make an emergency kit that will last for ten days. For what's needed, visit [seattle.gov/emergency-management/prepare](https://seattle.gov/emergency-management/prepare).



Visit [seattle.gov/city-light/outages](https://seattle.gov/city-light/outages) for outage updates.

Visit our website and follow us on social media for more information!



Seattle City Light

[seattle.gov/city-light](https://seattle.gov/city-light)





## OUR COMMITMENT TO YOU

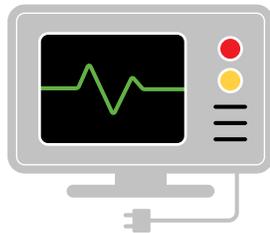
Seattle City Light is committed to delivering exceptional service. Our focus is to provide accurate and timely billing, help customers manage and reduce utility costs, and offer reliable customer service. We offer support in multiple languages and formats, ensuring transparency in our service and working to build respectful and trustworthy relationships with our customers. Read more about our commitment to serving our communities on the following webpage: [seattle.gov/utilitycommitments](https://seattle.gov/utilitycommitments).

## SUPPORT GREEN ENERGY WITH GREEN UP

Green Up is a voluntary renewable energy program that allows you to support Pacific Northwest wind, solar and other renewable energy projects. You also help us fund rooftop solar projects hosted by not-for-profits like schools, parks and affordable housing organizations. Learn more at [seattle.gov/city-light/GULR](https://seattle.gov/city-light/GULR).

## KEEP LOVED ONES SAFE WITH LIFE SUPPORT EQUIPMENT PROGRAM

City Light is committed to ensuring that all our customers have reliable power. This is especially important to those who depend on life support equipment. If someone in your home depends on this equipment, our Life Support Equipment program can provide assistance to help them stay safe during planned and unplanned outages. For more information about this program and tips for managing outages with life support equipment, visit [seattle.gov/city-light/life-support](https://seattle.gov/city-light/life-support).



Seattle City Light crews are in these neighborhoods, working to provide reliable service. The following projects continue across our service area:

- Updating electrical infrastructure for streetlights.
- Installing public Level 2 electric vehicle chargers at curbside locations.
- Replacing aging utility poles to enhance safety and reliability.
- Installing line sensors to support faster identification and resolution of unplanned outages.

Learn more about projects in your area by visiting [seattle.gov/city-light/current-projects](https://seattle.gov/city-light/current-projects).

## SAFETY TIP FROM THE FIELD

Crews work around active electrical equipment, which presents dangerous situations for customers. With winter storms on the way, customers should maintain a safe distance from worksites and City Light employees. Please wait until a crew member comes to you.



# Sign up for E-billing



Seattle City Light

- Pay using a credit card, debit card or checking account number
- Set up recurring or one-time payments
- Access to information about your daily energy use
- Easy sign up for budget billing
- Enhanced customer service tools
- Be green! Less paper!



Sign up today:

[myutilities.seattle.gov/eportal](https://myutilities.seattle.gov/eportal)

# TWO WAYS TO DONATE TO PROJECT SHARE

Right now, many people in our community are struggling to pay their electricity bill. Donating to Project Share can help.

No one should go without power. If you are able, please consider donating to Project Share. Your tax-deductible donation will help people in your community maintain essential electricity services. It's easy – donate online or add on to your bill.

**Learn more and donate today.** [seattle.gov/city-light/donate](https://seattle.gov/city-light/donate)

Need assistance yourself? Learn more and apply for assistance today.  
[seattle.gov/city-light/paymentassistance](https://seattle.gov/city-light/paymentassistance)



Seattle City Light

