

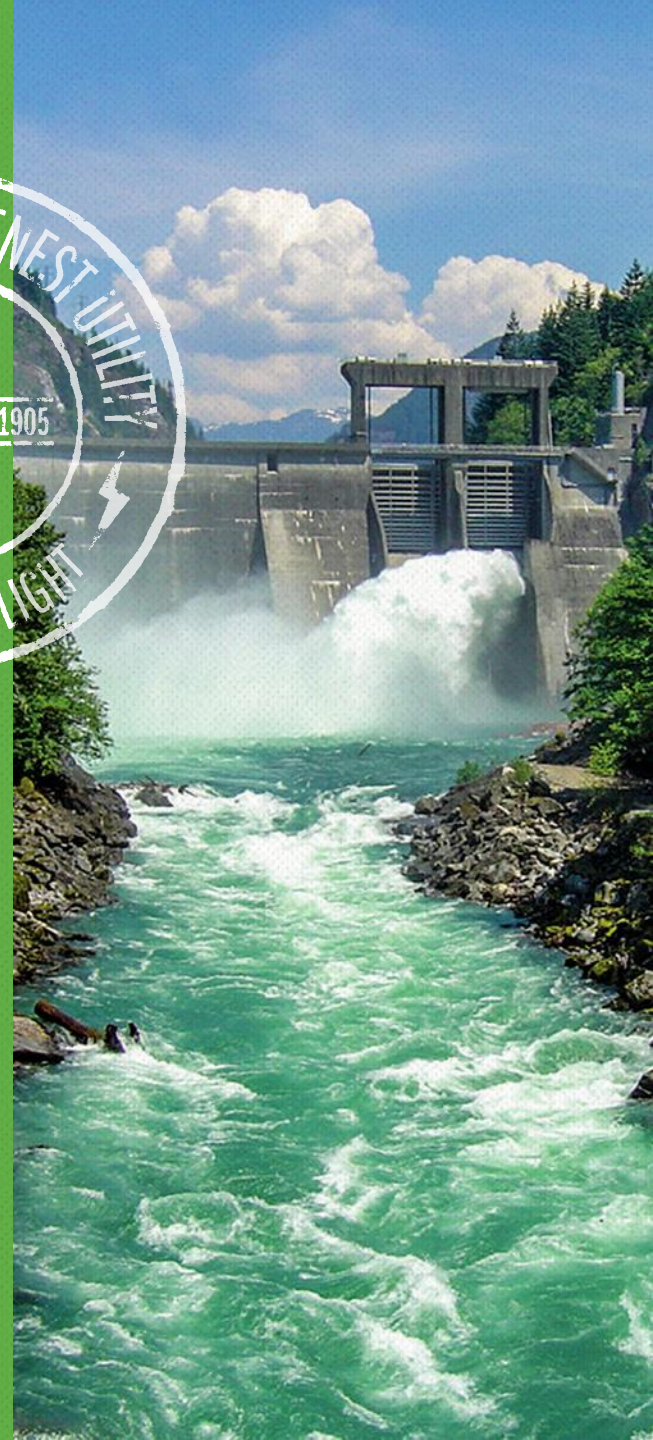


Seattle City Light

2019 – 2024
STRATEGIC PLAN
PRESENTATION TO HOUSING,
HEALTH, ENERGY & WORKERS'
RIGHTS COMMITTEE

SEATTLE CITY COUNCIL

January 18, 2018



CURRENT SEATTLE CITY LIGHT AND REVIEW PANEL PLANNING PROCESS



OUTREACH – CUSTOMER SURVEY RESULTS



KEY FINDINGS

Top areas City Light should focus on in plan update

Residential and
Business customers

Manage costs

Invest in
alternative
energy

Commercial/Industrial
customers

Reliability

Infrastructure
safety and
security

CUSTOMER RECOMMENDATIONS FOR CITY LIGHT'S STRATEGIC PLAN

Invest in the future

- Update existing infrastructure to be more efficient and reliable
- Pursue clean and renewable energy sources
- Invest in emergency preparedness

Lead the way

- Lead in environmental stewardship
- Leverage new technologies to improve service and safety while cutting costs
- Offer customer incentives to reward efforts at energy efficiency

Manage costs

- Keep costs down
- Keep rates predictable
- Find savings through energy efficiency and new technologies

Plan for the long-haul

- Consider projected growth patterns
- Prepare for rising density
- Focus on customer service

THANK YOU

Please send questions, comments or requests for planning materials to:

SCL_StrategicPlan@seattle.gov



CITY LIGHT

OUR MISSION

Seattle City Light is dedicated to delivering customers affordable, reliable and environmentally responsible electricity services.

OUR VISION

We resolve to provide a positive, fulfilling and engaging experience for our employees. We will expect and reinforce leadership behaviors that contribute to that culture. Our workforce is the foundation upon which we achieve our public service goals and will reflect the diversity of the community we serve.

We strive to improve quality of life by understanding and answering the needs of our customers. We aim to provide more opportunities to those with fewer resources and will protect the well-being and safety of the public.

We aspire to be the nation's greenest utility by fulfilling our mission in an environmentally and socially responsible manner.

OUR VALUES

Safety, Environmental Stewardship, Innovation, Excellence, Customer Care



Seattle City Light