



WEATHER IMPACTED ELECTRIC BILLS

Energy and Environment Committee Presentation

Jim Baggs & Kelly Enright | March 28 ,2017

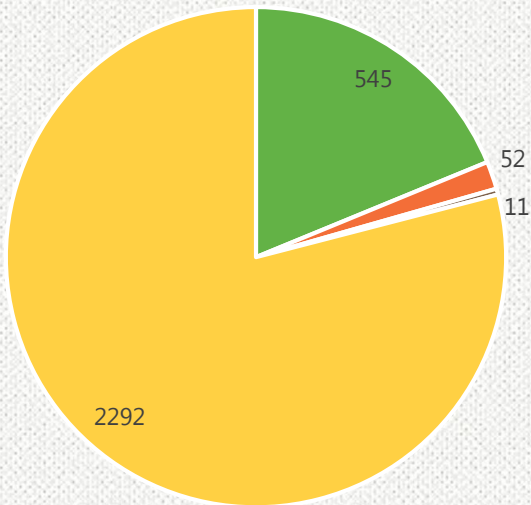


INCREASE IN HIGHER CITY LIGHT BILLS

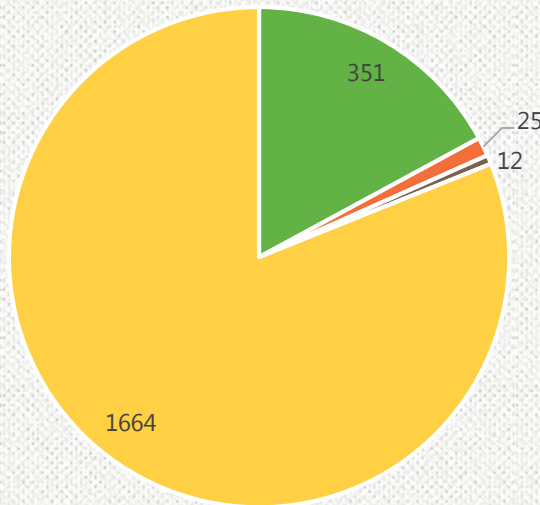
- Complaints have increased
- Cold Weather
- Rate Increase
- Other factors
- Next Steps

ESCALATED CONTACTS JANUARY THROUGH MARCH

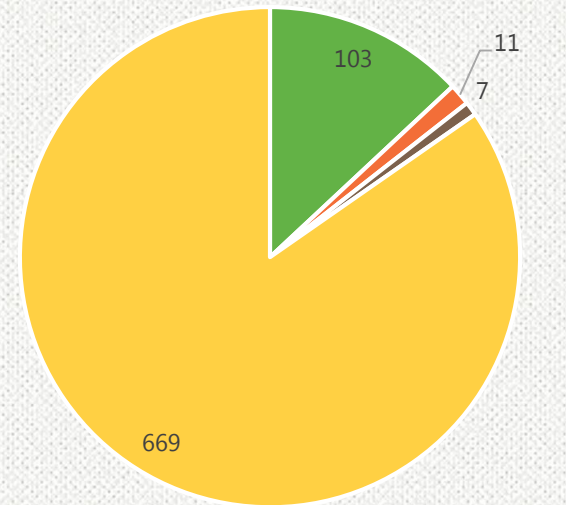
January to March 2017 - Escalated Requests



January to March 2016 - Escalated Requests



January to March 2015 - Escalated Requests

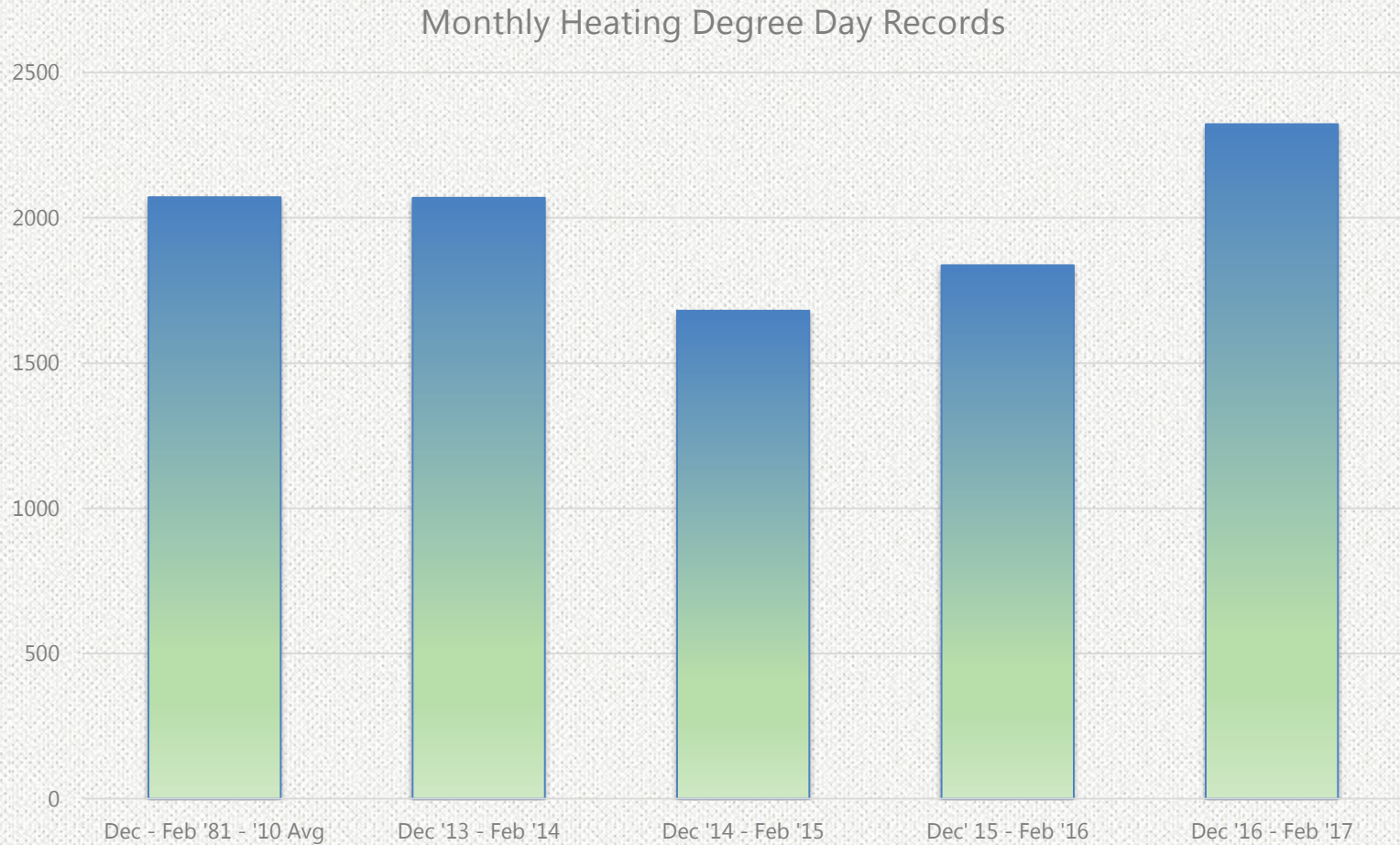


■ High bill issues ■ Estimates ■ Bad reads ■ Other

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COLDEST WINTER IN THREE DECADES



RATE INCREASE AND HIGHER BILLS

- New rates went into effect in January.
 - 5.6% System wide
 - 1.5% Rate Stabilization Account (effective 8/1/16)

kwh	2016	2017
100	\$10.57	\$12.06
480	\$33.56	\$39.11
680	\$59.08	\$65.25
980	\$97.36	\$104.46
1200	\$125.43	\$133.22
1500	\$163.71	\$172.43

Monthly Bill Comparison Before and After 2017 Rate Increase

OTHER FACTORS FOR HIGH BILLS

- More estimated bills due to routes impacted by snow, access issues etc. (11.2% vs 2%).
- The new billing system is working as designed.
- Key differences from old billing system is more simple estimating tool (last year at same time or last cycle if last year not available).
- Staff is still getting used to new system
- Missing query that could have prevented some high bills from going out.

NEXT STEPS

- City Light is creating a new billing system query to catch higher than normal bills before they go out.
- Customer Care will continue to field calls and investigate higher than normal bills. Please call: **206.684.3000** or email: **scl_respond@seattle.gov**



OPTIONS FOR CUSTOMERS WITH HIGH BILLS

- **Save Energy and Money?**

- Energy savings questions: **206.684.3800**
- Or email SCLEnergyAdvisor@seattle.gov.
- [**http://www.seattle.gov/light/conserve/**](http://www.seattle.gov/light/conserve/)

- **Need Financial Help?**

- You may be eligible to participate in our rate assistance programs.
- Call: **206.684.3688** or email SCLInfoELIA@seattle.gov.
- [**http://www.seattle.gov/light/assistance/**](http://www.seattle.gov/light/assistance/)



CITY LIGHT

OUR VISION

To set the standard—to deliver the best customer service experience of any utility in the nation.

OUR MISSION

Seattle City Light is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low-cost and reliable power.

OUR VALUES

Excellence, Accountability, Trust and Stewardship.

