

**A RESOLUTION** relating to the City Light Department; establishing a ratepayer engagement process for the Department for the development of revisions to the utility’s biennial strategic plan and supporting electricity rates; including the role for the City Light Review Panel, Mayor and Council in that process; and establishing a schedule for regular adoption of such strategic plans and supporting electricity rates.

WHEREAS, Council Ordinance 123256 established the City Light Review Panel to review and assess City Light’s strategic plan and assist the Mayor and Council in engaging rate payers in discussions of the merits and implications of revisions to City Light’s strategic plan and electricity rates; and

WHEREAS, the City Light strategic plan identifies the development of a rate payer engagement process based on industry best practices and a stronger, more transparent link between the strategic plan and the biennial supporting electricity rate ordinance; and

WHEREAS, City Light completed a review of industry best practices and survey results from other large public utilities and the Review Panel provided feedback on the results;

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SEATTLE,  
THAT:**

Section 1. Use of Industry best practices

City Light’s rate payer engagement process for revisions to the City Light strategic plan and the electricity rates needed to support those revisions will be based on industry best practices, including:

- 1) Beginning the process at least 6 months in advance of revision of the strategic plan and changes to the electricity rates.
- 2) Engage key customer and stakeholder groups in multiple opportunities to participate in providing input.
- 3) Incorporate large customer input through their regular channels of communications with the utility.
- 4) Include Limited-English Speaker component with culturally appropriate communications and engagement tools.
- 5) Incorporate City Light employee engagement component.
- 6) Deploy a variety of “best practice” tools as appropriate such as online surveys, phone surveys, targeted outreach meetings, informative website, customer mailings, social media, and focus groups.
- 7) Develop a media relations component to insure the news media is informed and participating in communication to rate payers and the public.

Section 2. Review Panel Role

The City Light Review Panel will participate in the development and implementation of the rate payer engagement for the revisions to the strategic plan and the electricity rates.

**Ratepayer Engagement Resolution  
6-25-13**

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**Section 3. Joint Mayor and Council Process**

The Mayor and the Council will establish a unified process for engaging rate payers in the revisions to the strategic plan every two years and adopting the biennial electricity rates. The effort will be jointly led by the Review Panel, the Mayor and the Council.

**Section 4. Strategic Plan and Electricity Rates Schedule**

City Light will transmit the revisions to the strategic plan and electricity rates to the Council in the second quarter of the year upon completion of the ratepayer engagement process so the Council can complete revisions to the strategic plan and electricity rates by the end of the third quarter of the year.

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