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Tony Kilduff/Maura Brueger
LEG Ratepayer Engagement RES
July 1, 2013
Version #1

CITY OF SEATTLE
RESOLUTION 31463

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

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 on the merits and implications such plans and the electricity rates needed to support them; and

WHEREAS, the City Light strategic plan identifies as a goal 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 electricity rate ordinance; and

WHEREAS, City Light completed a review of ratepayer engagement by other large public utilities to establish best practices in the area of customer engagement; NOW, THEREFORE,

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

Section 1. Ratepayer Engagement Process

Every two years the Mayor and the Council will oversee a unified process for engaging City Light rate payers in revisions to the utility's strategic plan and electricity rates to support the revised plan. The effort will be jointly led by City Light, the Review Panel, the Mayor and the Council.

Section 2. Strategic Plan and Electricity Rates Schedule

Upon completion of the ratepayer engagement, City Light will transmit revisions to the strategic plan together with supporting electricity rates to the Council in the second quarter of the year prior to the start of each Biennial Budget. The Council intends to complete its review



1 of the proposed revisions by the end of the third quarter and to adopt, by Council resolution, a
2 new strategic plan for the following six years and to pass electricity rates necessary for the first
3 two years of that plan.

4 Section 3. Use of Industry best practices

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

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



1 Adopted by the City Council the ____ day of _____, 2013, and signed by
2 me in open session in authentication of its adoption this _____ day
3 of _____, 2013.

4 _____
5 President _____ of the City Council

6
7 THE MAYOR CONCURRING:

8
9 _____
10 Michael McGinn, Mayor

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12 Filed by me this ____ day of _____, 2013.

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14 _____
15 Monica Martinez Simmons, City Clerk

16
17 (Seal)



FISCAL NOTE FOR NON-CAPITAL PROJECTS

Department:	Contact Person/Phone:	CBO Analyst/Phone:
Leg	Tony Kilduff	N/A

Legislation Title:

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

Summary of the Legislation:

This legislation establishes the framework for City Light's engagement with its rate payers as it updates its Strategic Plan every two years. The legislation provides an explicit role for the Department, the City Light Review Panel, the Mayor and the Council. It further establishes a schedule for the biennial adoption of an updated Strategic Plan and the passage of a rate ordinance to support the updated Plan prior to the start of the annual budget process.

Background:

In 2010, the Council established the City Light Review Panel, made up of nine representatives from among City Light's rate payers, to advise the Department, the Council, and the Mayor on City Light's future spending plans and the rates necessary and appropriate to support such plans. The Council adopted the first Strategic Plan, covering the period 2013 to 2018, in 2012, and set rates for 2013, and 2014 to support the plan. In adopting the plan it also endorsed rates for the remaining years of the planning horizon. City Light will present an update to that plan in the spring of 2014, and by this Resolution, the Council will review it and adopt a new plan covering the period 2015 to 2020, and rates for 2015 and 2016 before the start of the 2015-2016 Biennial Budget process. The Plan will be updated on a two-year cycle with the Council adopting both an updated Plan and necessary rates all before the start of the budget cycle.

Please check one of the following:

X This legislation does not have any financial implications.

(Please skip to "Other Implications" section at the end of the document and answer questions a-h. Earlier sections that are left blank should be deleted. Please delete the instructions provided in parentheses at the end of each question.)

