

Seattle City Light Customer Service Administration Records, 1982-2001

Overview of the Collection

Creator	Seattle City Light
Title	Seattle City Light Customer Service Administration Records
Dates	1982-2001 (inclusive) 1982 2001 1991-1998 (bulk)
Quantity	8 cubic feet, (8 boxes)
Collection Number	1205-02
Summary	Administrative records of the City Light Branch that interacts directly with customers
Repository	Seattle Municipal Archives Seattle Municipal Archives Office of the City Clerk City of Seattle PO Box 94728 98124-4728 Seattle, WA Telephone: 206-233-7807 Fax: 206-386-9025 archives@seattle.gov
Access Restrictions	Records are open to the public.
Languages	English
Sponsor	Funding for processing this record series was provided through a grant from the National Historical Publications and Records Commission.

Historical Note

City Light provides electricity and electrical and conservation services to its public and private customers. It is the largest public utility in the Pacific Northwest. Public responsibility for electrical energy dates to 1890 with creation of the Department of Lighting and Water Works. In 1902, Seattle voters passed a bond issue to develop hydroelectric power on the Cedar River under the administration of the Water Department. Electricity from this development began to serve Seattle in 1905. A City Charter amendment in 1910 created the Lighting Department. Under the leadership of Superintendent James D. Ross, the department developed the Skagit River hydroelectric project which began supplying power in 1924. Both public and private power was supplied to Seattle until 1951 when the City purchased the private electrical power supply operations, making the Lighting Department the sole supplier. The Boundary Project in northeastern Washington began operations in 1967 and supplied over half of City Light's power generation. By the early 21st century, approximately ten percent of City Light's income came from the sale of surplus energy to customers in the Northwest and Southwest with

the remainder of City Light's financial support coming from customer revenue. The current name of the agency was adopted in 1978 when the Department was reorganized.

Content Description

Records of the Deputy Superintendent for Customer Services and deputies of the branch's predecessor units. Included are administrative records regarding the customer relations and account services division, and energy management services division. Topics include customer service, appliance repair, billing, collections, and accounts of several large commercial/industrial customers. Also included are City Light management and executive team distributions and work product, as well as records of the Large Public Power Council, kept by Deputy Superintendent Andrew Lofton, who served on the Council's Competition Task Force.

Use of the Collection

Preferred Citation

[Item and date], Seattle City Light Customer Service Administration Records , Record Series 1205-02. Box [number], Folder [number]. Seattle Municipal Archives.

Administrative Information

Arrangement

Arranged into two series: Customer Accounts and Energy Services, and Customer Services Branch. Arranged by file code number within each series.

Detailed Description of the Collection

The following section contains a detailed listing of the materials in the collection.

Customer Accounts and Energy Services

Container(s)	Description	
Box/Folder		
1/1	Appliance Repair	1989
1/2	Appliance Repair	1989
1/3	Appliance Repair	1990
1/4	Appliance Repair	1991-1992

Container(s)	Description	
1/5	Energy Management Services Division Goals and Objectives	1990-1991
1/6	Energy Management Services Division Goals and Objectives Update	1992
1/7	Energy Management Services Division Goals and Objectives Update	1991-1992
1/8	Energy Management Services Division Performance Measures Update	1990-1994
1/9	Energy Management Services Division Program Plans and Performance Measures	1991
1/10	Account Services Division	1991-1993
1/11	New Bill Format	1991
1/12	Bill Format	1992-1994
1/13	Correspondence	1992
1/14	Credit - Collections	1987-1991
1/15	Credit - Uncollectibles	1987-1991
1/16	Credit and Collection	1992-1994
1/17	Credit and Collection - Uncollectibles / Write-Offs	1992-1994
1/18	Credit Modules	1990-1992
1/19	Customer Information Center	1988-1989
1/20	Customer Information Center	1988-1992
1/21	Customer Telephone Assistance Unit - General	1990-1991
1/22	Customer Telephone Assistance Unit - General	1991-1992
1/23	Customer Telephone Assistance Unit - Call Statistics	1991

Container(s)	Description	
1/24	Customer Telephone Assistance Unit - Incentive Award Program	1988-1992
1/25	Customer Telephone Assistance Unit - Outages	1991-1992
1/26	Customer Telephone Assistance Unit - Productivity Work Team	1991-1992
1/27	Customer Service Center	1992
1/28	Disaster Plan	1991
1/29	Five Year Automation and Technology Plan	1990-1991
1/30	Goals and Objectives - Divisions	1991-1992
2/1	Language Line	1990
2/2	Legislative Correspondence	1992-1993
2/3	Low Income Energy Assistance	1987-1992
2/4	Low Income Energy Assistance Rate	1988-1992
2/5	Martin Selig Account	1988-1993
2/6	Windows	1992
2/7	Major Accounts Unit	1991-1994
2/8	Customers - Major Accounts	1991-1995
2/9	Customers - Boeing	1992-1993
2/10	Customers - Seattle Film Works	1991
2/11	Haverman Case (Marijuana Grower)	1993
2/12	R. W. Beck Report	1994-1995
2/13	Facilities Planning	1986-1993
2/14	North Seattle Service Center	1985-1994

Container(s)	Description	
2/15	South Service Center	1983-1990
2/16	Power Control Center	1983-1984
2/17	Skagit / Boundary Facilities	1989-1990
2/18	First Hill Substation	1994
2/19	Accountability Statements	1993-1994
2/20	Diversity	1991-1994
2/21	History of City Light	1963-1994
2/22	Strategic Resource Planning Oversight Committee	1993-1994
3/1	WE 2000 Task Force	1993-1994
3/2	Management Principles	1986
3/3	Information Highway	1994-1995
3/4	Retail Wheeling	1994-1995
3/5	Gainsharing	1994-1995
3/6	Co-Sponsors, Strategic Initiatives	1994
3/7	Strategic Initiatives	1994

Customer Services Branch

Container(s)	Description	
Box/Folder		
3/8	Action Plans - SE Seattle, Central Area	1997
3/9	Action Required From the Superintendent's Office	1995-1996
3/10	Executive Team	1998

Container(s)	Description	
3/11	Laptop Project	1998
3/12	CSB Direct Report's Meeting	1995-1996
3/13	CSB Direct Report's Meeting	1996
3/14	CSB Direct Report's Meeting	1997-1998
3/15	Director's Meetings	1996-1997
3/16	Customer Service Benchmarks	1996-1997
3/17	Accountability Agreements	1996-1998
3/18	Budget	1996-1998
3/19	Green Boxes	1996
3/20	Sponsorships	1997-1998
3/21	Customer Services Branch, All Staff Meeting	1997
3/22	Performance Objectives - Directors and Executive Team	1998
3/23	Budget Abrogation Status Report	1995
3/24	Emergency Procedures	1996-1998
3/25	Leadership Team	1996-1998
3/26	Customer Services Branch Leadership Team Meetings	1998
3/27	Customer Services Branch Workplan	1996
3/28	Jackson Place Community Council	1996
3/29	Jackson Place Community Council	1996
3/30	Customer Services Branch Reorganization	1997
4/1	Customer Services Branch Reorganization	1996-1997

Container(s)	Description	
4/2	Average Payment Plan	1996
4/3	Customer Information System	1996-1999
4/4	Credit and Customer Accounts	1995
4/5	Customer Relations / Account Services Division Misc	1996-1998
4/6	Customer Relations / Account Services Division Misc	1996-1997
4/7	Customer Service Center	1995-1997
4/8	Meter Reading	1995-1996
4/9	Martin Selig	1996-1998
4/10	Account Executives	1998
4/11	Boeing	1996-1997
4/12	Costco Wholesale	1998
4/13	Seattle Times	1997
4/14	Business Planning Unit	1996-1998
4/15	Customer Information	1997-1998
4/16	Community Conservation	1995-1997
4/17	Energy Management Services Division	1996-1997
4/18	Energy Management Services Division	1996-1997
4/19	Energy Management Services Division	1997-1998
4/20	Goals	1997
4/21	Commercial Industrial	1995-1997
5/1	Commercial Industrial Section	1997-1998

Container(s)	Description	
5/2	Community Conservation Section	1997-1998
5/3	Evaluation Unit	1995-1997
5/4	Lighting Design Lab	1995-1997
5/5	Policy and Planning Unit	1995-1997
5/6	Kawabe House - Hearing Officer	1996-1998
5/7	Account Services / Customer Relations / Energy Management Team (ACE)	1995-1996
5/8	City Light Business Plan	1991-1992
5/9	City Light Business Plan	1995
5/10	City Light Business Plan Briefing	1995-1996
5/11	Solving the Mysteries of Managing	1995-1997
5/12	Supervisors Off and Running	1996-1997
5/13	Annual Reports	1995-1997
5/14	Information From the Superintendent	1997-1998
5/15	Information From the Superintendent	1995-1997
5/16	"For Your Information"	1996-1998
5/17	"Priority"	1996-1998
5/18	Strategic Resources Assessment	1996
5/19	Customer Information System (CIS)	1997
5/20	Financial Information	1996-1998
5/21	360 Degree Feedback Process	1997-1998
5/22	Labor Relations	1995-1998

Container(s)	Description	
5/23	Joint Labor Management Meeting	1995-1998
5/24	Department Policy and Procedure	1982-1996
5/25	Public Outreach Campaign	1997-1998
5/26	Bright Ideas	1995
5/27	Light, Power and Pride	1997-1998
5/28	Regional Issues Steering Committee	1997-1998
5/29	Regional Issues Steering Committee	1996-1997
5/30	Blacks In Government	1996
5/31	Nordstrom	1996-1997
5/32	Contracts	1995-1998
5/33	New Services - Customer Contracts	1997
6/1	Safety	1995-1997
6/2	Safety	1997-1998
6/3	Reports	1995-1996
6/4	Retail Market Strategy	1997
6/5	Veterans	1996
6/6	Vision / Mission Statement	1997
6/7	City Light / Seattle Public Utilities Relationship	1997-1998
6/8	Joint Meter Reading	1995
6/9	Work Plan Program	1996-1997
6/10	Managing Productive Hours	1995

Container(s)	Description	
6/11	Customer Service Initiatives	1996
6/12	Rating Agencies	1997
6/13	Electrical Rates and Provisions	1996
6/14	Electrical Rates and Provisions	1996-1998
6/15	Regional Review	1996
6/16	Annual Audit	1996-1997
6/17	Issue Papers	1996-1997
6/18	Appliance Repair Issue Paper	1996
6/19	Contracts With Retail Customers	1997
6/20	Franchises	1996
6/21	Low Income Assistance	1995
6/22	Washington Natural Gas / Puget Power Merger - Issue Paper	1996
6/23	Briefing Papers	1996
6/24	Retail Wheeling (Puget Power)	1996
6/25	Early Separation Incentive Program	1996
6/26	Customer Service Consolidation	1996-1997
6/27	Broadbanding Demo Project	1996
6/28	Electric Utility Benchmarks	1996
6/29	Retail Services Project	1997-1998
6/30	Retail Services Project / Team	1997
6/31	Retail Services Project / Team	1996

Container(s)	Description	
6/32	Utility Cost Watch Services	1998
6/33	Schedule 44	1996-1997
6/34	Energy Management Services Plan	1996-1997
6/35	Energy Services / Products	1996
6/36	Strategic Systems Planning	1996
7/1	Planning Review	1996
7/2	Departmental Performance Measures (City Light)	1996-1998
7/3	Suburban Franchises	1997-1998
7/4	MeterNet Plan	1998
7/5	Product and Services	1997-1998
7/6	Web Oversight Committee	1998
7/7	Customer Choice	1997-1998
7/8	Public Engagement - "Power comes To the Neighborhoods"	1998
7/9	Affirmative Action	1996-1997
7/10	Affirmative Action	1997-1998
7/11	City Council	1995
7/12	City Council - Birmingham Steel	1995-1997
7/13	Seattle Housing Authority	1997
7/14	Housing and Human Services	1995-1998
7/15	Legislation	1995-1997
7/16	Restructuring Electric Industry	1997-1998

Container(s)	Description	
7/17	Utilities and Environmental Management Committee	1996
7/18	Executive Services Department	1995-1996
7/19	Economic Development Cluster	1996
7/20	Seattle Utilities Customer Service Group	1996
7/21	Department of Construction and Land Use	1996
7/22	Office of the Mayor	1997-1998
7/23	Mentoring Program	1996
7/24	Utilities Cluster / Reorganization	1996
7/25	Joint Billing	1996-1997
7/26	Consolidated Customer Service Project	1997-1998
7/27	NW Research Group "Market Research Services"	1997-1998
7/28	Call Center	1998
7/29	Seattle Public Utilities	1997
7/30	Sustainability Program	1998
7/31	American Public Power Association	1995-1996
7/32	American Public Power Association	1999
7/33	Bonneville Power Administration	1995-1996
8/1	Electric Power Research Institute	1995-1997
8/2	Large Public Power Council	1995-1997
8/3	Large Public Power Council	1997-1999
8/4	Large Public Power Council	1997

Container(s)	Description	
8/5	Large Public Power Council	1996
8/6	Large Public Power Council	1996-1997
8/7	Large Public Power Council	1996
8/8	Large Public Power Council	1996
8/9	Northwest Power Planning Council	1996
8/10	Pacific Northwest Utilities Conference Committee	1995
8/11	International Brotherhood of Electrical Workers	1995-1996
8/12	IFPTE Local 17	1995-1999
8/13	Northwest Public Power Association Surveys	1996-1997
8/14	Washington Natural Gas - Puget Power Merger	1996
8/15	Washington Dept of Community, Trade and Economic Development - Low-Income Home Energy Assistance	1996
8/16	Regional Transit Authority	1997
8/17	American Association of Blacks in Energy	1998
8/18	Accountability Agreements	1995-1996
8/19	Combined Customer Service System, Focus Group, Customers	1998-1999
8/20	Low-Income Home Energy Assistance Program	1996
8/21	Northwest Energy Efficiency Alliance	2001
8/22	Northwest Energy Efficiency Alliance	2001
8/23	Utility Cost Watch Services	1997
8/24	Work Program	1996

Names and Subjects

Subject Terms :

Collecting of accounts--Washington--Seattle

Electric meters

Personal Names :

Lofton, Andrew

Corporate Names :

Seattle City Light

Large Public Power Council

Geographical Names :

Seattle (Wash.)

Finding aid prepared by Janet Ness

2010