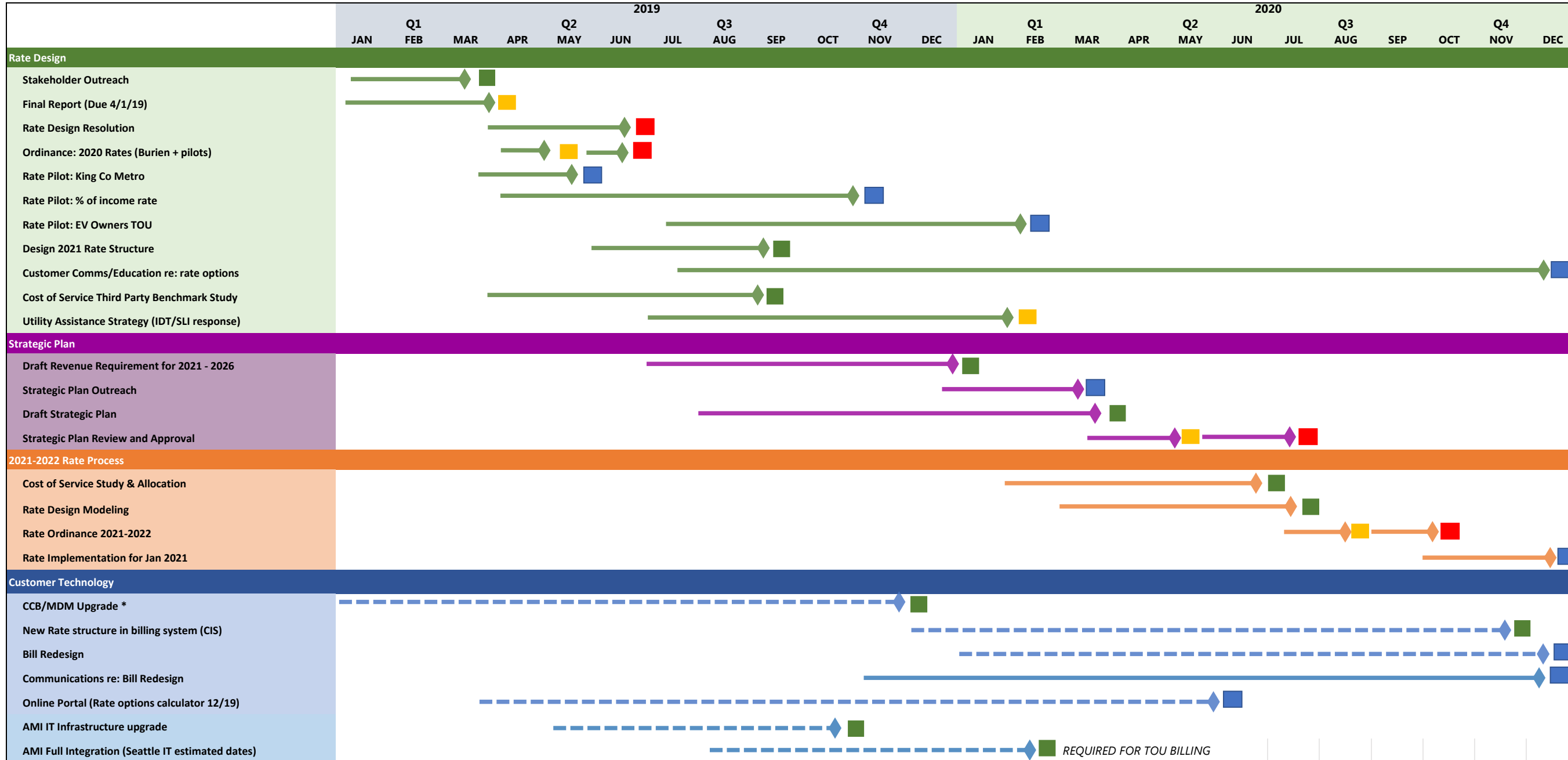


# Road to January 1, 2021

**Purpose:** Define process and deliverables to ensure City Light customer bills reflect new rate structure beginning 1/1/21.

**Participants:** Customer Care, Business Technology Solutions, Strategic Planning, Engineering and Technology Innovation, Finance/Rates, Communications, Government and Legislative Affairs, Seattle IT, City Light IT Director.



City Light Process = (Solid line)

City Light with Seattle IT Process = (Dashed line)

Internal Deliverable =

Council/ Mayor's Office Submission =

Council Action =

Customer-facing Deliverable =

\* Customer Care & Billing System & Meter Data Management Upgrade, enables full advanced meter integration and allows storage of customer communication preferences.