



MAY - JUNE 2012

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### Safety tips for summer

Nothing is more important than your safety. PSE offers these tips as you get ready for summer.

- ✓ Planting trees or other vegetation too close to power lines is dangerous. Plant the right tree in the right place.
- ✓ Before you or your contractor begin a digging project, remember to call 811 two business days ahead for the free utility locate service to help prevent serious injuries or hazards caused by striking or damaging underground utility lines.

Puget Sound Energy  
1-888-225-5773  
TTY: 1-800-962-9498

PSE.com • Manage your account and pay online.

## Alternative-fueled vehicles: Maximizing their potential

Puget Sound Energy actively supports the 2012 Washington State Energy Strategy calling for increased transportation efficiency by providing resources



*PSE's all-electric Leaf.*

to help customers meet alternative fuel requirements for vehicles. Transportation accounts for nearly 45 percent of Washington's greenhouse gas emissions. Natural gas- and electric-powered vehicles are a low-cost, low-emissions option that significantly reduces greenhouse gas emissions and urban smog.



*Allied Waste operates nearly 100 NGV waste trucks in the Puget Sound region.*

Call a PSE Energy Advisor at 1-800-562-1482 for more information.

### Fact box

#### Electric vehicles (EVs)

- ▶ Nearly 500 PSE customers own an electric Nissan Leaf or Chevrolet Volt.
- ▶ PSE's fleet includes 53 hybrid and two all-electric vehicles.
- ▶ In support of the West Coast Electric Highway Project, PSE will deliver electricity to four quick recharging stations along I-5.

#### Natural gas vehicles (NGVs)

- ▶ Nearly 400 fleet vehicles in Western Washington, including 23 in PSE's fleet, run on clean-burning natural gas.
- ▶ In 2011, NGV fleet operators in PSE's service area saved approximately 5.5 million gallons of gasoline.
- ▶ Natural gas as a vehicle fuel costs about \$2 per gallon.
- ▶ NGVs emit 25 to 60 percent fewer nitrogen oxide emissions and 25 percent fewer carbon dioxide emissions.



### **Level out your utility bill**

Thinking about enrolling in our Budget Payment Plan? Summer is a great time to do so. The plan spreads your estimated winter heating costs over a 12-month period, helping you level your bill and plan your energy costs into your budget. When you sign up, PSE estimates your usage for the next 12 months based on current energy costs and your actual usage from the previous 12 months. We then average the estimate to determine your Budget Payment Plan amount. To sign up, visit [PSE.com](http://PSE.com) or call 1-888-225-5773.

### **Wind power now 10% of PSE's electricity**

In 2011, Washington state's wind-power facilities ranked sixth in the U.S. for total wind-energy capacity. Contributing to the state's ranking are PSE's three, large wind farms—the Hopkins Ridge Wind Facility in Columbia County, the Wild Horse Wind and Solar Facility in Kittitas County and the Lower Snake River Wind Facility in Garfield County. Ten percent of the electricity PSE provides customers is wind-generated.



In March, during its first full month of operation, the Lower Snake River facility, Washington's newest and largest wind farm, generated about 9 percent more power than anticipated in the forecasts.

## **Look up, look out for safety hazards**

When working outdoors, make sure any tools, equipment or activities are clear of overhead power lines to avoid a hazardous situation. Watch out for overhead power lines when doing any of these activities:

- ✓ Trimming trees
- ✓ Working on a roof
- ✓ Installing or removing an antenna or satellite dish
- ✓ Using a long-handled pool skimmer
- ✓ Using and carrying metal ladders
- ✓ Moving a boat with a mast

Also, if your kite or balloon drifts near a power line, let it go. Never try to retrieve anything caught in a power line or from a tree located near a power line. Questions? Call PSE at 1-888-225-5773 or visit [PSE.com/Safety](http://PSE.com/Safety)



## **Bill-payment assistance is available**

Cool temperatures this spring may be causing your high heating bills to linger. If you are having trouble paying your winter heating bills, you may be eligible for assistance from two long-standing programs—LIHEAP (Low Income Home Energy Assistance Program) and PSE's HELP (Home Energy Lifeline Program). To locate an agency in your area, call 1-866-223-5425.

If you don't qualify for bill-payment assistance but still need help paying a PSE bill, please call us at 1-888-225-5773 or send an e-mail to [customercare@pse.com](mailto:customercare@pse.com).

We can make payment arrangements and share information about energy-saving tips and rebates.







## Pipelines are underground... but where?

PSE and other utilities and pipeline companies place markers to indicate the approximate location of buried high-pressure natural gas pipelines. Even so, the underground locations of natural gas pipelines are not always obvious. Everyone must call 811 prior to digging.



## Earth Day and Arbor Day 2012: PSE volunteers help communities "spruce up"

More than 100 TeamPSE employee volunteers turned out in late April to plant trees, remove invasive plants and help clean up a beach area. Some of the activities included:



Tree planting in Tenino

- Celebrating North Bend's designation as a Tree City USA by the Arbor Day Foundation
- Replacing damaged trees from January's ice storm with 12 flowering crabapple trees at Tenino City Park (photo)
- Cleaning up the beach and land area of the Swinomish Tribal Reservation near LaConner
- Planting western red cedars in Rochester

Thanks to our "crews" for helping to green our communities!

## Upgrades keep lights on and gas flowing

Crews this spring are upgrading, strengthening and modernizing our energy system. From left to right: A worker creates a "living wall" with plantings on the 10-foot high exterior wall of the new Ardmore substation in Bellevue; dirt and gravel fill a trench holding a newly installed natural gas pipe in Seattle's International District to make way for the new First Hill streetcar; installation of new 7-foot-diameter water pipes (penstocks) at PSE's Snoqualmie Falls Hydroelectric Project Plant 2 power house is part of a major redevelopment of the 113-year-old facility.

## New tree-trimming pilot in Kitsap County

In spite of our crews' efforts to keep trees and limbs trimmed away from our power lines, trees remain the No. 1 cause of power outages.

This summer, PSE is launching a pilot program to remove all overhanging branches above power lines. The "lines to sky" pruning technique will be tested in densely forested areas of Chico, Seabeck, Crosby and Holly in Kitsap County. With monitoring by PSE's certified arborists, the program will track the number of tree-related power outages, if any, along the 54-mile-long power line to determine how effective the preventive trimming techniques are.



# Guarantees

## Customer service — guaranteed

Good to know: PSE makes two service guarantees to you. First, we commit to keeping scheduled appointments, and second, we commit to restoring power outages as soon as we can.

- If we fail to keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment, you'll receive a \$50 credit on your PSE bill.
- If your electric service is out for 120 consecutive hours or longer, you may be eligible to receive a \$50 credit on your PSE bill.

These service guarantees are in addition to nine service quality measures that track PSE's performance. Note that these are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit [PSE.com/Guarantees](http://PSE.com/Guarantees).



## Rock the Bulb™ is back!

This June, PSE brings back our Rock the Bulb™ "tour." The tour will visit four communities, Yelm, North Bend, Cle Elum and Lynden, one per month through September. Residential electric customers can exchange old incandescent light bulbs for energy-saving CFL bulbs of their choice. Watch for details on exact dates and locations.

## Great deals on LED lighting

- Purchase a two-pack of Greenlite LED bulbs with PSE logo at Walgreens, Lowe's and McLendon Hardware for \$7, a \$40 value.\*
- Purchase three Philips Ambient LED bulbs and a Lutron Maestro Occupancy Sensor for \$40 at Home Depot stores, an \$85 value.\* (Offer begins May 15.)
- Purchase a Philips L Prize LED bulb for \$40 at Home Depot stores, a \$50 value.
- Receive an instant rebate, up to \$10 off, for ENERGY STAR®-qualified LED bulbs at participating retailers. Visit [PSE.com/LEDs](http://PSE.com/LEDs) to find a retailer who carries PSE rebated LED bulbs.



\* Limited time offer

## Changes expected in electric and natural gas rates

Washington state's Utilities and Transportation Commission following press time is expected to establish new electric and natural gas rates. The rates will help recover the cost of work to improve the reliability of the utility system and for the investment in the new Lower Snake River Wind Facility in Garfield County. For an update about new rates call 1-888-225-5773 (TTY: 1-800-962-9498), visit [PSE.com](http://PSE.com), or send an e-mail to [customer-care@pse.com](mailto:customer-care@pse.com).

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Visit our local  
customer service offices

Most offices are open M-F, 9 a.m.- 5 p.m.

**Bellingham** — 1329 N. State St.  
**Ellensburg** — 207 N. Pearl St.  
**Freeland** — 1794 Main St.  
**Oak Harbor** — 231 SE Barrington Dr. #101  
**Olympia** — 2711 Pacific Ave. SE  
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For information about rates and your rights and responsibilities, please call or visit us online.

