



ENERGYWISE

JANUARY-FEBRUARY 2011

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Start the New Year 'Energy Smart'

Green resolutions

The New Year is a great time to commit to a brighter energy future. By enrolling in PSE's Green Power Program, you are supporting the environment and the local economy. You'll be purchasing clean, renewable energy generated by independent producers in the Pacific Northwest. Sign up at PSE.com/GreenPower or by calling a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



Puget Sound Energy
1-888-225-5773

PSE.com • Manage your account and pay online.

A season of storms

Predictions of storms caused by La Niña weather conditions came true well before the official start of winter.

At the close of 2010, Puget Sound Energy crews responded to four damaging storms in four weeks. Fierce winds that blew down trees into power lines caused thousands of power outages to more than 100,000 customers at a time from just before Thanksgiving through mid-December 2010. We thank you for your patience and understanding in addition to the notes and messages expressing appreciation for our crews' round-the-clock work to restore your electric service as quickly as possible. Make sure you and your family are ready and safe for winter's punch by going through a preparedness checklist at TakeWinterByStorm.org.

We replaced hundreds of power poles, transformers and miles of wire to restore electric service to our customers during recent storms.



New year brings more green

Western Washington recently saw the arrival of the first mass-market, all-electric passenger car, the Nissan Leaf. PSE is adding two of these emissions-free vehicles to our fleet of 37 conventional hybrid passenger cars, which already includes two plug-in hybrids.



To get your homes or businesses ready for electric vehicle charging stations, give one of our Energy Advisors a call at 1-800-562-1482 to help you determine what's needed, or visit PSE.com.

? DID YOU KNOW

Report outages online

If you have Internet access, you can log in to your account and click on “Report an Outage.”

During widespread outages you also can access our online Service Alert Map to see real time areas with outages and restoration progress.

You also can report an outage and get updated restoration information by calling PSE at 1-888-225-5773.

Maintaining our natural gas system

The largest natural gas utility in Washington, PSE operates and maintains more than 22,000 miles of natural gas pipelines.

This system brings natural gas to nearly 750,000 homes and businesses in Snohomish, King, Pierce, Thurston, Lewis and Kittitas counties.

To ensure the continued safe operation of our pipeline system, we conduct regular inspections such as corrosion and leak surveys, and we replace pipeline sections as needed. Our employees are trained to monitor our pipeline system and respond quickly to any natural gas emergency. For more information, visit PSE.com.



Bill pay — your way

- **Pay online.** Go completely paper-free by establishing an online account. Schedule automatic payments, view and pay your bill and monitor your daily energy use anytime — all online.
- **Enroll in Automatic Funds Transfer.** Have your payment automatically deducted from your checking account. Download the form on PSE.com or call us at 1-888-225-5773.

You also can mail your payment or pay in person at nearly 115 locations. Visit PSE.com for more information.

Online services expand, including new website and mobile access

In just a few months, PSE.com is getting a makeover and we’re going mobile. We are working behind the scenes to make it easier than ever for you to use our many free and secure online services, as well as report an outage and find pay stations online and on your mobile devices.

All of the most-visited sections will remain on PSE.com, along with your account profile, password and user name.

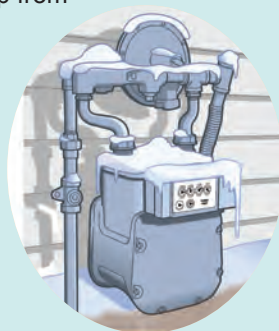
Highlights:

- Easier login
- Web sharing through social media tools
- Text messages about your account via your mobile device
- Adjustable on-screen text sizing for visually impaired customers



Keep meters clear of snow, ice

Remember to keep snow and ice buildup from covering your natural gas meter. Use a broom to gently clear snow or ice from around the meter and never shovel snow against the meter or pipes. When ice thaws, don't allow water to drip onto the meter equipment. If you see ice build-up or suspect a problem, call PSE at 1-888-225-5773.



Help us help you

Because January and February are typically the coldest months of the year, energy usage increases as customers heat their homes. PSE knows some customers have difficulty paying their heating bills, and we can help. Please call us to work out payment arrangements. Visit PSE.com or call 1-888-225-5773.

Energy assistance funds available to pay heating bills

Customers having trouble paying their winter heating bill may be eligible to receive up to \$2,000 in assistance from the federal Low Income Home Energy Assistance Program (LIHEAP) as well as PSE's Home Energy Lifeline Program, or HELP.

Depending on income and household size, a qualified low-income recipient can receive up to \$1,000 in LIHEAP bill credits and another \$1,000 from HELP.



**Help is available.
Contact PSE if you need
assistance or consider a gift
to the Warm Home Fund if
you can donate.**

To contact your area's community energy-assistance agency that administers the funds, call 1-866-223-5425.

Know how to recognize a PSE employee

All PSE employees and contractors have identification badges bearing their name, photograph and identification number and are required to display their badge if asked.

Our field employees wear clothing and uniforms (see photos) bearing the Puget Sound Energy name and logo.

If you are unsure about an employee's identification, or want to verify the nature of the work, call us at 1-888-225-5773.



Warm Home Fund helps those in need

This winter consider donating to The Salvation Army Warm

Home Fund, which provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties. To donate to the Warm Home Fund, simply include

a little extra in your next PSE bill payment by checking the donation box on your payment stub or online payment page. Thank you for caring!

Cold weather tips

Stay warm and energy efficient during these cold weather months:

- ✓ Keep your home at the lowest comfortable temperature. For most homes, the heating bill drops by about 2 percent for every degree you lower the thermostat.
- ✓ Check your furnace filter monthly during the heating season and clean or replace it.
- ✓ Turn down the thermostat at night when you are sleeping.



IN YOUR COMMUNITY

Helping local food banks

Throughout 2010, PSE helped restock more than 50 neighborhood food banks in our 11-county service area through grants from the Puget Sound Energy Foundation, corporate contributions, and employee volunteer work.

Food banks provide essential services to the communities served by PSE. In 2010, the foundation's grants to food banks totaled \$26,750 and corporate contributions, separate from the foundation, amounted to \$60,150.

Employee volunteers bagged thousands of pounds of food — enough to create thousands of meals. Shareholder funds, not customer dollars, support the activities of the foundation, corporate contributions, and employee volunteerism.

Helping neighbors in need and building stronger, energy-efficient communities.



PSE President Kimberly J. Harris, far right, joins other employees in boxing cans of salmon at Food Lifeline in Shoreline.

We have winners!

PSE residential electric customers vied for several months to show off their energy-efficiency skills and win awards during our Re-Energize Your Block campaign. The scavenger hunt winner, a customer from Graham, Wash., received an energy-efficient washer and dryer courtesy of sponsor Best Buy. Winner of the photo/video contest, an energy-efficiency enthusiastic couple from Sammamish, Wash., won an ENERGY STAR® flat-screen TV, courtesy of Philips.

The contest drew more than 1,000 entries. Some 8,000 customers received kits with energy tips and rebate information, distributed at community events, via PSE.com and at Home Depot stores.

To see the winning video and other finalists, visit facebook.com/ReEnergize.

Visit our local customer service offices

Most offices are open Monday-Friday, 9 a.m.- 5 p.m.

Bellingham
1329 N. State St.

Burlington
1660 Park Lane

Ellensburg
207 N. Pearl St.

Freeland
1794 Main St.

Oak Harbor
231 SE Barrington Dr. #101

Olympia
2711 Pacific Ave. SE

Port Townsend
181 Quincy St. #101

Vashon Island
18125 Vashon Hwy. SW

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For information about rates and your rights and responsibilities, please call or visit us online.