

April 2010 Puget Sound Energy bill package inserts and information 1.5 million bills

- Outside envelope: Difficulty paying your PSE bill?
- Return envelope: 811 message; know what's below. Call before you dig.
- Back of bill: Ways to pay your bill; Ways to reach us; Customer service phone number; Bill statement codes; Explanation of terms used; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Contact for questions about your bill or service; and Late payment fee information
- EnergyWise Newsletter March/April – PSE focuses on utility basics to control costs and improve service; Diverse energy portfolio includes purchased and PSE-owned energy supplies; Come see wind and solar power at work; Spring clean your way to energy efficiency; Call before you dig; Check your natural gas piping; Customer service — guaranteed; What it means to be green; Bill-payment assistance available; Save time and postage with paperless billing and online payments
- Insert: Really clean up with an efficient clothes washer: Save watts, gallons and get up to a \$100 rebate from PSE.
- Insert: Don't trash 'em: Properly recycle CFL bulbs for free – it's easy!
- Insert: Use less energy to keep cozy: Get a PSE rebate for a qualifying energy-efficient heating system.



PUGET SOUND ENERGY

The Energy To Do Great Things

*P.O. Box 90868
Bellevue, WA 98009-0868*

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

7/8"

1-1/4" x 4-1/2"

3/4"



Prints under flap

Difficulty paying your PSE bill?

Please call us at 1-888-225-5773 for information about payment options and assistance programs, or visit PSE.com.



PSE.com



This envelope uses 100% post consumer recycled paper.

For information on PSE's power supply fuel mix, please visit PSE.com



PLACE
STAMP
HERE





**Know what's below.
Call before you dig.**

**Determina lo que está bajo tierra.
Llama antes de excavar.**



This envelope uses 100% post consumer recycled paper.

Ways to Pay Your Bill

Puget Sound Energy offers several payment options:

- **Online at PSE.com** via My PSE Account
- **Automatic withdrawal** from your bank account
- **Credit/debit cards or check by phone** (transaction fee applies)
- **By mail to:** Puget Sound Energy, Payment Processing BOT-01H, P.O. Box 91269, Bellevue, WA 98009-9269
- **Budget Payment Plan** helps even out bills
- **In person** at an authorized pay station, see PSE.com for payment locations

Ways to Reach Us

- **PSE Customer Service 1-888-225-5773**
- **TTY hearing/speech impaired 1-800-962-9498**
- **TRS Telecommunications Relay Service 1-866-831-5161**
- **PSE Customer Construction Services 1-888-321-7779**
Business hours: 7 a.m.–5 p.m. Monday–Friday
- **PSE Energy Advisors 1-800-562-1482**
Business hours: 8 a.m.–5 p.m. Monday–Friday

Bill Statement Codes

- **ESTM** — *Estimated*
- **CORR** — *Corrected/Adjusted*
- **PRRT** — *Prorated*
- **ACTL** — *Actual*

Emergency or Power Outage

Dial 1-888-225-5773

To report a natural gas or electric emergency or a power outage, 24 hours a day, call **1-888-225-5773**

Para informar sobre la emergencia del fallo de gas o electricidad 24 horas al día, llame **1-888-225-5773**

若欲報告有關煤氣或電力故障，或停電，每天24小時均可致電 **1-888-225-5773**

Чтобы сообщить об аварии, связанной с природным газом или электроэнергией, или о перерыве в подаче электроэнергии, звоните по телефону **1-888-225-5773** круглосуточно

We can translate for other languages. Call **1-888-225-5773**.

Customer Service Guarantees

Appointments: You will receive a \$50 credit on your PSE bill if we do not keep a set appointment to install new or reconnect existing service or inspect natural gas equipment. Exceptions apply during major storms or significant events beyond our control.

Electric service restoration: 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 after you report the outage or request the credit within seven days of the outage. Certain conditions beyond our control will cause the guarantee to be suspended.

Questions about Your Bill or Service

If you have questions or concerns or a dispute regarding your energy bill or service, please call us during business hours Monday–Friday, 7:30 a.m. to 6:30 p.m. at 1-888-225-5773 for billing inquiries. Any necessary corrections will be made promptly. If further follow-up is required, ask a PSE Customer Services supervisor to assist you. Every effort will be made to resolve disagreements and misunderstandings. If you are dissatisfied with the resolution, you may contact the Consumer Affairs section of the Washington Utilities and Transportation Commission at 1-800-562-6150 or complete an online complaint form at www.wutc.wa.gov. Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at PSE.com.

Late Payment Fee

Your bill is due and payable upon delivery. A late payment fee of 1 percent per month will be assessed on balances which remain unpaid for more than 10 business days after the due date on the bill. A 30-day delay of the late fee will be granted to low-income customers who notify PSE that they have applied to a low-income organization for financial aid. Customers participating in the Budget Payment Plan will be exempt from any late payment fee as long as the agreed-upon payment terms are kept current.

Explanation of Terms Used

Basic Charge

The basic charge covers a portion of the costs for billing, meter reading and other related fixed costs. These fixed costs do not vary with the amount of electricity or natural gas used or the number of days covered by the bill.

Delivery Charge

This charge is for the construction, operation and maintenance of natural gas pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you, based on the amount of natural gas used.

Electric/Natural Gas Conservation Program Charge

Every customer helps pay for the costs of weatherization and conservation programs.

Energy Exchange Credit

This credit applies to residential and qualified small farm electricity customers only. It is a pass-through of the Federal Columbia River Benefits supplied by BPA. These benefits are from low-cost power generated by federal hydroelectric dams.

kWh

A kilowatt hour is a measure of 1,000 watts of electricity consumed in 1 hour. A 100-watt light bulb consumes 1 kWh of electricity over 10 hours.

Btu Factor

British thermal unit is a measure of heat content. The Btu factor is an adjustment factor based on the actual heat content of the natural gas.

CCF

CCF stands for hundreds of cubic feet, a measure of the volume of natural gas used.

Therm

A therm is a unit of heat that equals 100,000 Btu. A therm is the volume of gas (CCF) that when multiplied by the Btu factor equals 100,000 Btu. A natural gas stovetop burner on for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.

ENERGYWISE

MARCH-APRIL 2010



PSE focuses on utility basics to control costs and improve service

At Puget Sound Energy, we challenge ourselves every day to provide better service and control costs for our existing and new customers. We are committed to managing expenses and ensuring sufficient energy supplies and reliable infrastructure to serve more than 1 million electric customers and nearly 750,000 natural gas customers.

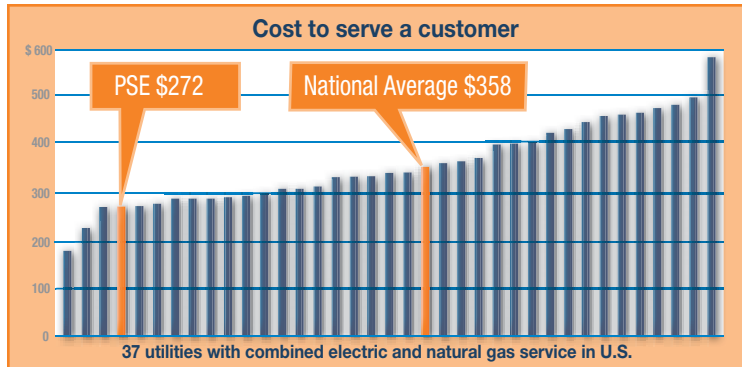
According to Bert Valdman, executive vice president and chief operating officer, it currently costs PSE \$272 a



In 2009, the utility achieved a number of measurable cost reductions, while also implementing new technologies, finding ways to streamline work, consolidating suppliers for items such as pipes, valves, fittings and fuel, and creating other efficiencies in the purchasing process.



Over the year, the number of employees in PSE's field operations staff remained unchanged while serving an additional 13,100 customers and operating an expanded energy



delivery system. Field workers include electric and natural gas first responders and technicians, and line service employees responsible for restoring power outages, controlling natural gas leaks and performing maintenance. While holding employee levels steady, technology and process improvements helped PSE cut average response times by up to four minutes over the past year for service calls and emergencies involving electricity and natural gas. This was helped by equipping service vehicles with wireless devices that

allow scheduling and other "paperwork" to be done quickly and easily in the field.

year in operating expenses to serve a single PSE customer, compared to the national average of \$358. This puts PSE among the lowest-cost combined electric and natural gas utilities in the nation. Among other day-to-day operating expenses, the cost to serve a customer includes maintenance and operation of pipes and wires, but does not include fuel.

"PSE employees are always looking to improve their service to customers and the efficiency in daily operations without creating additional costs," says Valdman.

In addition to improving field performance, PSE continuously works to speed its response to customers calling with billing and service questions. In 2009, 77 percent of PSE's electric customers surveyed by J.D. Power and Associates came away satisfied with their first-time requests. PSE's customer satisfaction score in this category was just one percentage point below the top score.

Puget Sound Energy 1-888-225-5773 • PSE.com • Manage your account and pay online.

Diverse energy portfolio includes purchased and PSE-owned energy supplies

PSE anticipates the need to provide energy to about a million more residents over the next 20 years. This growth, combined with the expiration of large purchased-power contracts and the potential retirement of aging power plants, is driving the utility's ongoing search for new power supplies and enhanced energy-efficiency programs.

The company's Integrated Resource Plan, filed in 2009, estimates that PSE will need the equivalent of about 1,800 megawatts of new electricity supply by winter 2016-17, and considerably more in following years.

Through energy efficiency, PSE expects to help customers lower their electric and natural gas demand considerably. But even with increased energy efficiency, the company still must secure about 1,300 MW of new electric-resource capacity by 2017. PSE is actively exploring all available sources for that new energy, including purchases from independent power producers, marketers, and utilities with excess electric supplies, as well as investments in existing or new power plants.

PSE's energy strategy calls for a mix

The sources of PSE's energy supplied for customers includes a mix of long-term agreements with independent power producers, contracts with other utilities, and PSE-owned and -operated generation and natural gas storage facilities.

ENERGY TYPE	SOURCE	
	PURCHASED SUPPLIES	PSE-OWNED SUPPLIES
Electricity	54.1 percent	45.9 percent
Natural gas (all purchased)	UNITED STATES	BRITISH COLUMBIA AND ALBERTA
	46 percent	54 percent

Come see wind and solar power at work

The power of the wind and sun, as well as the beauty of the Kittitas Valley, is on display from April 1 through Nov. 30 at the Renewable Energy Center at PSE's Wild Horse Wind and Solar Facility. Opened in 2008, the center offers visitors an up-close look at how wind and solar power work, along with insights into the natural history and people of Central Washington. The facility, which has welcomed 40,000 visitors to date, is free and open from 9 a.m. to 5:30 p.m. daily. Wild Horse is located on the Old Vantage Highway east of Ellensburg, just north of I-90. For directions and tour information, please call 509-964-7815 or visit PSE.com.



Spring clean your way to energy efficiency

Did you know your basement refrigerator is driving up your electric bill? Or that the extra freezer in your garage could be costing you as much as \$100 a year? If you're ready to replace these energy hogs, PSE can help. We'll pick up your secondary refrigerator or freezer and recycle it for free, plus give you a \$30 "thank-you" check.

While you're at it, be sure to properly dispose of any used compact fluorescent light (CFL) bulbs. PSE and its partners have convenient recycling locations throughout Western Washington. Visit PSE.com for a complete list.

For more information about PSE's energy-efficiency programs for our residential electric customers, visit PSE.com/ForYourHome or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



Call before you dig

With the start of spring, several outdoor projects, such as building a new fence or deck, planting trees and shrubs, or even pulling out a tree stump, may require you to call 811 — the "call before you dig" hotline. To avoid potential hazards with striking or digging up underground utility pipes or lines, all utilities must be marked before you dig.



Check your natural gas piping

PSE regularly inspects the underground natural gas pipelines in the street and to the meter to make sure they are operating properly and safely. If you have buried piping to pools, hot tubs, natural gas barbecues or detached buildings, the piping is not maintained by PSE. There are a few special cases where PSE installed and agreed to maintain the piping. Buried piping may leak or corrode if it is not maintained. It should be periodically inspected for leaks and corrosion and repaired if any unsafe condition is discovered. Have a licensed plumbing contractor do the work. If you plan to excavate near your buried piping, it should be located by the contractor in advance and the excavation should be done by hand.

Customer service — guaranteed

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. Here's how our guarantees work:

- ◆ If we don't 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.

The two service guarantees are in addition to 10 service-quality measures that track PSE's performance in providing utility services to customers, and identify areas for improvement. Our service guarantees are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit PSE.com/guarantees.





In Your Community

What it means to be green

This time of year, with spring, Arbor Day and Earth Day celebrations just around the corner, it's a good time to think about what it means to be green. In the spirit of these celebrations, we share in our customers' commitment to help preserve the environment.

Here's how PSE and our customers are setting an example:

- ◆ PSE has received the Tree Line USA award from the Arbor Day Foundation for nine years in a row in recognition of the utility's efforts to protect and enhance urban forests while ensuring reliable service.
- ◆ More than 11,500 customers purchase 100 percent renewable energy through PSE's Green Power Program. If you haven't signed up already, Earth Day is a great time to commit to green power. PSE's Green Power Program is a voluntary program allowing electric customers to buy renewable energy equal to any portion of their use of electricity. Green power participants support local renewable energy projects. Enroll in the program online at PSE.com/Green Power. You can also become a fan of PSE's Green Power Program on Facebook!
- ◆ Nearly 580 PSE customers throughout Western Washington are generating their own green power, right from their very own roofs and backyards. Examples include solar power, wind power and hydroelectricity.



PSE employees help communities plant low-growing trees.

Bill-payment assistance available

With the current economic situation, we want to help ensure our customers have access to energy assistance and bill-payment programs. We urge anyone having difficulty paying their bills to contact us to make payment arrangements. Qualified low-income customers should contact their local energy-assistance agency to apply for bill-payment credits provided by the federal government and PSE. To find the nearest agency, call toll-free 1-866-223-5425.

Help people in need

Even with the warmer spring months upon us, some PSE customers continue to struggle with their energy bills. 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, and check the donation box on your payment stub or online payment page.



Save time and postage with paperless billing and online payments

When you sign up to receive and pay your energy bill online, you can choose recurring and one-time payment options. Log on to PSE.com and register for "My PSE Account" to monitor your daily energy use and pay your bills online. Each month, instead of a paper bill, you'll receive an e-mail notification that a new bill is ready for viewing and payment. Look and sign up for the "Go Paperless" option when you sign in to "My PSE Account".



Go Paperless
Save time and postage
PSE.com

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 Highway SW

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





REALLY CLEAN UP WITH AN EFFICIENT CLOTHES WASHER

Save watts, gallons and get up to \$100 in rebates

Think the worst thing your old clothes washer could do is turn your favorite white T-shirt pink? **Think again.** Your old machine could be wasting energy and water with every load – making the environment and your wallet very, very sad. Qualifying customers can earn **\$50 to \$100** from Puget Sound Energy to replace a resource-wasting clothes washer with a premium-efficiency model meeting WashWise program standards.

Cash for Appliances Washington

You may be eligible for an additional **\$100 rebate** from Cash for Appliances Washington. Visit www.CashForAppliancesWA.com to learn more.



WASHWISEREBATE.COM
EN ESPAÑOL: WASHWISEREBATE.COM/ES

How to earn a PSE rebate for an efficient clothes washer

1. Visit washwiserebate.com to learn if you qualify* for a rebate. If you do, download a list of qualifying models and a rebate form.
2. Purchase a qualifying clothes washer from your favorite local appliance retailer.
3. Complete and mail your rebate form following the instructions on the form.
4. Sit back, relax and think about all the **watts, gallons** and **cash** you'll be **saving** thanks to your wonderful new washer!

*Who qualifies? PSE residential electric customers living in existing single-family properties or attached housing with four units or less. Program subject to change or termination without notice. **Additional qualifications apply.**



GET MORE INFO

Visit washwiserebate.com
or call a PSE Energy Advisor
at 1-800-562-1482,
Monday through Friday,
8 a.m. to 5 p.m.





DON'T TRASH 'EM

Properly recycle CFL bulbs for free - it's easy!

Burnt-out bulb? Energy-saving and long-lasting as they are, compact fluorescent light (CFL) bulbs contain trace amounts of mercury, so keep them out of household garbage and recycling bins. Puget Sound Energy and retailers like Bartell Drugs, McLendon Hardware and The Home Depot are making it easy to properly recycle your spent bulbs for free at convenient locations throughout the region.



Choose ENERGY STAR®

ENERGY STAR qualified CFL bulbs use up to 75 percent less energy than incandescent bulbs and last up to ten times longer. PSE offers instant discounts at participating retailers. Visit [PSE.com/CFL](https://www.pse.com/CFL) to learn more.

[PSE.COM/CFLrecycle](https://www.pse.com/CFLrecycle)

Where to properly recycle CFL bulbs - FREE!

- Bartell Drugs, McLendon Hardware and Home Depot stores
- Select community centers, city halls and PSE office locations
- County household hazardous waste facilities



For more information and a complete list of recycling locations, visit **PSE.com/CFLrecycle** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



BREAK A BULB?

Don't worry, butterfingers! The U.S. Environmental Protection Agency offers detailed instructions for safely cleaning up and disposing of broken CFL bulbs. Visit epa.gov/mercury/spills for current instructions.



GET A HEAT PUMP AND HAVE A COOL SUMMER

Energy-efficient heat pumps come with air-conditioning and a rebate from Puget Sound Energy

Stay warm in winter, cool in the summer and save energy all year round. With an energy-efficient heat pump system, you really can have it all! PSE offers rebates on select models and can help you figure out the best option for your home. To receive more information about a specific rebate, check which one you're interested in, then follow the instructions on the back.

Ductless heat pump
(1.0 ton minimum)

\$800

Heat pump upgrade

\$200-\$350

ENERGY STAR® geothermal
heat pump

\$1,500

Electric forced-air furnace to heat
pump conversion (Requires pre-approval)

\$1,000

*Who qualifies? Residents living in an existing property with four units or less, heated mainly by electricity from PSE. **Additional qualifications apply.***

[PSE.COM/REBATES](https://www.pse.com/rebates)

Saving energy is good for you and the environment. PSE can help you get started.

For more information, complete and return this form with your bill payment. Or visit PSE.com/Rebates or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.

I give PSE permission to provide my contact information to independent contractors pre-authorized by PSE. I can expect a telephone call from one or more contractors to arrange for a no-obligation estimate(s). *Your signature is required below.*

Name _____ Signature _____
(please print)

Service Address _____ City _____ State _____ ZIP _____

Mailing Address (if different) _____ City _____ State _____ ZIP _____

Phone _____ PSE Account No.

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(optional)

E-mail _____ Yes! Sign me up for PSE's free Energy at Home e-newsletter.

EARN TAX CREDITS

Energy-efficient
home improvements
may earn you credits
on your taxes.

For more information, visit
energystar.gov/taxcredits
or consult your tax advisor.