

## **August 2008 Puget Sound Energy bill package inserts and information 1.4 million bills**

- Outside envelope: Customer Service Guarantee message
- Return envelope: Go paperless with e-Bill message
- Back of bill: Ways to pay your bill; Customer services phone numbers; Bill statement codes; Bill statement definitions; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Customer Service Guarantee; Contact for questions about your bill or service; and Late payment fee information
- EnergyWise Newsletter July/August – Wholesale natural gas market remains volatile, Consumer prices on the rise, cost of living increases include energy bills, Even out your utility bill, Protecting fish, PSE merger questions and answers, Keep flammable products clear of pilot lights, Call before you dig, Energy Tip, Free efficient showerhead.
- Bill print message, City of Auburn only
  
- Insert: Be a part of your green community! It's easy to participate, simply visit [PSE.com](http://PSE.com) or call 1.800.562.1482.
- Insert: Puget Sound Energy is offering single-family residential households a FREE efficient showerhead and bathroom faucet aerator.



**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

1-1/16"

1-1/8" x 4-1/8"

3/4"

### *Customer Service Guarantee*

*When you make a service appointment with Puget Sound Energy, we'll be there on time. We guarantee that we will arrive at the time mutually agreed upon to:*

- ▶ *Connect new permanent service lines and meters*
- ▶ *Re-establish existing natural gas or electric service following move-out/move-in or disconnection for nonpayment.*
- ▶ *Keep natural gas equipment service appointments.*

*If we cannot meet our commitment, we'll credit \$50 to your PSE bill. This guarantee applies in the absence of major storms, earthquakes, supply interruptions, or other significant adverse events beyond our control. In those cases, appointments will be rescheduled as soon as possible.*



PLACE  
STAMP  
HERE



4-13/16

3/4 x 2-7/16 window

BELLEVUE. WA 98009-9269

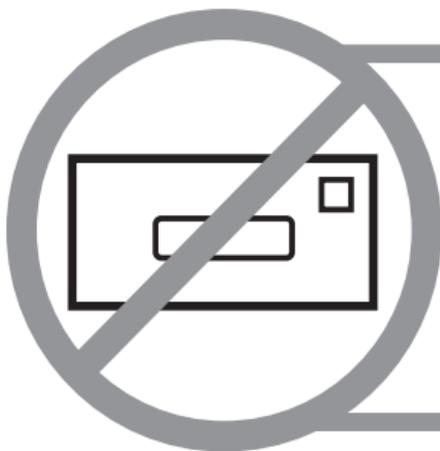
7/8



**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

Prints on flap



**Go Paperless with e-Bill.**

**Sign up for Puget Sound Energy's  
free online bill payment service at  
[www.pse.com](http://www.pse.com).**

**Ways to Pay Your Bill**

For your convenience, Puget Sound Energy (PSE) 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**

**Local, outside Washington state or Internet 1-425-452-1234**

**TTY hearing/speech impaired 1-800-962-9498**

**TRS Telecommunications Relay Services 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. to 5 p.m. Monday – Friday

**Bill Statement Codes**

ESTM — *Estimated*

PRRT — *Prorated*

CORR — *Corrected/Adjusted*

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 dia, 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.

Just call **1-888-225-5773**

**Customer Service Guarantee**

When you make a service appointment with PSE to install new service, re-establish existing service, or for natural gas appliance diagnostic and repair service, we'll be there on time. If we cannot meet our commitment, we'll credit \$50 to your PSE bill. Exceptions apply for major storms or adverse events beyond our control.

**Questions about Your Bill or Service**

If you have questions or concerns or a dispute regarding your energy bill or service, please call us 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](http://www.wutc.wa.gov). Copies of information on rules, rates, regulations and customer rights and responsibilities are available by calling 1-888-225-5773 and at PSE.com.

**Late Payment Fee**

Your bill is due upon delivery. When a bill remains unpaid for more than 30 days after the bill mailing date, a 1 percent per month late fee will be applied to the unpaid balance. The late payment fee will be delayed 30 days for customers with past due balances who have notified PSE that they have applied to an agency for financial aid. Customers on the Budget Payment Plan will be exempt from the late payment fee as long as they remain on the Budget Payment Plan

**Bill Statement Definitions**

**Customer Charge**

A customer 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.

**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**

The credit is from Columbia River benefits supplied by the Bonneville Power Administration. The credit is paid to our residential and small farm electricity customers of low-cost power generated by federal hydroelectric dams.

**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 burning for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.

**kWh**

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

## **August Bill Print Message**

There is an Auburn City Tax change message that runs through September 2<sup>nd</sup>:

The July 1, 2008 change in rates is the result of a change in the rate of the City of Auburn's city tax. The city tax rate on your bill has changed from 5.21% to 6.25%. These rates include the effect of state and local taxes on the city tax and deductions allowed by the city.



## Wholesale natural gas market remains volatile

Wholesale natural gas prices have recently experienced dramatic volatility mirroring the global rise in oil prices, which have hit record highs of more than \$130 a barrel. A year ago, the market price for natural gas was less than \$7 per MMBTU (million BTU), but jumped to more than \$13 this summer, which contributes to PSE's rising fuel

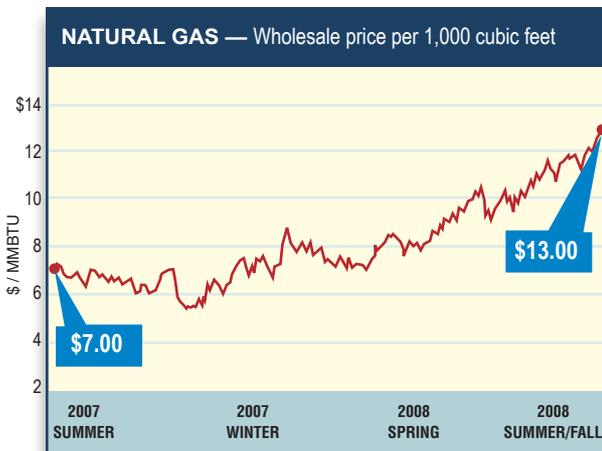
costs to supply natural gas and generate electricity for our customers.

In addition to global demand and pressures, a combination of factors is driving this price increase:

- ◆ Because of this year's colder spring, natural gas storage reserves are lower than normal.
- ◆ Greater year-round demand as electric generating plants increasingly switch to natural gas to produce power.

PSE is working to keep prices as stable as possible for customers. For example, this fall we expect to complete a \$42 million project to expand our Jackson Prairie underground natural gas storage facility in Lewis County. Also, PSE is a partner in a new pipeline that will increase natural gas supply to our service area. By increasing storage capacity and transportation, we're able to increase supplies and insulate our customers from some of the natural gas market's volatility.

We're also working to help our customers save energy and even out their bills through our Budget Payment Plan (see next page).



## Consumer prices on the rise

According to the Bureau of Labor Statistics,\* the following household necessities have increased in cost during the past year.

**Cost of living increases include energy bills**

Item Percent prices increased in past year

+10.5%	+19.3%	+5.9%	+29.6%	+5.7%	+11.0%
<b>BREAD</b>	<b>MILK</b>	<b>FRUITS &amp; VEGETABLES</b>	<b>GASOLINE</b>	<b>PSE HOUSEHOLD NATURAL GAS REQUEST**</b>	<b>PSE HOUSEHOLD ELECTRIC BILL REQUEST**</b>

\* December 2007  
\*\* Requested to go in effect Nov. 3, 2008

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

## Even out your utility bill

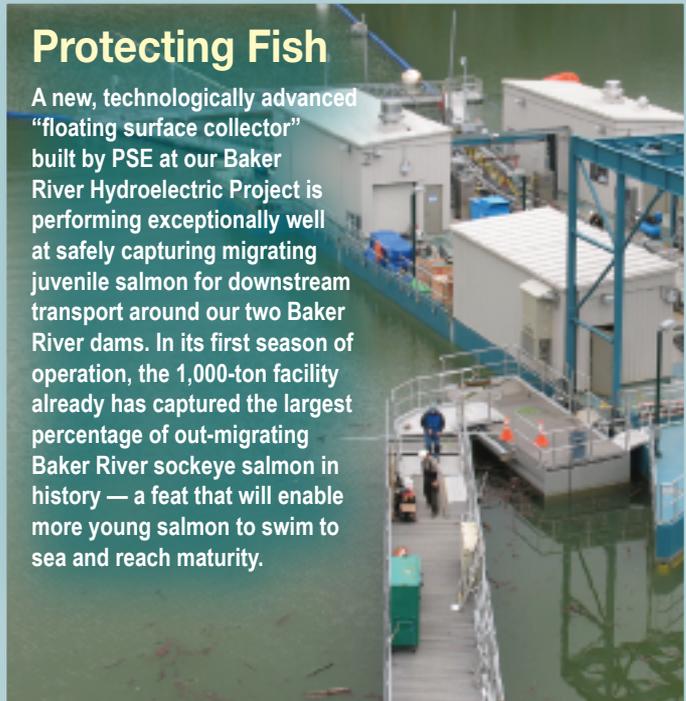
Summer is a good time to enroll in our Budget Payment Plan, which spreads your estimated winter heating costs over a 12-month period. This program, which evens out the highs and lows of winter and summer bills, helps you plan your energy costs into your household budget.

When you sign up for the program, we calculate an estimate of your 12-month usage. We then average the total of our estimate to determine your initial Budget Payment Plan amount.

For more information or to sign up for the Budget Payment Plan, visit [PSE.com](http://PSE.com) or call 1-888-225-5773.

## Protecting Fish

A new, technologically advanced “floating surface collector” built by PSE at our Baker River Hydroelectric Project is performing exceptionally well at safely capturing migrating juvenile salmon for downstream transport around our two Baker River dams. In its first season of operation, the 1,000-ton facility already has captured the largest percentage of out-migrating Baker River sockeye salmon in history — a feat that will enable more young salmon to swim to sea and reach maturity.



## PSE merger questions and answers

For updated information and answers to frequently asked questions about the proposed merger with Puget Holdings LLC, a group of primarily North American investors responsible for managing U.S. and Canadian pension funds seeking long-term returns, visit [PSE.com](http://PSE.com) and go to “Merger News.”

## Keep flammable products clear of pilot lights

If you have a natural gas water heater, furnace or any other appliance with an open flame or pilot light, make sure you store flammable liquids and rags soaked in solvents far away from the natural gas appliances to prevent vapors from igniting.



## Call before you dig

If your summertime outdoor projects include building a new fence or deck, planting trees and shrubs, or even pulling out a tree stump, please remember to contact the 811 “call before you dig” hotline two business days prior to your project. To avoid potential hazards with striking or digging up underground utility lines, all utilities must be marked before the start of digging.

**If you think you may have damaged a natural gas pipe or smell the odor of natural gas, follow these important steps:**

- Quickly move a safe distance from the damaged line.
- Call 911 after you're at a safe distance.
- Report the damage to Puget Sound Energy at 1-888-225-5773.



### ENERGY TIP:

#### Free efficient showerhead

**Empower your shower.** PSE is offering a FREE efficient showerhead and bathroom faucet aerator to qualifying single-family residential households.

Without sacrificing performance, these showerheads and aerators use up to 20 percent less water and energy. Using and heating less water means conserving a valuable resource for the environment and our future.

It's easy to get your FREE showerhead kit! Call 1-888-404-8773 or fill out the online form at [www.showerheadprogram.com](http://www.showerheadprogram.com).



Puget Sound Energy 1-888-225-5773 (1-888-CALL PSE) • [PSE.com](http://PSE.com)

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

3671 07/08



Printed with soy ink on recycled paper.

## ***Join your neighbors – choose green power!***

Thanks to customers like you who care about the environment, Puget Sound Energy's Green Power Program has been **ranked one of the top ten green power programs in the nation** by the National Renewable Energy Laboratory for the fourth year in a row.

Puget Sound Energy's Green Power Program supports the development and use of electricity from renewable sources here in the Pacific Northwest including wind (86%), sun (1%) and biomass (14%).

### ***Be a part of your green community!***

It's easy to participate, simply fill out this form and return it in your bill payment envelope or visit [PSE.com](http://PSE.com) or call 1.800.562.1482.



Questions? Please call an Energy Advisor at 1.800.562.1482







To help use our region's resources wisely, Puget Sound Energy is offering single-family residential households a FREE efficient showerhead and bathroom faucet aerator.

**It's easy to take advantage of this FREE offer!**

**Call 1.888.404.8773 *OR***

**Fill out the online form at  
[www.showerheadprogram.com](http://www.showerheadprogram.com)**

These efficient showerhead and bathroom faucet aerator kits are available to qualifying single-family residential households with natural gas or electric water heat from one of the following participating utilities: Puget Sound Energy, Snohomish County PUD, Tacoma Power, Tacoma Water, or Cascade Natural Gas Corp. This is a one-time offer with a limit of one kit per qualifying household, even if the household is served by more than one of the participating utilities. Offer available while supplies last. Please allow four to six weeks for delivery.

## Get a new efficient showerhead and bathroom faucet aerator – FREE

Without sacrificing performance, your new easy-to-install efficient showerhead and bathroom faucet aerator will use up to 20 percent less water and energy. **Small changes in all of our homes make a big difference.** When you use less water, you conserve a valuable resource for the environment, wildlife and our future. Heating less water also means using less energy.

**It's easy to take advantage of this FREE offer!**

**Call 1.888.404.8773 OR Fill out the online form at [www.showerheadprogram.com](http://www.showerheadprogram.com)**



**Looking for other ways to use energy wisely?**

Call a PSE Energy Advisor at 1.800.562.1482 or visit [PSE.com](http://PSE.com) to learn more about no-cost, low-cost energy saving tips and PSE's rebates for energy-efficient products.

