

## **January 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
- Bill print message
- EnergyWise Newsletter January/February
- Insert: The SMELL of natural gas . . . stinks for your safety
- Insert: Resolve to be greener in the New Year with PSE's Green Power Program
- Insert: Receive instant insulation rebates from PSE for natural gas heated homes
- Insert: Receive up to 70 percent of your project cost in rebates for new lighting



### *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.*

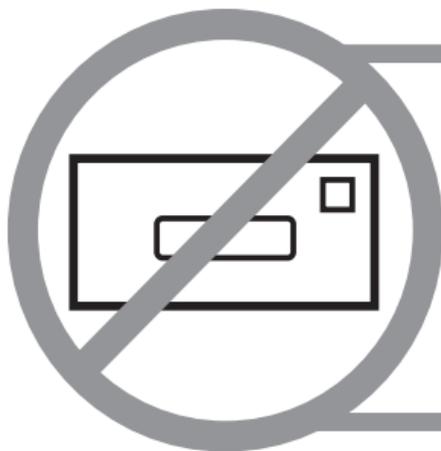
*If we cannot meet our commitment, we'll credit \$50 to your PSE bill. This guarantee applies in the absence of major storms, earthquakes, supply interruptions, or other significant adverse events beyond our control. In those cases, appointments will be rescheduled as soon as possible.*



**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 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.

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 and payable upon delivery. A late payment fee of one percent per month will be assessed on balances which remain unpaid more than 15 days after the due date of the bill. A 30-day payment delay and waiver of late fee will be granted to those 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.

## 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.



**Bill print message January 2008 bills:**

Beginning Jan. 12, your statement for electric service reflects a slight reduction in the amount of the the Wind Power Production Credit listed on your bill. The credit amount is slightly less than the proposed change previously announced.

# ENERGYWISE

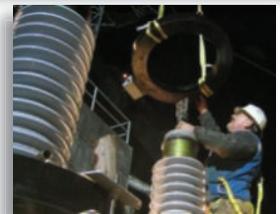
JANUARY-FEBRUARY 2008

## 2008 Outlook: Advancing regional reliability

As Puget Sound Energy heads into 2008, we're focused on improving service and reliability to our growing customer base in this robust region. We connected nearly 35,000 new electric and natural gas customers in 2007 and are geared up to meet the similar customer growth needs in 2008.

### Here is a brief summary of 10 PSE accomplishments in 2007:

- 1 Completed our second wind-power project — Wild Horse — with our two wind farms now producing enough clean, renewable electricity to serve about 100,000 homes.
- 2 Built the Pacific Northwest's largest solar-power generating plant, located at our Wild Horse Wind Facility. The plant is designed to serve about 300 households.
- 3 Helped customers save 203 million kilowatt-hours of electricity and 2.5 million therms of natural gas (*January-November 2007*). That's enough electricity to meet the power needs of more than 17,000 households, and enough natural gas to serve more than 3,000 homes.
- 4 Constructed a new, state-of-the-art fish-passage system at our Baker River Hydroelectric Project. The facility will serve as a global model for safely collecting and moving juvenile fish around a large hydro dam.
- 5 Purchased a 277-megawatt (MW) power-generating facility and signed agreements to buy a 125-MW power plant and secure 50 MW of power from a wind facility to help meet our customers' increasing energy needs.
- 6 Increased our capability to withdraw natural gas from our Jackson Prairie storage reservoir to assure more customers receive stable natural gas service on the coldest days.
- 7 Installed or replaced 300 miles of natural gas pipeline, and began providing natural gas service to customers in the city of Cle Elum.
- 8 Built four new substations, upgraded six others, and installed 500 miles of transmission and distribution power lines to strengthen electric-system reliability.



### NEW YEAR RINGS GREEN WITH NEW LOOK

*Energywise* is going green in 2008 with made-in-Washington recycled paper from Grays Harbor Paper and a brand new format. We redesigned our customer newsletter to recognize our commitment to sustainability and to better provide our customers with up to date information about improvements we're making to your utility service and energy-saving and safety tips.

- 9 Equipped our natural gas emergency response and service vehicles with new wireless dispatching technology enabling faster response to emergency locations and arrivals for service appointments.
- 10 Announced plans to merge with an investor consortium, providing our utility with the access to capital necessary to invest in future energy supplies and PSE's energy infrastructure.

These and many other milestones in 2007 positioned PSE well for the coming years. In 2008, we will continue to invest in our pipes and wires and energy supply infrastructure and new programs to provide customers with the tools, equipment, and information necessary to increase energy efficiency in their homes and businesses.

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

PSE

PUGET SOUND ENERGY

The Energy To Do Great Things

## Know how to detect a natural gas leak

We add an unpleasant odor to natural gas so that it's easier to detect leaks. The distinctive odor, called mercaptan, smells like sulfur, or rotten eggs, and alerts you if there is a natural gas leak in your home or elsewhere. Other signs of a possible natural gas leak, particularly near a pipeline, include a hissing sound, blowing dirt, or bubbles rising in a puddle. If you suspect a natural gas leak, call PSE at 1-888-225-5773 or 911.



## PSE works with you to manage energy bills

Because January is typically the coldest month of the year, we know some customers have difficulty paying their heating bills. Please call us to work out payment arrangements and available financial energy assistance. We offer a Budget Payment Plan that evens out payments

for a 12-month period. Our customer assistance programs, such as HELP (Home Energy Lifeline Program) for income-eligible customers, and The Salvation Army Warm Home Fund also are available. Visit PSE.com or call us at 1-888-225-5773.



## Monitor energy use and pay your bill online

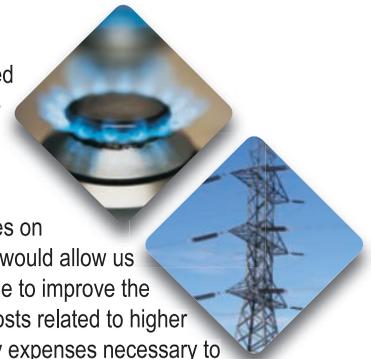
More than 320,000, or about 20 percent, of our 1 million electric and 725,000 natural gas customers use our online tools to enjoy the convenience of viewing as well as paying their bills online. When you log onto PSE.com and register for "My PSE Account," you can view your previous days' electricity and natural gas usage to help manage energy use and bills.



## New natural-gas and electric rates proposed for late 2008

In December 2007, PSE filed a general rate case with the Washington Utilities and Transportation Commission (WUTC) asking to increase natural-gas and electric rates on Nov. 1, 2008. The increase would allow us to recover investments made to improve the energy infrastructure and costs related to higher operating and power-supply expenses necessary to serve our growing customer base.

We recognize the strain that rising costs, including energy costs, can have on households, and are also asking the WUTC to approve increasing bill-payment assistance for our low-income customers.



### ENERGY TIP: *New savings for 2008*

#### **Insulation rebates for natural gas heated homes**

PSE offers up to \$1,600 in insulation rebates to help you save money on your energy bills. Call a PSE Energy Advisor at 1-800-562-1482 or visit PSE.com

Puget Sound Energy 1-888-225-5773 (1-888-CALL PSE) • PSE.com

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



## Call Before You Dig 1-800-424-5555

If you're planning to dig to a depth of 12-inches or more, even on your own property, Washington state law requires that you notify the Utilities Underground Location Center – 1-800-424-5555 – at least two business days before you dig. A representative will come out and mark the ground where each underground utility is located.

### The color code for marked underground utilities

<b>Yellow</b>	<b>Natural gas or oil</b>
<b>Red</b>	<b>Electric</b>
<b>Orange</b>	<b>Telephone or Cable TV</b>
<b>Blue</b>	<b>Water</b>
<b>Green</b>	<b>Sewer</b>

The Call Before You Dig program is a free service provided by your local utilities.

Notify PSE of any damage to underground natural gas pipes. Minor damage such as nicks, scratches, scrapes, gouges or dents can contribute to pipe failure or a future incident. Call 24 hours a day 1-888-225-5773.

### Maintaining fuel lines

Both underground and above ground gas pipes should be inspected periodically for leaks and corrosion. PSE is responsible for maintaining gas pipes from the main to the meter. You or the property owner is responsible for maintaining gas pipes from the outlet of the meter to equipment or appliances. This may include lines to pools, hot tubs or gas barbecues or to detached buildings with natural gas appliances.

More information is available at [www.pse.com](http://www.pse.com)

*The energy to do great things*

# The SMELL of Natural Gas...

**STINKS  
For Your Safety**



**PSE** PUGET SOUND ENERGY

## Make sure all members of your household are familiar with the odor of leaking natural gas.

Clean burning natural gas in its natural state is odorless, colorless and non-toxic. We add a distinct odor called mercaptan to natural gas to make it easy to detect in the case of a leak.

A fingernail scratch on the flame will release a smell similar to rotten eggs – the odor that's added to natural gas as a safety measure. Share this pamphlet with everyone in your household so they can recognize the smell we add to alert you if there is ever a natural gas leak in your home or elsewhere.

### If you smell natural gas:

- ▶ Leave the area immediately.
- ▶ Do not use phones, turn any electric switches on/off or use other electrically operated devices that could cause a spark.
- ▶ Do not smoke. Avoid all open flames.
- ▶ Use a telephone outside your home and call Puget Sound Energy, (PSE), 24 hours a day 1-888-225-5773 or 911.

Using your nose is not the only way to detect a natural gas leak. Blowing dirt, bubbles rising in a puddle or a hissing sound may indicate a leak. If you notice any signs of a natural gas leak, call immediately.

### Natural Gas Safety Features

**Natural gas is non-toxic (not poisonous).**

**Natural gas is lighter than air. If it escapes into the air it dissipates quickly.**

**Natural gas has a limited range of flammability. Only a mixture of 4-14% natural gas in air will actually burn.**

NATURAL GAS



**Scratch and sniff the flame to recognize the smell of natural gas. If you ever suspect a natural gas leak, call PSE at 1-888-225-5773 or 911.**

**Raspe y huela la llama para reconocer el olor del gas natural. Si alguna vez sospecha que hay una fuga de gas natural, llame a Puget Sound Energy (PSE) al 1-888-225-5773 ó al 911.**

刮擦火焰圖案並聞一聞有何氣味，這有助於您辨別天然氣Puget Sound Energy (PSE)的氣味。如果您懷疑有天然氣洩漏，請給PSE打電話，電話號碼是1-888-225-5773，或者打911緊急電話。

Чтобы узнать, как пахнет природный газ, сотрите покрытие и понюхайте запах пламени. Если Вы когда-нибудь заподозрите утечку природного газа, позвоните в компанию Puget Sound Energy (PSE) по телефону 1-888-225-5773 или наберите 911.

# Resolve to be greener

in the New Year.

Buying green power is one resolution that is easy to keep – simply sign up today for Puget Sound Energy's voluntary Green Power Program. It's a convenient and affordable way to help bring more renewable energy, like wind and solar power, to the region.



green  
power

A PROGRAM OF



PUGET SOUND ENERGY

# Join PSE's Green Power Program

Please sign me up for PSE's Green Power Program\*  
at a per month level of:

- \$4/month (minimum)  \$6/month  **100 Percent Option†** (adjusts to green all of your kWh electric usage each month.)  
 Other \_\_\_\_\_ \$4 min.+ any multiple of \$2/month



*Please return this completed form with your bill payment.*

*The amount of your green power purchase will be added to your Puget Sound Energy (PSE) electric bill each month until you call 1.800.562.1482 to discontinue your participation.*

Name \_\_\_\_\_ (optional) PSE Account # 

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Service Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Best time to call \_\_\_\_\_

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

# Take comfort in your home year round



If your home never seems warm enough in winter or cool enough in summer, the culprit may be inadequate home insulation. Improve your comfort and save energy with instant rebates from Puget Sound Energy (PSE) on weatherization services.

**Floor insulation: PSE pays 50% of the cost, up to \$400**

**Attic insulation: PSE pays 50% of the cost, up to \$400**

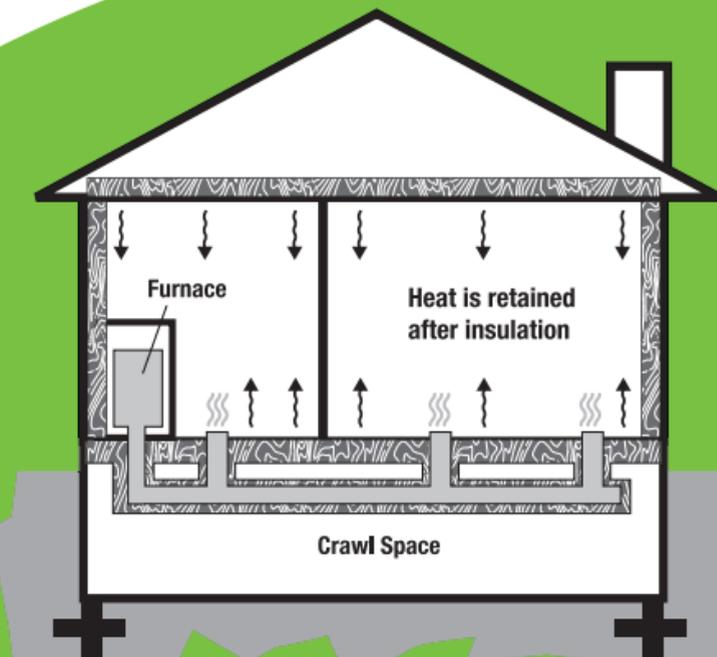
**Wall insulation: PSE pays 50% of the cost, up to \$400**

**Duct insulation: PSE pays 50% of the cost, up to \$200**

**Duct sealing: PSE pays 50% of the cost, up to \$200**

These instant rebates are available to PSE natural gas customers living in a building with four units or less, heated by natural gas. Work must be completed by an independent contractor, pre-authorized by PSE. Participating contractors will test the carbon monoxide level in your home and provide a free carbon monoxide alarm.

*Insulation is like a protective wrap for your home, holding in the winter warmth and blocking out the summer sun.*





# Invest in a **bright future**



Upgrade your business' lighting and receive up to 70 percent of your project cost in rebates from Puget Sound Energy. You'll find that new energy-efficient lighting lasts longer, uses less energy to operate, and provides financial savings on your energy bill that you can invest for the future.

