

May 2009 Puget Sound Energy bill package inserts and information 1.5 million bills

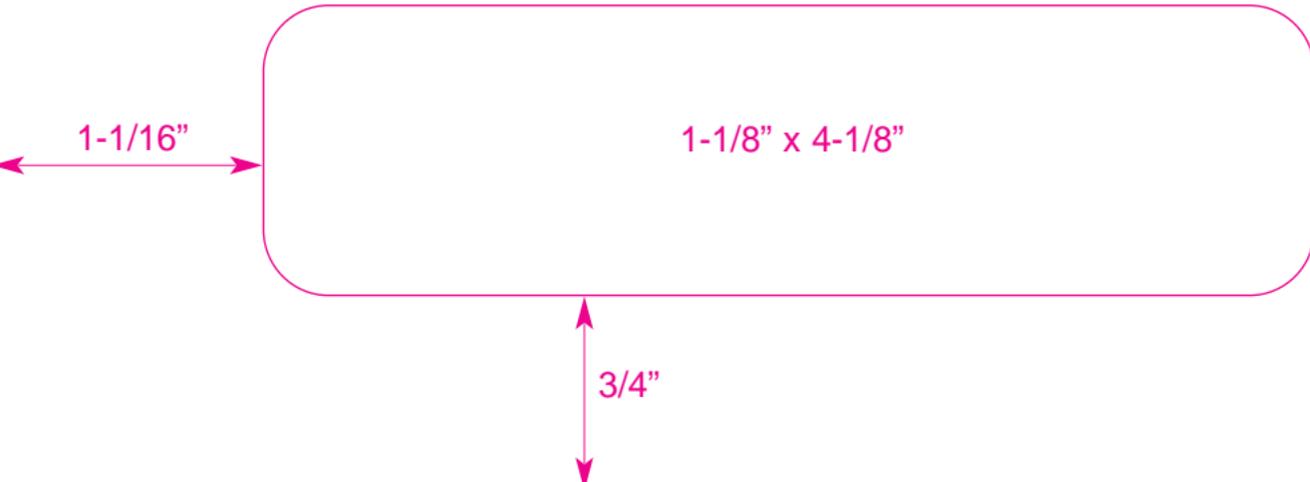
- Outside envelope: For information on PSE's power supply fuel mix, please visit PSE.com
- Return envelope: Supporting renewable energy is as easy as 1,2,3. Green Power message
- Back of bill: Ways to pay your bill; Ways to reach us; Customer service phone number; Bill statement codes; Explanation of 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 May/June – 2009 energy-efficiency tax incentives; \$7,000: PSE rebates for energy efficient home improvements; PSE blog, AskAndy.PSE.com; Supply and demand drive energy prices; Call before you dig; Look up . . . look out; Investments in infrastructure ensure reliability; PSE and customer contribute to renewable resources; In Your Community, Be green – Save energy and recycle too; Bill payment assistance available; Energy-assistance centers; Visit our local customer service offices; Most offices are open Monday-Friday, 9 a.m.-5 p.m.; For information about rates and your rights and responsibilities, please call or visit us online.
- Insert: Notice of Puget Sound Energy's Release of Private Customer Information.
- Insert: 2008 Puget Sound Energy Performance Report Card
- Insert: Be a part of your Green Community! It's easy to participate, simply visit PSE.com or call 1-800-562-1482.
- Insert: CFL bulbs contain a small amount of mercury, so do not put used CFLs in the garbage. Recycle them for free at select PSE offices and participating retail locations.
- Insert: A Ductless Heat Pump is a highly efficient heating and cooling system for electrically-heated homes. Call 1-800-562-1482 to see if you qualify for a rebate.



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

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YOUR PUGET SOUND ENERGY BILL ENCLOSED





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1045 • 3/09

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Supporting renewable energy is as easy as 1-2-3!

- 1 Sign up for Green Power* — Visit **PSE.com**, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.
- 2 For as little as \$4 a month, you will support renewable energy.
- 3 Spread the word! Tell your neighbors about PSE's Green Power Program.



* For PSE electric or combined electric and gas customers only.



This envelope uses 100% post consumer recycled paper.



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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.



2009 energy-efficiency tax incentives

If you put your 2008 tax refund to use this year by making energy-efficient home improvements, you may be eligible for up to \$8,500 in combined PSE rebates and federal tax credits under the American Recovery and Reinvestment Act of 2009 on top of the energy savings you'll achieve for years to come.

PSE encourages homeowners to upgrade windows, doors, insulation and heating equipment with PSE rebates amounting up to \$7,000.

PSE encourages homeowners to upgrade windows, doors, insulation and heating equipment, with up to \$7,000 in rebates.

These energy-saving upgrades may also qualify for a one-time federal-income tax credit of up to \$1,500. Improvements must meet certain energy-efficiency requirements and be placed into service between Jan. 1 and Dec. 31, 2009.

For tax purposes, consult with your tax professional and equipment contractor to determine what will qualify for the tax credit. Please see the chart for details.

\$7,000: PSE rebates for energy efficient home improvements

In addition to the rebates below, customers may be eligible for up to \$1,500 in federal tax credits.

Part of home	Equipment/upgrade	Rebate
Efficient appliances	Lighting fixtures	\$2-20
	Clothes washers	\$50-100
Efficient upgrades	Insulation	\$100-1,600
	Windows	\$1,000
Natural gas heating*	Natural gas furnace	\$350
	Natural gas water heater	\$50-150
	Stand alone natural gas water heater conversion	\$950
	Natural gas conversion	\$500-\$3,950
Electric heating upgrades*	Air source heat pumps	\$200-350
	Ductless heat pumps	\$1,200
Total available per household		\$7,000

* Typically customers would only select one or the other.

For more information on PSE's rebates, visit PSE.com. For a complete list of qualifying home improvements, and the requirements for each category, visit the U.S. Department of Energy's Web site at www.energystar.gov and click on the "Tax Credits for Energy Efficiency" tab at the bottom of the page.

PSE blog

Visit Puget Sound Energy's new blog featuring Andy Wappler, energy and weather guru, and others to discuss ways we can help you control your energy costs and your ideas on how we can better serve you.

Visit AskAndy.PSE.com



Supply and demand drive energy prices

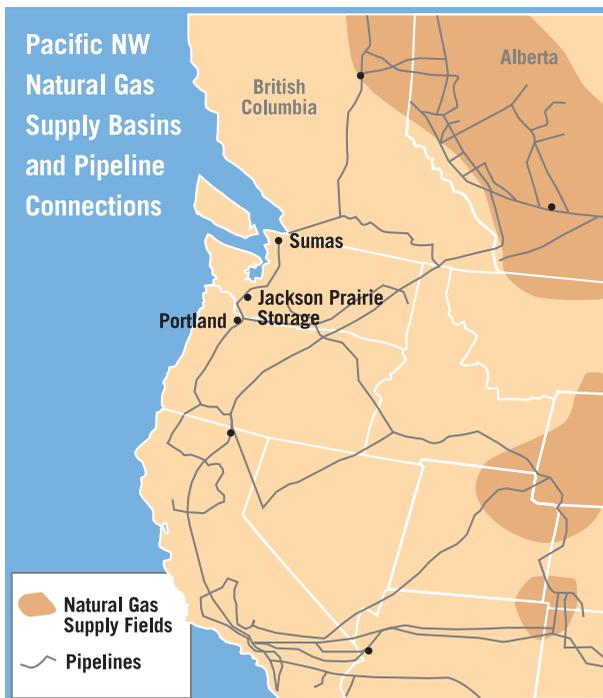
With increased natural gas production activity and lagging demand due to the weakened economy, natural gas supplies currently are strong and prices are low. This spring, the wholesale price of natural gas is hovering around \$4 per million BTUs (British thermal units) compared to a year ago when the price was double that.

Cold temperatures this spring and last winter meant we used much of PSE's natural gas supplies, which are stored underground at our Jackson Prairie natural gas storage facility near Chehalis.

Today, we are busy refilling Jackson Prairie with the lower priced natural gas to ensure that we have enough next winter. One-fourth of the natural gas Pacific Northwest homes and businesses require on a cold winter day can be drawn from the recently-expanded facility.

Clean-burning natural gas remains more economical than electricity or oil for home heating and water heating.

PSE believes so much in the direct heating benefits of natural gas that we're encouraging homeowners with up to \$4,000 in rebates to convert to natural gas for home



and water heating no matter the provider. Find out more by visiting PSE.com or calling a PSE Energy Advisor at 1-800-562-1482.

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.

Look up...look out

When working outdoors around your house, remember to keep tall ladders, roofing materials and pruning equipment clear of overhead power lines to avoid a hazardous situation. Also, if your kite drifts near a power line, let it go! Never try to retrieve a kite caught in a power line, or from a tree located near a power line.



Investments in infrastructure ensure reliability

Despite the slowdown in the economy, we need to continue to make investments in energy resources to strengthen our energy delivery infrastructure and to secure the necessary energy supplies to keep up with our customer's growing energy demand.

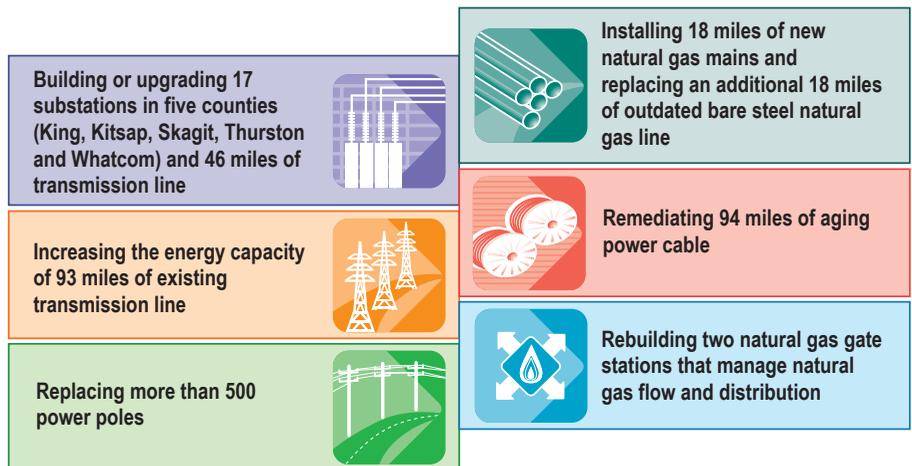
"We are working harder than ever to manage costs, including freezing officer salaries," says Steve Reynolds, PSE president and CEO. "At the same time, we are fortunate, under our new ownership, to be able to move ahead with key projects and take advantage of opportunities in this market to make prudent investments that will support jobs and meet the needs of the customers we serve in Western Washington now and well into the future."

We brought a new source of power online earlier this year when our 310-megawatt natural-gas fired Mint Farm power plant in Longview went into operation. This was after we inspected and fine tuned the 11-month-old plant we acquired last December for \$240 million (at 50-60 percent of replacement cost).



The clean-burning, natural gas-fired power generation complements the wind power we're steadily adding to our supply mix.

We plan investments totaling nearly \$690 million this year on system improvements to upgrade aging natural gas pipes and electric wire and reinforce our generation facilities. See the chart for the listing of energy-delivery projects planned for 2009.



PSE and customers contribute to renewable resources

Growing voluntary customer demand for the PSE Green Power Program is bringing more renewable energy resources online in the Pacific Northwest, and has earned the program recognition from the Environmental Protection Agency as one of the top 10 in the nation.

"Cow power", or using the fragrant byproduct of local dairy farms, is one example of how the Green Power Program is changing how energy is produced. Two dairy farms in our region now operate anaerobic biodigester facilities that use methane from processed cow manure to generate electricity. Combined, the farms crank out a maximum of 750 kilowatts of electricity — enough to power 460 homes annually.



In addition, PSE's work in building our own wind power resources — which is separate from the Green Power Program — has earned us recognition as the second largest utility-owner of wind energy facilities in the nation. PSE's Wild Horse and Hopkins Ridge wind facilities produce enough clean, renewable electricity to serve 100,000 households. The utility this summer is adding 22 additional wind turbines to the Wild Horse Wind and Solar Facility, and is co-developer of the 795-turbine Lower Snake River Wind Energy Project in southeast Washington's Columbia and Garfield counties.

As PSE boosts renewable energy supplies for customers, California utilities are trying to purchase renewable energy credits from PSE as a means to meet their state's ambitious energy policy goals. The proceeds from these sales would flow to PSE customers. In effect, California would be subsidizing our wind energy development and helping us meet our targets when we need them.



In Your Community

Be green – Save energy and recycle too

Compact fluorescent bulbs

Switching to ENERGY STAR-qualified compact fluorescent bulbs is one of the easiest and most effective ways to save energy. Because CFL bulbs use 75 percent less energy and last up to 10 times longer than comparable incandescent bulbs, they can help reduce your energy bill by \$43 over the life of each bulb.

Since CFL bulbs contain a small amount of mercury — enough to cover the tip of a ballpoint pen — they should not be thrown out with your regular trash.

PSE has CFL recycling drop-off locations at several of our customer service offices and other facilities, and disposal sites also are available at lighting, hardware and home improvement stores. For a list of disposal sites, visit PSE.com or call a PSE Energy Advisor at 1-800-562-1482.

Recycle your old or second refrigerator

Old refrigerators and freezers taking up space in your garage or basement could cut up to \$140 off your energy

bill, simply by getting rid of them and replacing them with more efficient models. PSE offers a \$30 rebate with free pick up and recycling for old fridges and freezers. To learn more, visit PSE.com or call a PSE Energy Advisor at 1-800-562-1482.

Empower your shower

PSE is offering a free efficient showerhead and bathroom faucet aerator to qualifying single-family residential households. These showerheads and aerators use up to 20 percent less water and energy. To order your free showerhead kit, call a PSE Energy Advisor at 1-800-562-1482 or fill out the online form at www.freeshowerhead.com.

Save postage with your PSE bill

With postage rates rising, consider enrolling in PSE's online billing program to save time and money while helping the environment by going paperless. Log on to PSE.com and register for "My PSE Account" to monitor your daily energy use and pay your bills online.

Bill payment assistance available

With the unseasonably cool year making your heating bills higher than usual as well as the difficulties you may be facing due to the economic slowdown, we encourage qualified low income customers to contact their local energy-assistance agency to apply for bill-payment assistance provided by the federal government and PSE. See the list of agencies. They also can be found on PSE.com or by calling toll free 1-866-223-5425.

For customers who are not low-income eligible but are having difficulty paying their PSE bill, please call us at 1-888-225-5773 to work out payment arrangements and learn about energy-saving tips and rebates.

Energy-assistance centers

Island County
Opportunity Council
360-679-6577
1-800-317-5427

Jefferson County
Olympic Community
Action Programs
360-385-2571

King County
Multi-Service Center
(for South King County)
1-800-348-7144

Hopelink (for North and
East King County)
1-800-348-7144

Central Area Motivation
Program (for Seattle)
1-800-348-7144

Kitsap County
Kitsap Community Resources
360-479-1507
www.kcr.org

Kittitas County
HopeSource
1-509-674-2375 (Cle Elum)
1-509-962-0435 (Ellensburg)
www.hopesource.us

Lewis County
Community Action Council
of Lewis, Mason and
Thurston counties
360-736-1800
www.caclmt.org

Pierce County
Pierce County Department
of Community Services
(county residents)
1-866-223-1359

Metropolitan Development
Council (Tacoma residents)
253-572-5557

Skagit County
Skagit County Community
Action Agency
1-360-428-1011

Snohomish County
Snohomish County
Human Services Department
425-388-3880

Thurston County
Community Action Council
of Lewis, Mason and
Thurston counties
360-438-1100
www.caclmt.org

Whatcom County
Opportunity Council
360-255-2192
1-888-586-7293

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

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

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





PUGET SOUND ENERGY

The Energy To Do Great Things

Notice Concerning Customer Information

This notice describes how Puget Sound Energy handles your private information (such as your name, address, telephone number and other personal information), collected by virtue of the customer-utility relationship.

PSE's business practices are regulated by the Washington State Utilities and Transportation Commission. The UTC has regulations which limit how PSE may disclose or sell your private customer information.

UTC regulations require PSE to obtain the customer's written permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products. In other words, before we provide your name, service address or other private information to any service or product provider who intends to market services or products to you, we must obtain your written permission to do so first. If you choose not to give us permission, we will not provide any of your personal information to these third parties.

We may, however, insert marketing information into our billing packets. PSE also may share aggregated information, which does not allow you to be personally identified or contacted (for example, information on demographic and site usage), with third parties such as partners and advertisers, without your authorization. This information will not contain any material which could personally identify any individual person, or customer.

We respect your privacy. For more information about our privacy policies, please visit the PSE web site at PSE.com or contact us at 1-888-225-5773.

2008 Puget Sound Energy Performance Report Card



Each year Puget Sound Energy measures how well we deliver our services to you and all of our customers in three key areas: Customer Satisfaction, Customer Services and Operations Services. Combined, these areas represent 11 specific service-quality indexes. Based on customer surveys and other measurements, we match our performance against a set of benchmarks. (See table on other side.) Here are the highlights.

2008 Performance Highlights

Customer Satisfaction

- ◆ In 2008, in addition to meeting nine of the 11 service metrics, we are pleased to report improvements from the prior year in three of our four standards for measuring customer satisfaction. The better scores included:
 - ◆ services you received when you called PSE
 - ◆ customer satisfaction on how we responded and completed your natural gas service request
 - ◆ fewer customer complaints registered with our regulator, the Washington Utilities and Transportation Commission

While customers' evaluation of specific customer-satisfaction services showed improvement, we missed the target in achieving overall customer satisfaction with our services and performance. Customer satisfaction is our hallmark for success, and we are working hard to meet and exceed your and all of our customers' expectations for high level of service.

Customer Services

- ◆ Our ratings in customer services improved slightly. We answered more calls live within 30 seconds or less. And we had fewer disconnections of service for nonpayment of PSE bills.

Operations Services

- ◆ Among the five standards represented in Operations Services, we missed the mark by 27 minutes on meeting the target of 2 hours and 16 minutes for the average amount of time it took us to restore power outages. The average outage duration of 2 hours and 43 minutes per customer in 2008, however, was a four-minute improvement over our 2007 results.

PSE incurred a \$446,691 penalty for missing the benchmark for the average outage duration per customer in 2008. PSE refunded the penalty to customers as an offset to costs included in our electric conservation program charge reduction effective April 1, 2009.

Through our Customer Service Guarantee, we back up our pledge to you when you make a service appointment by crediting \$50 to your PSE bill if we do not meet our commitment. PSE credited customers a total of \$10,300 for missing 1 percent of our total 121,400 scheduled appointments in 2008 for our more than 1 million electric and nearly 750,000 natural gas customers.

Our dedicated employees are always striving to raise the bar by delivering higher standards of service. We aim to continue our success in maintaining and improving your and all of our customers' satisfaction with our service.

2008 Puget Sound Energy Performance Report Card

KEY MEASUREMENT	BENCHMARK	2008 PERFORMANCE	ACHIEVED
CUSTOMER SATISFACTION			
Percent of customers satisfied with our overall services and performance, based on survey	At least 90 percent	83 percent	<input type="checkbox"/>
Percent of customers satisfied with our telephone center services, based on survey	At least 90 percent	93 percent	<input checked="" type="checkbox"/>
Percent of customers satisfied with field services, based on survey	At least 90 percent	91 percent	<input checked="" type="checkbox"/>
Number of complaints to the WUTC per 1,000 customers	Less than 0.50	0.25	<input checked="" type="checkbox"/>
CUSTOMER SERVICES			
Percent of calls answered live within 30 seconds by our telephone center	At least 75 percent	77 percent	<input checked="" type="checkbox"/>
Percent of customers disconnected for non-payment	No more than 3.0 percent	2.4 percent	<input checked="" type="checkbox"/>
OPERATIONS SERVICES			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.01 outages	<input checked="" type="checkbox"/>
Length of non-major-storm power outages per year	Less than 2 hours, 16 minutes	2 hours, 43 minutes	<input type="checkbox"/>
Time from customer call to arrival of field technicians in response to power system emergencies	No more than 55 minutes	55 minutes	<input checked="" type="checkbox"/>
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	35 minutes	<input checked="" type="checkbox"/>
Percent of service appointments kept, as promised	At least 92 percent	99 percent	<input checked="" type="checkbox"/>



In the fight against climate change,

every step counts

You have the power to shape the world for our children. One important step is signing up for PSE's Green Power Program. You can ensure a portion of your electricity comes from renewable sources for as little as \$4 more a month. To enroll, simply fill out the form on the reverse side and mail it with your payment.



Yes, I'd like to take a step against climate change!

Choose how much green power you want to buy each month:

- 100%** Based on your monthly electricity use; \$0.0125 more per kwh than basic service, about \$10-\$12 additional per month for the average customer. **OR** Choose a dollar amount below or fill in your own increment of \$2.00/month. Every \$2.00 supports 160 kwh of renewable energy.
- ___\$4.00 ___\$6.00 ___\$8.00 ___\$10.00
___Other amount (minimum \$4.00): \$_____

Complete this form: Name: _____

Service Address: _____ City: _____

Zip: _____ Daytime phone or email: _____

Account Number (optional): _____

Return this form with your bill payment. The amount of your purchase will be added to your bill each month. Available to PSE electric customers only; you may cancel participation at any time without penalty.

Green Power Program Facts:

Certified by a non-profit
(www.green-e.org)

Supports wind (77%), biomass (14%), low-impact hydro (9%) and solar (<1%) energy from the Pacific Northwest

PSE does not make a profit on the Green Power Program



For more information:

Call an Energy Advisor at
1.800.562.1482 or visit PSE.com

Properly dispose of CFL bulbs

Compact fluorescent light (CFL) bulbs contain a very small amount of mercury, so **do not put used CFL bulbs in the garbage.**

While the amount of mercury in a single bulb is extremely small, it will harm the environment if large numbers of bulbs are disposed of in landfills.

ENERGY STAR® qualified CFL bulbs use up to 75 percent less energy and last up to ten times longer than incandescent bulbs.

Recycle used CFLs for free

See reverse for details



PSE.com

PSE

PUGET SOUND ENERGY

The Energy To Do Great Things

Keep CFL bulbs clean and green - Recycle used CFLs for free



PUGET SOUND ENERGY

The Energy To Do Great Things

Take advantage of free CFL recycling in your area

Many locations near you offer free CFL recycling. Please call ahead to verify availability:

- Retail locations such as Bartell Drugs, Home Depot and IKEA
- County household hazardous waste facilities
- Select Puget Sound Energy office locations

For more information on CFL disposal, including a complete list of recycling locations, visit PSE.com or call a PSE Energy Advisor at 1-800-562-1482, Monday - Friday, 8 a.m. - 5 p.m.

What if a CFL bulb breaks?

The U.S. Environmental Protection Agency offers detailed instructions for safely cleaning up and disposing of broken CFL bulbs. Visit www.epa.gov/mercury/spills for current instructions.

PSE.com

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Heat more efficiently with a Ductless Heat Pump System

Get a \$1200 instant rebate from Puget Sound Energy



A Ductless Heat Pump is a highly efficient heating and cooling system that is easily installed in electrically heated homes. Get a **\$1200** instant rebate from PSE, **plus** up to **\$300** in additional contractor/distributor incentives. To learn more, fill out the form on the back, visit PSE.com or call a PSE Energy Advisor at 1-800-562-1482, Mon. - Fri., 8 a.m. - 5 p.m.

General qualifications:

Must be a PSE electric customer living in an existing single-family home using electric baseboard, wall heaters or forced air furnaces as the primary heating source. For more information on qualifications, visit www.goingductless.com/PSE or call a PSE Energy Advisor at 1-800-562-1482.

PSE.com



PUGET SOUND ENERGY

The Energy To Do Great Things

Use 25 to 50 percent less energy with a Ductless Heat Pump System



PUGET SOUND ENERGY

The Energy To Do Great Things

This \$1200 rebate is a limited-time offer. For more information and to find out if you qualify, call a PSE Energy Advisor at 1-800-562-1482, Mon. - Fri., 8a.m. - 5p.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. _____
(optional)

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

I would also like a contractor referral for:

- Insulation upgrade (up to \$1600 rebate)
- Single-pane window upgrade (up to \$500 rebate)

Visit PSE.com for more information about PSE rebates on energy-efficient products.

PSE.com

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