

February 2011 Puget Sound Energy bill package inserts and information 1.5 million bills

- Outside envelope: Difficulty paying your PSE bill?
- Return envelope: Help others stay warm.
- Back of bill: Ways to pay your bill; Ways to reach us; Bill statement codes; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Customer Service Guarantees; Contact for questions about your bill or service; Late payment fee information and Explanation of terms used
- EnergyWise Newsletter January/February – A season of storms; New year brings more green; PSE: working year-round for storm season; Start the New Year 'Energy Smart'; Bill pay — your way; Online services expand, including new website and mobile access; Report outages online; Maintaining our natural gas system; Keep meters clear of snow, ice; Help us help you; Energy assistance funds available to pay heating bills; Know how to recognize a PSE employee; Warm Home Fund helps those in need; Cold weather tips; Helping local food banks; We have winners!
- Bill print messages
- Insert: Choose green power: Sign up for Green Power today.
- Insert: Heating your home for less is re-energizing: Get a \$1,000 rebate for an air-source heat pump.
- Insert: Having a HomePrint assessment is re-energizing: Learn how you use energy. Learn how to save energy.
- Insert: Turn in that old spare fridge: Get \$30 from PSE.
- Insert: Electric Fuel Mix
- Insert: Choose efficient lighting: Get up to \$12 instantly from PSE.



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



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

BELLEVUE, WA 98009-9269





Help others stay warm.

- ◆ *Consider a tax-deductible donation to The Salvation Army Warm Home Fund.*
- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



PSE.com



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, or call 1-888-225-5773 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

JANUARY-FEBRUARY 2011

IN THIS ISSUE

- Bill pay options
- Energy assistance funds
- Cold weather tips

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

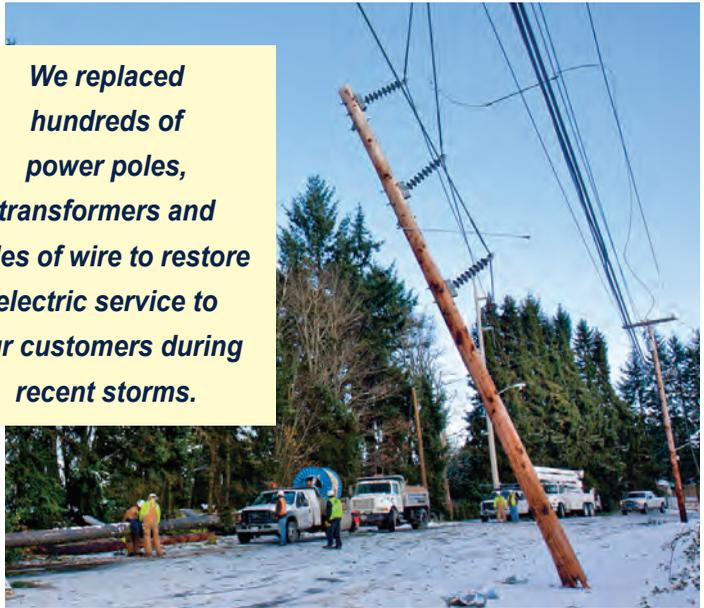
PSE.com • Manage your account and pay online.

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

Puget Sound Energy
1-888-225-5773

PSE.com
Twitter.com/PSETalk
Facebook.com/PugetSoundEnergy
Flickr.com/PugetSoundEnergy
YouTube.com/PugetSoundEnergy



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

February 2011 bill print messages

Bill print message for all natural gas service customers through Feb. 25

Notice: A public comment hearing on a proposed settlement of Puget Sound Energy's Oct. 1, 2010 request to increase natural gas rates (Docket UG-101644) has been **rescheduled for Tuesday, March 1, at 1:30 p.m.** at the Utilities and Transportation Commission, 1300 S. Evergreen Park Dr. SW, Olympia, WA . The proposed settlement results in an overall average increase of 1.8% for all natural gas customers. For residential natural gas customers, the average increase would be 2%. Call 1-888-333-9882 or visit www.utc.wa.gov or PSE.com for more information.

Bill-print message for bi-monthly electric-service customers through March

Your bill this month includes a credit that appears as the Federal Wind Power Credit as well as an adjustment to the Merger Credit.

Bill print message for Maple Valley bi-monthly electric service customers through Feb. 25

The December 25, 2010 change in rates is the result of the City of Maple Valley's change in city tax. The city tax rate on your bill has changed from 3.23% to 6.63%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill-print message for City of Yarrow Point bi-monthly electric service customers through March 3

The January 1, 2011 change in rates is the result of the City of Yarrow Point's change in city tax. The city tax rate on your bill has changed from 5.21% to 6.25%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill-print message for City of Medinaelectric customers through March 11

The January 8, 2011 change in rates is the result of the City of Medina's new city tax. The city tax rate on your bill is 3.23%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.



RE-ENERGIZE YOUR HOME REFILL YOUR CUP

Choosing Puget Sound Energy's Green Power Program is a great way to help keep our planet cool. And this travel mug is a great way to keep your beverage hot!

To thank you for joining PSE's Green Power Program, we will give you this reusable travel mug made from biodegradable plastic.* Simply enroll or upgrade your participation to 100 percent between February 1, 2011 and March 31, 2011 to receive your thank you gift.

Join over 29,000 of your neighbors. Choose Green Power by completing the form on the reverse side of this page and mailing it in with your bill payment.

**While supplies last.*

PSE.COM/GREENPOWER



Sign up today and receive your travel mug FREE!

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

100 percent. Green all of your monthly electricity use for only \$0.0125 per kWh extra—usually about \$10 to \$12 additional per month for the average customer.

OR

Choose a dollar amount below to be added monthly to your bill. Each \$2 increment supports 160 kWh of renewable energy.

___\$4.00 ___\$6.00 ___\$8.00 ___\$10.00

Complete this form: Name: _____

Service Address: _____ City: _____

ZIP: _____ Daytime Phone or E-mail: _____

PSE Account Number (10 digits - optional): _____

Return this form with your bill payment. The amount of your Green Power purchase will be added to your bill each month and support local renewable energy development projects. Available to PSE electric customers only. You may cancel participation at any time without penalty.



GREEN POWER PROGRAM FACTS:

- Supports wind (61%), biomass (28%), low-impact hydro (10%) and solar (1%) energy from our region.
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit (www.green-e.org)



For more information, visit **PSE.com/GreenPower** or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



MAKING YOUR HOME HEATING MORE EFFICIENT IS RE-ENERGIZING

Get a \$1,000* rebate when you replace your inefficient electric furnace with an air-source heat pump

When you replace your forced-air electric furnace with a qualifying energy-efficient heat pump system you can stay warm in the winter, cool in the summer and save energy all year round. You will also enjoy the satisfaction of helping the environment and lowering your utility bill. You really can have it all! To receive more information about this rebate, please see the information on the back.

Written pre-approval is required. Qualifying products must be installed in a single-family property or attached housing with four units or less. **Additional qualifications apply.*

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



HAVING A HOMEPRINT™ ASSESSMENT IS RE-ENERGIZING

Get a **FREE** overview on making your home more energy efficient

Receive practical recommendations on how your home could operate more efficiently with **Puget Sound Energy's HomePrint Assessment**. Provided by an independent PSE-Qualified Specialist, this **FREE** in-home service will give you a better understanding of your home's energy consumption, and cost-effective ways to use less energy - all designed to improve the comfort and efficiency of your home.

Who qualifies? PSE electric customers living in an existing single-family property or attached housing with four units or less. One (1) rebate per household.

HomePrint™
Assessment

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

PSE's HomePrint Assessment includes:

Energy-efficient fixtures

- On-site installation of FREE compact fluorescent light bulbs

Assessment

- A summary of energy-saving recommendations, plus information on; PSE energy-efficient product rebates, contractor referrals, and other helpful energy efficiency tips.

Schedule your HomePrint Assessment today

Call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m., for referrals to Independent PSE-Qualified Specialists in your area or visit **PSE.com/HomePrint** to learn more.



GET EXPERT HELP

Want to Re-Energize your next home improvement project? PSE can recommend the right contractor for the job.

Visit **PSE.com/CRS** to request a referral for a pre-screened, independent contractor in your area.



RECYCLING YOUR SPARE FRIDGE IS RE-ENERGIZING

Save energy and get **FREE pickup** and **\$30** from Puget Sound Energy when you recycle your secondary fridge or freezer.

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

Goodbye fridge #2. Hello savings.

Your spare refrigerator or freezer could be costing you over \$100 a year on your electric bill. Older models can use up to four times more energy than new efficient models.

To schedule your free pickup, visit **PSE.com/Fridge** or call **1-866-551-9755**.

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. Recycled unit must be 10-30 cubic feet in size and in working (cooling) order. For complete guidelines, visit PSE.com/Fridge. Additional qualifications apply.



4348 01/11

**SAVING
EVEN
MORE
IS
RE-ENERGIZING**

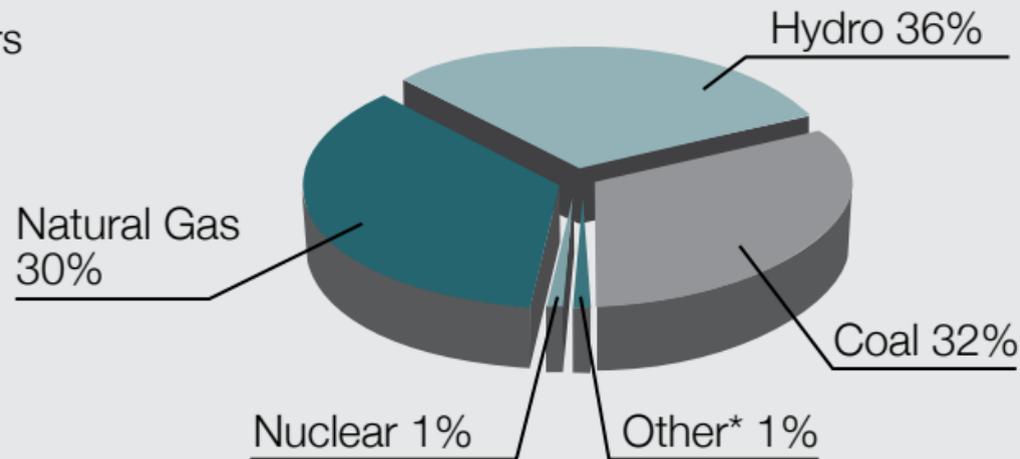
For more energy-saving tips and offers, visit **PSE.com/ForYourHome** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



Electricity Fuel Mix

The electricity that Puget Sound Energy delivers to customers is generated using a number of different resources. The fuel mix for these resources for electricity delivered in 2009 is shown in the following table and chart:

Fuel	Percentage
Coal	32
Hydroelectric	36
Natural Gas	30
Nuclear	1
Other*	1
Total	100



* Biomass, landfill gas, petroleum, waste and wind.

Source of data: Published by the Washington Department of Commerce with data reported by PSE.



PSE is meeting our customers' long-term energy needs by:

- upgrading aging hydroelectric facilities
- building renewable energy resources
- operating efficient, clean-burning natural gas-fired plants
- “generating” more energy by helping our customers be more energy efficient

PSE.com



PSE

PUGET SOUND ENERGY

The Energy To Do Great Things



RE-ENERGIZE YOUR HOME LIGHTING



Brighten up your home with lighting rebates from Puget Sound Energy. Get up to **\$3 off** ENERGY STAR® bulbs and up to **\$12 off** ENERGY STAR fixtures at participating retailers.

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

Save hundreds each year on your electric bill with ENERGY STAR lighting

We've made it easy to save on lighting at **more than 400 stores** and convenient to recycle your spent compact fluorescent light (CFL) bulbs at locations throughout Western Washington.



To learn more about efficient lighting, rebates and recycling, visit **PSE.com/Lighting** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

4567 01/11



SAVE WITH STYLE

CFL bulbs come in a variety of styles and colors, including soft and bright light. To see which type works best for you, visit **PSE.com/Lighting**.

