

January 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: Re-Energize your next home improvement project: PSE can help you find the right contractor for the job.
- Insert: Heating Your Home and Not the Outdoors is Re-Energizing: Get up to \$800 in rebates for insulation.
- Insert: Re-Energize your workplace: Together we can keep 50,000 CFL bulbs out of landfills.
- Insert: Heating water for less is Re-Energizing: Get up to \$200 in rebates on ENERGY STAR® water heaters



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





PUGET SOUND ENERGY

The Energy To Do Great Things

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



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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, 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.



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

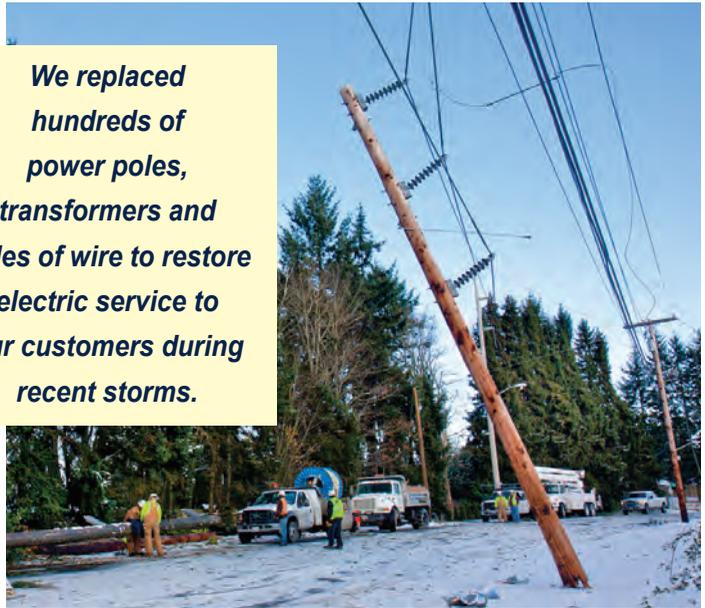
PSE.com • Manage your account and pay online.

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.

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.

January 2011 bill-print messages

Bill-print message for all electric-service customers

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 all natural gas customers

Your bill this month includes an adjustment to the Merger Credit.

Bill-print message for all natural gas customers through Jan. 20, 2011

On Oct. 1, PSE filed with the Washington Utilities and Transportation Commission (UTC) a request to increase natural gas rates by an average of 2.3% for all natural gas customers. Individual customers will see increases more or less than the 2.3%. The UTC welcomes your comments about this proposed rate increase online at www.utc.wa.gov/comment; by email at comments@utc.wa.gov; by phone at 888-333-WUTC(9882); by fax at 360-664-4291 or writing to UTC, P.O. Box 47250, Olympia, WA 98504; please refer to Docket UG-101644. A public comment hearing has been tentatively scheduled for March 14, 2011 in the Commission's Main Hearing Room, 1300 S. Evergreen Park Dr. SW, Olympia, WA, 98504. The actual date, time and place for a public comment hearing will be posted on the UTC website (utc.wa.gov) and on PSE.com by **mid January 2011**.

Bill-print message for City of Yarrow Point electric and natural gas customers

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 Medina electric and natural gas customers

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.

Bill-print message for City of Roy electric and natural gas customers

The January 13, 2011 change in rates is the result of the City of Roy'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.



RE-ENERGIZE

YOUR NEXT HOME IMPROVEMENT PROJECT

Puget Sound Energy's Contractor Referral Service can save you the time and hassle of finding the right contractor for the job. Member contractors:

- Have a thorough understanding of energy codes and a commitment to energy-saving equipment and product applications to help you save money
- Abide by fair business practices under the Better Business Bureau, the Department of Labor & Industries and the Attorney General's Office
- Are licensed, certified, insured and bonded
- Receive on-going training on the latest technology and methods
- Receive regular performance reviews to maintain high standards

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

PSE can help you find a pre-screened, independent contractor to Re-Energize your next home improvement project.

Request a referral for one of the following energy-efficient home upgrades at [PSE.com/CRS](https://www.pse.com/crs) or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. You may also qualify for a rebate from PSE.

Weatherization

- Insulation
- Duct sealing

Heating and water heating

- Natural gas fuel conversion

Electric systems:

- Ductless heat pump
- Geothermal heat pump
- Air-source heat pump
- Heat pump water heater
- Storage water heater
- Waste-water heat recovery system

Natural gas systems:

- Furnace
- Fireplace insert
- Boiler
- Tankless water heater
- Storage water heater

FUNDING FOR EFFICIENCY

PSE can provide you with information on competitive financing for your energy-efficient home improvements.

Just call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



HEATING YOUR HOME AND NOT THE OUTDOORS IS RE-ENERGIZING

Get up to \$800 in rebates for insulation

If your home just never seems warm enough no matter how high you blast the heat, you may need to weatherize. Particularly, if your home was built before 1980, well, let's just say there's a good chance you've got some room for improvement in the insulation department. Puget Sound Energy is offering **up to \$800** in instant rebates for qualifying weatherization upgrades.

| | | |
|--|------------------|------------------|
| 50 percent of the cost, up to \$200 for | Floor insulation | Attic insulation |
| | Wall insulation | Duct insulation |
| Free for qualifying customers | Duct sealing | |

Note: Income-eligible customers may qualify for free upgrades.

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



RE-ENERGIZE YOUR WORKPLACE

**Sign up for Puget Sound Energy's Bulb Drive and
bring free CFL bulb re-cycling to your office**

What do you do when that energy-saving compact fluorescent light (CFL) bulb **FINALLY** burns out? If your office participates in PSE's Bulb Drive, then you can properly recycle it at work! PSE is recruiting local businesses in its electric service area with 20 or more employees to host free PSE CFL bulb collection boxes. Employees can bring in their spent bulbs, even collect them from their friends and neighbors, and **together we can keep 50,000 CFL bulbs out of landfills this year!**



To sign up for the bulb drive visit,
PSE.com/BulbDrive

It's easy to properly recycle your spent bulbs for FREE at these convenient Federal Way locations!

- City of Federal Way City Hall – 33325 8th Ave S
- City of Federal Way Community Center – 876 S 333rd St
- Dumas Bay Center – 3200 SW Dash Point Rd
- Home Depot #4703 – 1715 S 352nd St
- Lowe's – 35425 Enchanted Pkwy S
- PC Recycle – 29100 Pacific Hwy S



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

BREAK A BULB?

Try to avoid breaking them but if you do, don't panic! The U.S. Environmental Protection Agency offers detailed instructions for safely cleaning up and disposing of broken CFL bulbs. Visit epa.gov/mercury/spills for current instructions.



HEATING WATER FOR LESS IS RE-ENERGIZING

Upgrade to an energy-efficient water heating system and save.

Second to your heating system, your water heater is the largest energy user in your home.

Re-Energize the way you heat water and get a **rebate** from Puget Sound Energy when you upgrade to an ENERGY STAR® qualified natural gas system.

To receive more information about a specific rebate, check which one you're interested in, then follow the instructions on the back.

- ENERGY STAR tankless water heater \$150 – \$200
- ENERGY STAR storage water heater (EF of .67 or higher) \$100

Got an electric water heater? You may qualify for a \$950 rebate from PSE to convert your water heating source to natural gas.

Qualifying products must be installed in a single-family property or attached housing with four units or less. Rebate application must be submitted within 30 days of product installation.

Additional qualifications apply.

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

