

## **March 2011 Puget Sound Energy bill package inserts and information 1.5 million bills**

- Outside envelope: Go paperless with online statements.
- Return envelope: Know what's below. Call before you dig.
- 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 March/April – It takes teamwork to restore power — from customer call to lights on; Kimberly Harris new CEO; Want to go green?; Free tours; Check your natural gas piping; New natural gas rates requested for April 1; Difficulty paying your bill?; Safety tip: keep natural gas meters unblocked and clear of debris; Service Guarantees; PSE.com – Better than ever; Free assessment to make your home more energy efficient; Bulb drive extended; Save with showerhead rebate.
- Bill print messages
- Insert: Choose green power: Sign up for Green Power today.
- Insert: Heating water for less is re-energizing: Get a \$250 rebate for a heat pump water heater.
- 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: Re-Energize your workplace: Together we can keep 50,000 CFL bulbs out of landfills.
- Insert: Showering in savings is re-energizing: Get a \$10 instant rebate on efficient showerheads.
- Insert: Heating Your Home and Not the Outdoors is Re-Energizing: Get up to \$800 in rebates for insulation.



**PUGET SOUND ENERGY**

P.O. Box 97034  
Bellevue, WA 98009-9734

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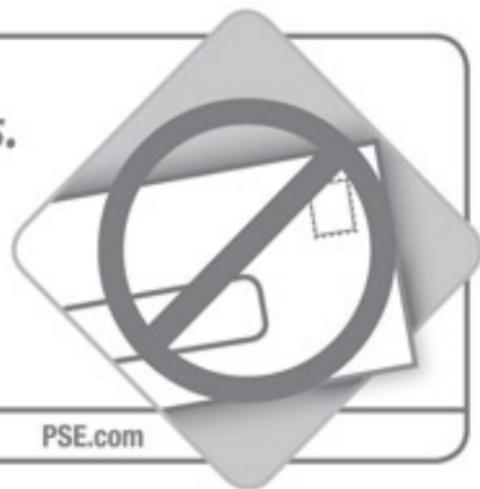
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***Go paperless with online statements.***

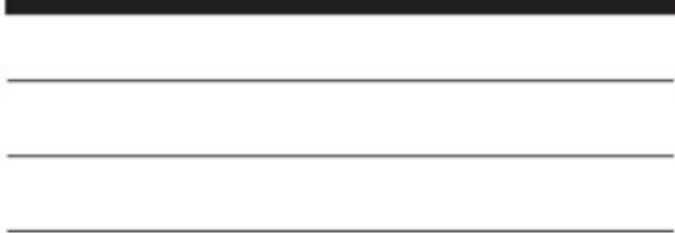
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PSE.com



For information on PSE's power supply fuel mix, please visit PSE.com



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BELLEVUE, WA 98009-9269





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**Know what's below.  
Call before you dig.**

**Determina lo que está bajo tierra.  
Llama antes de excavar.**



### 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](http://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.



MARCH-APRIL 2011

## IN THIS ISSUE

- Teamwork to restore power
- Bill payment assistance
- Energy-saving opportunities

### Want to go green?

With the start of spring, we're thinking green and hoping you are too. Here are ways PSE customers are greening up:



- ✓ Nearly 30,000 customers now purchase renewable energy through PSE's Green Power Program. This voluntary program allows electric customers to buy renewable energy equal to any portion of their electricity use. Simply enroll online at [PSE.com/GreenPower](http://PSE.com/GreenPower).
- ✓ Nearly 815 PSE customers generate some of their own "green" power, right from their own roofs and backyards. Examples include solar, wind, and hydro power.

Puget Sound Energy  
1-888-225-5773  
TTY: 1-800-962-9498

[PSE.com](http://PSE.com) • Manage your account and pay online.

## It takes teamwork to restore power — from customer call to lights on

*It only takes a single tree to knock out power, but it requires a team effort to restore it. It starts with a call or online report from a customer and involves several steps to bring the lights back on. Here's a nine-hour journal of what happens when the power goes out on a typical windy and rainy winter day.*

### 4:47 p.m. — Dark house near Woodland Way, Kent

Two days of rain and an afternoon of gusty winds have caused scattered outages across southern King County. "PSE? I just heard a loud noise and the house went dark. Can you send someone — soon? I'm worried about my grandmother who lives with us." PSE Customer Service Representative Adam Farr opens an electronic form on his computer.

### 4:53 p.m. — System Operations, EFR Office, Redmond

Adam's "emergency" work order appears instantly on the monitors of System Operator Art Stretch and Electric First Response Dispatcher Lindsey Raso. The computer program shows the closest available service lineman, Mark Kibler.

### 4:54 p.m. — PSE bucket truck, somewhere in Auburn

Viewing the listing on his mobile laptop, Mark confirms the address and pulls his truck into traffic.

*(Continued on inside)*

## Kimberly Harris new CEO

*Kimberly Harris, president of Puget Sound Energy, assumed additional duties March 1 as CEO. She succeeds Steve Reynolds, who retired after serving as PSE president and CEO for nine years. Harris has been with PSE since 1999.*





### Free tours

From April through November is a great time to plan a visit to PSE's Wild Horse Wind and Solar Facility, located on the Old Vantage Highway east of Ellensburg, just north of I-90. Stop in at the Wild Horse Renewable Energy Center to learn how technology and nature co-exist, and walk the Trail of Discovery.

**Open:** April 1 - Nov. 30  
Hours 9 a.m. - 5:30 p.m. daily

**Tours:** Daily at 10 a.m. and 2 p.m.

**Info:** 509-964-7815 or  
PSE.com/WildHorse

### Check your natural gas piping

PSE regularly inspects the underground natural gas pipelines in the street and to your meter to make sure they are operating properly and safely. If you have buried piping to pools, hot tubs, natural gas barbecues or detached buildings, except for a few special cases, this piping is usually not maintained by PSE. If not properly maintained, buried piping may leak or corrode. It should be periodically inspected; if an unsafe condition is discovered, it should be repaired by a licensed plumbing contractor. If you plan to excavate, your buried piping should be located in advance by the contractor and the excavation done by hand if it's near the piping.

## It takes teamwork to restore power

*(Continued from page 1)*

### 4:59 p.m. — Customer Call Center, Bothell

Additional calls come in from the same area. It's clear that the outage is affecting dozens of customers.

### 5:23 p.m. — PSE bucket truck, approaching Kent

Mark is in luck. Even in the dark, he spots the trouble: a pole leaning under the weight of a toppled Douglas fir has caused a short circuit.

Response took just 48 minutes, but power won't return nearly as quickly. The fix will require additional crews to remove the tree, right the pole and make repairs.

Mark calls PSE System Operations to dispatch a crew. Then he opens the nearest switches to isolate and de-energize the portion of line, making it safer for the public and the crew.

### 5:40 p.m. — System Operations, Redmond

Art arranges for the needed resources: a tree crew and a flagger to give the pole crew a safe worksite in the dark. Repair time is estimated at four to five hours. Art enters this into the computer system so that customer service reps can give updates to customers.

### 5:45 p.m. — Customer Call Center, Bothell

Adam checks the computer screen before answering the 44th customer calling from Woodland Way: "We have a serviceman on the scene and a crew on the way. We think power will be out until at least 11 p.m."

### 7:15 p.m. — Electric-repair service crews, Woodland Way

Potelco pole crew foreman Mike Wagner is on scene and reviews safety and job requirements with his crew. He verifies the switches are open and phones Art to request a clearance that it is safe to work on the system. His crew then installs grounds for safety purposes so the Asplundh tree crew can start work.

*In addition to our own crews, PSE contracts with Potelco for electric maintenance and construction and with Asplundh for tree trimming work.*

### 8:25 p.m. — Woodland Way

The pole crew encounters an unhappy surprise: the pole is cracked below the soil line and must be replaced. The status is reported to System Operations and Art records a new estimated restoration time.

### 1:30 a.m. — Woodland Way

The job goes smoothly and the new pole is installed. One more call to System Operations and clearance is released.

### 1:35 a.m. — A dark house along Woodland Way

The lights in a grandmother's room cast a warm glow. Customers along Woodland Way have their power back.

*This story is based on actual events.*



## New natural gas rates requested for April 1

A proposal for an overall 1.8 percent increase in our natural gas revenues, primarily to recover increased costs to maintain and update our natural gas system, is expected to be decided in March by the three-member state Utilities and Transportation Commission. If approved, new rates would go into effect April 1. For the average residential natural gas customer using 68 therms a month, the increase would be 2 percent, or \$1.68, for a monthly bill of \$84.65.

## Difficulty paying your bill?

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. To locate an agency in your area, call 1-866-223-5425.



For customers who are not eligible for assistance but still have difficulty paying their PSE bill, please call us at 1-888-225-5773 to make payment arrangements and learn about energy-saving tips and rebates.

## Safety tip: keep natural gas meters unblocked and clear of debris

While working on outdoor spring projects, make sure your natural gas meter and service line connections are clear of landscaping. This helps ensure the equipment operates properly and safely and is easily accessible to PSE service technicians to perform periodic safety checks and maintenance as well as critical tasks in an emergency.

- Clear debris, dirt, bark or mulch from around the meter to ensure that no part of the meter, including the meter shut-off valve, becomes buried.
- Regularly trim grass, plants and shrubs so that water doesn't collect around the meter and piping.
- Do not tie pets or objects to the meter or outside natural gas pipes.
- Do not enclose any part of the meter or piping to the meter, including the meter shut-off valve, in concrete or paving, or under a deck, porch or any other type of structure.



PSE makes two service guarantees to you. First, we commit to keeping scheduled appointments, and second, we commit to restoring power outages as soon as possible.

- ✓ If we don't keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment, you'll receive a \$50 credit on your PSE bill.
- ✓ If your electric service is disrupted for 120 consecutive hours or longer, you may be eligible to receive a \$50 credit on your PSE bill.

These service guarantees are in addition to 10 service quality measures that track PSE's performance. They are subject to certain conditions and may be suspended during unusual and exceptional circumstances. Visit [PSE.com/Guarantees](http://PSE.com/Guarantees) for more information.

### ***PSE.com – Better than ever***

Watch for our upgraded website, scheduled to go live this spring. Improved navigation, enhanced Web tools and livelier content make it easier to view your account, pay your bill online, and find energy-saving and safety tips.

## Free assessment to make your home more energy efficient

Did you know you can receive practical — and professional — advice on how your home could operate more efficiently with PSE's HomePrint™ Assessment?

Performed by an independent PSE-qualified specialist, this free in-home service will provide you with a better understanding of your home's energy consumption, cost-effective ways to save energy, and solid information on ultimately improving the comfort and efficiency of your home.

To schedule your HomePrint Assessment, call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m. Visit [PSE.com/HomePrint](http://PSE.com/HomePrint) for more information.



## Bulb drive extended

**Good news!** PSE's CFL Bulb Recycling Drive continues in 2011. CFL bulbs contain trace amounts of mercury and shouldn't be tossed in household garbage or recycling bins. You can help keep 50,000 light bulbs out of landfills by ordering a free recycling box for your workplace.

There are more than 500 recycle boxes at select PSE offices, retail locations, city halls and other Western Washington locations. So far more than 17,000 bulbs have been returned, which means all their reusable glass, circuitry, aluminum and plastic is being recycled.

**Join the fun!** Sign up at [PSE.com/BulbDrive](http://PSE.com/BulbDrive) to host a box where you work or find a complete list of recycling locations. You can always call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



## Save with showerhead rebate

Save money, energy and water with efficient WaterSense-labeled showerheads. Starting in March, PSE electric and natural gas customers can get instant rebates on select models. Visit [PSE.com/Showerheads](http://PSE.com/Showerheads) for more information.



## Need new CFL bulbs or lighting fixtures?

You could save hundreds of dollars on your electric bill each year by switching to more efficient lighting.

Compact fluorescent light (CFL) bulbs use 75 percent less energy than incandescent bulbs and can last 10 times longer. Save energy and money by taking advantage of PSE's lighting discounts and rebates. PSE residential electric customers can get up to \$3 off ENERGY STAR®-qualified CFL bulbs and up to \$12 off ENERGY STAR-qualified fixtures. Participating retailers are listed at [PSE.com/Lighting](http://PSE.com/Lighting).

## 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  
TTY: 1-800-962-9498

PSE.com  
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Facebook.com/PugetSoundEnergy  
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YouTube.com/PugetSoundEnergy



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

## ***March 2011 bill print messages***

### Bill-print message through March 11 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 through March 16 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 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](http://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](http://www.green-e.org))



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



# SAVING ON WATER HEATING IS RE-ENERGIZING

Get up to \$550 back on an ENERGY STAR® heat pump water heater

If your electric water heater has been around for 12 years or more, it's probably costing you more than you think every time you turn that tap to "H". An **ENERGY STAR heat pump water heater** is twice as efficient as a standard model and can save you up to \$200 a year in electricity costs. **For a limited time**, there are **two ways** you could earn money back when you upgrade:

**1 \$250 rebate**  
Puget Sound Energy  
[PSE.com/Rebates](http://PSE.com/Rebates)

**2 up to \$300 credit\***  
Federal tax credit  
\*Consult with your tax advisor for more information

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

**MORE>>**





# 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.*

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**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.





# RE-ENERGIZE YOUR WORKPLACE

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

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!**



[PSE.COM/BULBDRIVE](https://www.pse.com/bulbdrive)

## Sign your office up for PSE's Bulb Drive and help recycle 50,000 CFL bulbs

To learn more and sign up, visit **PSE.com/BulbDrive** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



Energy-saving and long-lasting as they are, CFL bulbs contain trace amounts of mercury, and can't be tossed in the household garbage or recycling bin. Visit **PSE.com/CFLRecycle** for a list of free CFL bulb recycling locations available year round.

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## 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.





# SHOWERING IN SAVINGS IS RE-ENERGIZING

Save money with instant discounts on premium, efficient showerheads from Puget Sound Energy.

Residential electric and natural gas customers can **get \$10 off** a variety of WaterSense labeled models that can save you money on your utility bills.

To get yours, visit **[PSE.com/Showerheads](https://www.pse.com/showerheads)**.

**[PSE.COM/SHOWERHEADS](https://www.pse.com/showerheads)**

# Heating water is the #2 energy user in your home

- By saving water, you also save the energy needed to heat it for things like hot showers.
- Only the best products qualify for the EPA's WaterSense label.
- WaterSense showerheads can save you money on your water and energy bills without sacrificing style, quality or comfort.

*Must be a PSE customer living in an existing single-family property or attached housing with four units or less and heat your water with electricity or natural gas from PSE. Limit two (2) rebates per household.*

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# SAVE MORE WATER

To get yours, visit  
**[PSE.com/Showerheads](https://www.pse.com/showerheads)**.

Have a question? Contact  
a PSE Energy Advisor at  
**1-800-562-1482**, Mon.  
through Fri., 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 <b>\$200</b> for	Floor insulation	Attic insulation
	Wall insulation	Duct insulation
<b>Free</b> for qualifying customers	Duct sealing	

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

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

