

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

- Outside envelope: Go paperless with online statements.
- Return envelope: Supporting renewable energy is as easy as 1-2-3!
- 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
- Bill print messages
- 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.
- Insert: Re-Energize your next home improvement project: PSE can help you find the right contractor for the job.
- Insert: Heating water for less is re-energizing: Get a \$250 rebate for a heat pump water heater.
- Insert: Going ductless is Re-Energizing: Get an \$800 rebate for a ductless heat pump system.
- Insert: Showering in savings is re-energizing: Get a \$10 instant rebate on efficient showerheads.
- Insert: Finding the perfect light bulb is Re-Energizing: Get up to \$3 off the right CFL bulb.



PUGET SOUND ENERGY

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

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

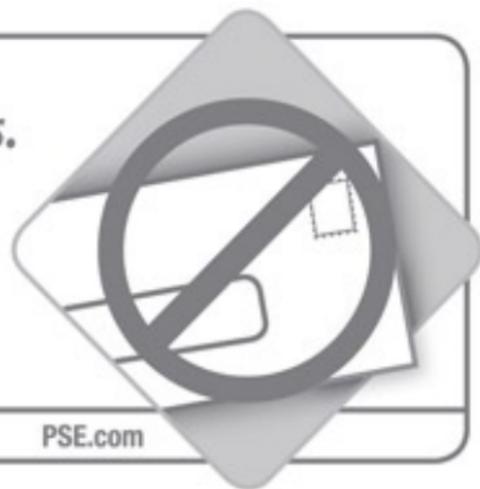
YOUR PUGET SOUND ENERGY BILL ENCLOSED





Go paperless with online statements.

Sign up for Puget Sound Energy's free online services to manage your account and pay online at PSE.com.



PSE.com



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



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit PSE.com for more information.



BELLEVUE, WA 98009-9269





PSE *PUGET SOUND ENERGY*



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.



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.

April 2011 bill print messages

On natural gas and electric detail pages

On April 1, 2011, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections, since these periods were billed differently.

For City of Lynnwood natural gas customers, on natural gas detail page

The April 1, 2011 change in rates is the result of the City of Lynnwood's change in city tax. The city tax rate on your bill has changed from 4.18% to 6.27%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.



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.
- ✓ 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 • 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 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 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 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 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.

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
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.



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.



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

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>>



GOING DUCTLESS IS RE-ENERGIZING

Get an \$800 rebate from Puget Sound Energy for an energy-efficient ductless heat pump system

Ducts? Who needs 'em? With an efficient ductless heat pump system you stay warm in the winter, cool in the summer and save energy all year round. PSE offers an **\$800 rebate** when you Re-Energize your electric heating equipment by upgrading to a ductless heat pump.

*Who qualifies? Residents living in an existing property with four units or less, heated mainly by electricity from PSE. Must install AHRI-certified equipment that is at least 1.0 ton and uses inverter technology. **Additional qualifications apply.***

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

Re-Energizing is good for you, your community and the environment. PSE can help you get started.

For more information, complete and return this form with your bill payment. Or visit PSE.com/Rebates or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.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 Re-Energize Your Home e-newsletter.

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.



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/Showers](https://www.pse.com/showers)**.

[PSE.COM/SHOWERS](https://www.pse.com/showers)

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.

4403 02/11



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.





FINDING THE PERFECT LIGHT BULB IS RE-ENERGIZING

Puget Sound Energy offers up to **\$3 off** ENERGY STAR® CFL bulbs at participating retailers, plus your CFL bulbs will use 75 percent less energy and last 10 times longer. Visit **[PSE.com/Lighting](https://www.pse.com/lighting)** for a complete list of retail locations.

Bring the guide on the back to the store to find your perfect bulb.

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

Which light bulb is right for you?

Placement choices



Spiral

- Table/Floor Lamp
- Ceiling
- Wall Sconce
- Outdoor Covered



Reflector

- Recessed Can



A-line

- Table/Floor Lamp
- Ceiling
- Wall Sconce
- Outdoor Covered



Globe

- Vanity

Color choices

6500 K

**Daylight/
tasks/work**



5000 K

4500 K

**Bright white/
reading**



3800 K

3000 K

**Warm white/
general use**



2700 K

Color Temperature (K)

Wattage choices

Incandescent
wattage

Approx. CFL
equivalent



40

11

60

13

75

18

100

23

COOL TWIST

Lifetime savings per CFL*



13w



\$40
savings

*Savings will vary based on electricity rates and typical use.

For help choosing CFL bulbs, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

