

May 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 May/June – Update: Lower Snake River Wind Project; It's here! New and improved PSE.com; Look up, look out; Pipeline monitoring, replacement program enhances safety; Cool spring leads to higher bills; Even out your utility bill; Surge protection for home electronics; Go paperless; Call before you dig; Pipelines are underground... but where?; Green natural gas program helps customers make energy use greener; PSE celebrates Arbor Day, Earth Day;
- Insert: Choose Green Power: Get a thank you gift.
- Insert: Go ductless or upgrade to an air-source heat pump.
- Insert: Get a HomePrint Assessment or insulation rebates.
- Insert: Showering in savings is re-energizing: Get a \$10 instant rebate on efficient showerheads.



PUGET SOUND ENERGY

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

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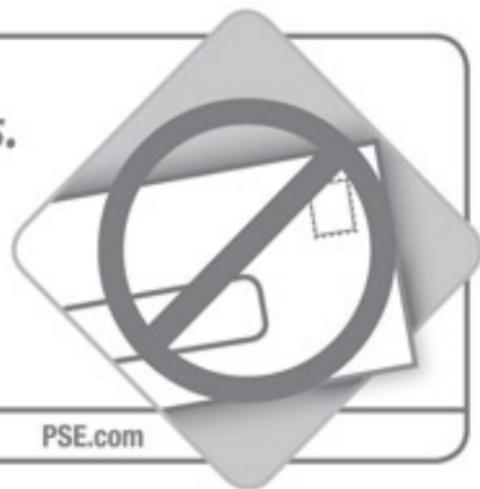
YOUR PUGET SOUND ENERGY BILL ENCLOSED





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.

May 2011 bill print messages

For electric and joint electric-natural gas customers:

Your electric bill this month reflects a May 1 increase due to the expiration of the renewable energy credit.

For natural gas, electric and joint electric-natural gas customers:

Your bill this month reflects a May 1 adjustment to the conservation program charge.



MAY-JUNE 2011

IN THIS ISSUE

- New and improved PSE.com
- Monitoring and replacing aging natural gas pipelines
- Call before you dig
- Go green with new Carbon Balance Program



Look up, look out

When working outdoors, remember to keep tall ladders, roofing materials and pruning equipment clear of overhead power lines to avoid a hazardous situation. Also, if your kite or balloon drifts near a power line, let it go. Never try to retrieve anything caught in a power line or from a tree located near a power line. If you have any questions, call PSE at 1-888-225-5773 or visit PSE.com/Safety.

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

PSE.com • Manage your account and pay online.

Update: Lower Snake River Wind Project



When all 149 turbines are operating in spring 2012, PSE's newest wind facility will also be our largest.

Among the wheat fields of southeast Washington, the first wind turbines for Phase I of Puget Sound Energy's 343-megawatt Lower Snake River

Wind Project are being installed and stand ready to turn out energy.

The first 430-foot-tall turbines began to rise on the

Palouse skyline in April. When in operation, the 149 turbines will generate enough electricity to serve up to 100,000 homes. On average, about 150 construction workers are on the site, though the number can exceed 250 on a given day.

(Continued on inside)

It's here! New and improved PSE.com

PSE.com is better than ever. We've upgraded our website with a new engine, updated look, reorganized content and improved navigation to make it easier to find what you need. Every page now has an "I Want To..." navigation tool that allows you to quickly access the most common topics from anywhere on the site. We appreciate all the customer input we received throughout the development effort — your feedback led to many of the improvements. We encourage you to continue to offer suggestions by emailing webmaster@PSE.com.



Cool spring leads to higher bills

Near-record cold temperatures well into spring may be causing higher-than-usual heating bills. 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 bill-payment assistance but still need help paying their PSE bill, please call us at 1-888-225-5773. We can make payment arrangements and tell you about energy-saving tips and rebates.



Even out your utility bill

The start of summer is a good time to enroll in our Budget Payment Plan. The plan spreads your estimated winter heating costs over a 12-month period, helping you plan your energy costs into your household budget.

When you sign up for the program, PSE estimates your usage for the next 12 months based on current energy costs and your actual usage from the previous 12 months. We then average the estimate to determine your Budget Payment Plan amount.

To sign up, visit PSE.com or call 1-888-225-5773.

Pipeline monitoring, replacement program enhances safety

PSE's 24,000 miles of natural gas mains and service lines to residential, commercial and industrial customer meters consist of a mixture of steel and plastic pipe in various ages and conditions. Throughout the year, 150 natural gas technicians



Natural gas main upgrade work in Bellevue

and field employees monitor our system for anything from corrosion to construction activity near our natural gas pipelines. Each year, our crews respond to more than 80,000 on-site calls ranging from an accidental dig-up of a natural gas pipeline to customers with malfunctioning natural-gas heating equipment.

Annually, we invest more than \$60 million to inspect the natural gas system and replace aging infrastructure. We currently are in the sixth year of a 10-year program to replace our remaining bare steel pipes, all of which have been in service for more than 50 years. We also are identifying older wrapped steel and plastic mains and service pipes for replacement to ensure the continued safe and reliable delivery of natural gas.

First wind turbines completed at Lower Snake River Wind Project

(Continued from page 1)

With the completion of our Hopkins Ridge Wind Facility in 2005 and Wild Horse Wind and Solar Facility in 2006, PSE became the United States' second largest utility producer of wind power. Phase I of the Lower Snake River Wind Project will boost our wind-power capacity by another 80 percent. All together, the three PSE wind facilities, which help meet Washington state's renewable resource requirement, will produce enough electricity to serve about 230,000 households.

PSE is pursuing federal stimulus-package funding and state incentives for using apprentice labor for at least 15 percent of the construction work. These incentives lower the cost of the project for our customers.

For a video and photos of the project, visit PSE.com/LowerSnakeRiver.



Surge protection for home electronics

To help protect expensive home electronic equipment, like computers, televisions, printers and other devices, consider a surge suppressor or surge arrester. Surges can originate either inside or outside your home or building. A surge suppressor, commonly a power strip, helps protect equipment from potentially damaging voltages. A surge arrester, which is installed in or near a home's main electric service panel, close to the electric meter, helps protect all the circuits in a house or office from spikes in voltage of up to 20,000 volts. Surge suppressors are available at hardware and home improvement stores. Surge arresters should be installed by a licensed electrician.

Go paperless

Go completely paper-free by establishing an online account. Schedule automatic payments, view and pay your bill and monitor your daily energy use anytime — online. If every PSE customer switched to paperless billing, they would save 450 tons of paper or the equivalent of helping to reduce greenhouse gas emissions by approximately 2.64 million pounds per year.



? DID YOU KNOW

Call before you dig

If your summertime outdoor projects include building a new fence or deck, planting trees and shrubs, or even pulling out a tree stump, please remember to contact the 811 “call before you dig” hotline two business days prior to your project. It’s free, and it’s the law. To avoid potential hazards with striking or digging up underground utility lines, all utilities must be marked before the start of digging. If you think you may have damaged a natural gas pipe or if you smell the odor of natural gas, follow these important steps:



Know what's below. Call before you dig.

- Quickly move a safe distance from the damaged line.
- Call 911 after you're at a safe distance.
- Report the damage to PSE at 1-888-225-5773.

Pipelines are underground... but where?

PSE and other utilities and pipeline companies place markers to indicate the approximate location of buried, high-pressure natural gas pipelines. Even so, the underground locations of natural gas pipelines are not always obvious. Everyone must call 811 prior to digging.



Elementary students help keep local families warm

In April, 30 second graders from Seattle Country Day School presented donations they collected for The Salvation Army Warm Home Fund. The students' \$500 donation will help four low-income families heat their homes for a month. Over the course of a year, customers, employees and PSE contribute more than \$600,000 to the fund, which helps more than 4,000 families in need. You can contribute to the fund by checking the donation box on your PSE bill payment stub or on the online payment page.

Green natural gas program helps customers make energy use greener

Would you invest \$4 to help shrink your carbon footprint? PSE's new Carbon Balance Program allows customers to essentially neutralize the greenhouse-gas emissions from their natural gas use by purchasing carbon offsets from independently verified projects in the Pacific Northwest.

While natural gas is the cleanest-burning fossil fuel, there are greenhouse-gas emissions, primarily carbon dioxide, associated with burning the gas. PSE's new, voluntary program — modeled after PSE's award-winning Green Power Program for electric customers — gives natural gas customers the opportunity to purchase blocks of carbon offsets.

The first carbon offsets that PSE customers can purchase will be from the biogas anaerobic digester at the George DeRuyter and Sons Dairy in Outlook, Wash. The dairy's carbon offsets will be administered through the Bonneville Environmental Foundation on behalf of the PSE Carbon Balance Program participants.

The DeRuyter digester will capture more than 17,000 metric tons of methane annually, equivalent to taking more than 3,000 cars off the road for one year.

Customers can purchase carbon-offset blocks at \$4 each. The charge is added to their monthly PSE bill. Commercial and industrial customers are also eligible to join the program.

For information or to join PSE's Carbon Balance Program, call a PSE Energy Advisor at 1-800-562-1482, or visit PSE.com/CarbonBalance.



TeamPSE representatives and family members plant trees in Snoqualmie, a Tree City USA community.

PSE celebrates Arbor Day, Earth Day

PSE employees showed their support for Arbor Day and Earth Day by taking part in several tree planting and beautification projects. PSE donated trees to the cities of Snoqualmie and Yarrow Point in honor of being newly recognized as Tree City USA communities for their tree-care practices. PSE was also named for the 11th consecutive year as a Tree Line USA utility for demonstrating best practices that protect and enhance urban forests and promote reliable electric service. The Tree City USA and Tree Line USA programs are sponsored by the Arbor Day Foundation.

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.



CHOOSE GREEN POWER AND GET A THANK YOU GIFT

GREEN POWER IS RE-ENERGIZING

You can offset all or a portion of your electric usage with renewable energy for as little as 13 cents a day in addition to your monthly electric bill. When you choose Green Power, you go above and beyond the renewable energy PSE already supports.* And by funding independent green power producers in our region, more of their power means less of the other stuff.

Join your neighbors in choosing PSE's Green Power Program and receive this cool water bottle to keep you refreshed all summer long. Enroll or upgrade your participation to 100 percent between May 1, 2011 and June 30, 2011 to receive your thank you gift.

Simply complete the form on the other side and mail it with your bill payment.

**PSE does not make a profit on the Green Power Program*

PSE.COM/GREENPOWER



Sign up today and receive your water bottle

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 regional 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%), biogas (20%), biomass from waste wood (8%), 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.



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.

For more information; scan code with your Smartphone, 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.

*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.***



Don't have a QR code reader? Download a free app at Neoreader.com



MORE EFFICIENT HOME HEATING IS RE-ENERGIZING

Get a \$1,000* rebate when you upgrade with an air-source heat pump system

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.

For more information; scan code with your Smartphone, 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.

**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.*

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PSE PUGET SOUND ENERGY



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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.

For more information; scan code with your Smartphone, 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.

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.



Don't have a QR code reader? Download a free app at Neoreader.com

HomePrint™
Assessment



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 each for	Floor insulation	Attic insulation
	Wall insulation	Duct insulation
Free for qualifying customers	Duct sealing	

For more information; scan code with your Smartphone, 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.

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

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Don't have a QR code reader? Download a free app at Neoreader.com





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.

