

## **June 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 811 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
- 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: Buying an energy efficient home is Re-Energizing. Purchase an ENERGY STAR® qualified home
- Insert: Find a contractor or get \$100 water heater rebate.
- Insert: Get a HomePrint Assessment or \$250 water heater rebate.
- Insert: Showering in savings for FREE is re-energizing: Get a FREE premium efficient showerhead!
- Insert: SQI Annual Performance Report Card



**PUGET SOUND ENERGY**

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

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

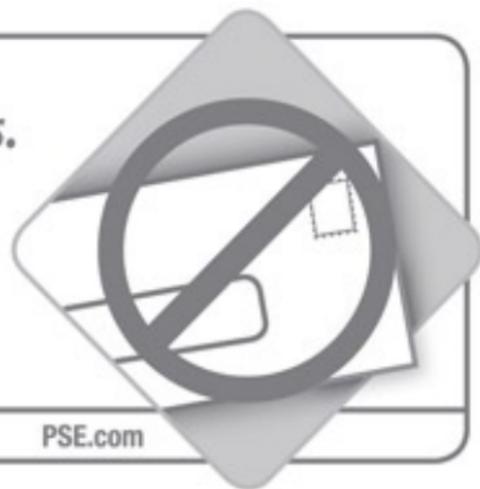
YOUR PUGET SOUND ENERGY BILL ENCLOSED





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

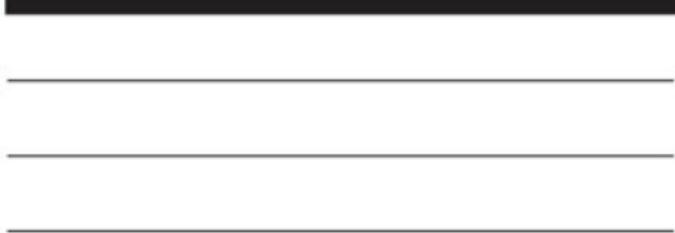
*Sign up for Puget Sound Energy's free online services to manage your account and pay online at PSE.com.*



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](http://PSE.com) for more information.



BELLEVUE, WA 98009-9269





1045 • 3/11



**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.

## ***June 2011 bill print messages***

### For City of Wilkeson electric customers, effective May 27, 2011:

Your bill this month reflects a change in rates due to the City of Wilkeson's change in city tax, effective May 27, 2011. The 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.

### For City of Roslyn electric customers, effective June 5, 2011:

Your bill this month reflects a change in rates due to the City of Roslyn's change in city tax, effective June 5, 2011. The tax rate on your bill has changed from 5.23% to 6.28%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.



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](http://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](mailto: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](http://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](http://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](http://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](http://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](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.



# BUYING AN ENERGY EFFICIENT HOME IS RE-ENERGIZING

By researching your home buying options, you'll jump for joy to learn about the long-term benefits of purchasing an ENERGY STAR® qualified home and how it compares to a standard home.

## An ENERGY STAR qualified home is:

- **Less expensive to operate.** Uses substantially less energy for heating, cooling and water heating.
- **More comfortable.** Better insulated, efficient heating and cooling circulation means warmer in the winter, cooler in the summer.
- **Better for the environment.** Reducing your carbon footprint can affect long-term change in our environment.

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







# 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.

## Member contractors:

- Have a thorough understanding of energy codes; are licensed, certified, insured and bonded
- Abide by fair business practices under the Better Business Bureau, the Department of Labor & Industries and the Attorney General's Office

Get referrals on: heating and cooling, water heating, natural gas conversion, windows, roofing and generators.

For more information; scan code with your Smartphone, visit **PSE.com/CRS**, talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or email us at **energyefficiency@pse.com**



Don't have a QR code reader? Download a free app at [Neoreader.com](http://Neoreader.com).



# HEATING WATER FOR LESS IS RE-ENERGIZING

Get \$100 back on an ENERGY STAR® Qualified Storage Water Heater with an energy factor of .67 or higher

ENERGY STAR qualified natural gas water heaters:

- Have a higher first hour recovery rate (the maximum amount of hot water that the system supplies in one hour)
- Use less natural gas to heat and store water because they contain a greater amount of insulation around the tank
- Increase efficiency by about 7.5 percent over conventional models

For more information; scan code with your Smartphone, visit [PSE.com/Rebates](http://PSE.com/Rebates), talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or email us at [energyefficiency@pse.com](mailto:energyefficiency@pse.com)

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

4633 05/11



Don't have a QR code reader? Download a free app at [Neoreader.com](http://Neoreader.com).



PUGET SOUND ENERGY



# 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/HomePrint**, talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or email us at **energyefficiency@pse.com**

*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](http://Neoreader.com).

**HomePrint™**  
Assessment



# SAVING ON WATER HEATING IS RE-ENERGIZING

Get \$250 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. You can receive a **\$250 rebate** when you upgrade to an energy-efficient heat pump water heater.

For more information; scan code with your Smartphone, visit **PSE.com/Rebates**, talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or email us at **energyefficiency@pse.com**

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

4667 05/11



Don't have a QR code reader? Download a free app at [Neoreader.com](http://Neoreader.com).



**PUGET SOUND ENERGY**



# SHOWERING IN SAVINGS FOR FREE IS RE-ENERGIZING

**Get one FREE premium-efficient showerhead from Puget Sound Energy!**

Take our survey for your free showerhead by visiting **[PSE.com/Showerheads](https://www.pse.com/showerheads)** until June 30, 2011. Your free showerhead will save water and energy without sacrificing style or comfort.

You can also purchase another showerhead of your choice for \$10 off. PSE offers discounts on a variety of WaterSense labeled models that save you money on your utility bills.

**[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.
- PSE also offers rebates on efficient clothes washers and water heaters. Learn more at **PSE.com/Re-Energize**

*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 05/11



# SAVE MORE WATER

To get yours, visit  
**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.





Each year Puget Sound Energy measures how well we deliver our services to you and all of our customers in three key areas: Customer Satisfaction, Customer Services and Operations Services. Combined, these areas represent nine specific service-quality indexes. Based on customer surveys and other measurements, we match our performance against a set of benchmarks. (See table on other side.) Here are the highlights.

## **2010 Performance Highlights**

In addition to meeting all nine of the service metrics, we are pleased to report improvements from the prior year in seven of the standards. The better scores included:

- enhanced services when you called PSE
- greater satisfaction on how we responded and completed your field-service requests
- fewer customer complaints registered with the state Utilities and Transportation Commission
- more calls were answered live within 30 seconds or less
- fewer non-storm caused power outages
- faster response time to natural-gas emergencies
- kept almost all scheduled service appointments

In 2010, one of the 13-year-old indices — duration of power outages — was revised to provide a more accurate representation of our performance and potential for improvement. The index now measures the duration of all types of outages that customers experience, including major outages that were not part of the performance calculation prior to 2010.

Through our two Service Guarantees, we commit to keeping scheduled appointments and to restoring power outages as soon as we can.

If we don't keep an appointment or if electric service is out for 120 consecutive hours or longer, subject to certain conditions, we provide a \$50 credit on a customer's bill.

In 2010, we credited customers a total of \$6,300 for missing 126 of our total 128,258 scheduled appointments. There were no qualifying customers under the power restoration guarantee.

Every day our employees find ways to achieve new levels of operational excellence and customer service to meet your expectation of us.



| KEY MEASUREMENT  | BENCHMARK                     | 2010 PERFORMANCE    | ACHIEVED                            |
|--|-------------------------------|---------------------|-------------------------------------|
| <b>CUSTOMER SATISFACTION</b>   |                               |                     |                                     |
| Percent of customers satisfied with our Customer Access Center services, based on survey           | At least 90 percent           | 96 percent          | <input checked="" type="checkbox"/> |
| Percent of customers satisfied with field services, based on survey                                | At least 90 percent           | 96 percent          | <input checked="" type="checkbox"/> |
| Number of complaints to the WUTC per 1,000 customers, per year                                     | Less than 0.40                | 0.30                | <input checked="" type="checkbox"/> |
| <b>CUSTOMER SERVICES</b>   |                               |                     |                                     |
| Percent of calls answered live within 30 seconds by our Customer Access Center                     | At least 75 percent           | 78 percent          | <input checked="" type="checkbox"/> |
| <b>OPERATIONS SERVICES</b>   |                               |                     |                                     |
| Frequency of non-major-storm power outages, per year, per customer                                 | Less than 1.30 outages        | 0.86 outages        | <input checked="" type="checkbox"/> |
| Length of power outages per year, per customer   | Less than 5 hours, 20 minutes | 4 hours, 47 minutes | <input checked="" type="checkbox"/> |
| Time from customer call to arrival of field technicians in response to electric system emergencies | No more than 55 minutes       | 52 minutes          | <input checked="" type="checkbox"/> |
| Time from customer call to arrival of field technicians in response to natural gas emergencies     | No more than 55 minutes       | 31 minutes          | <input checked="" type="checkbox"/> |
| Percent of service appointments kept   | At least 92 percent           | 100 percent *       | <input checked="" type="checkbox"/> |

\*Represents rounding to nearest whole percentage.

