

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

- Outside envelope: Customer Service - guaranteed.
- 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 July/August – Rock the Bulb with PSE; Train hauls wind turbine nacelles; Power line protection reduces outages and protects animals; New rates proposed for 2012; Summer safety tips.
- Insert: Choosing Carbon Balance is Re-Energizing: Offset your natural gas emissions.
- Insert: Rock the Bulb: The Re-Energize tour.
- Insert: Get a HomePrint Assessment or \$800 rebate on an energy-efficient ductless heat pump.
- Insert: Recycling your spare fridge is Re-Energizing: Get FREE pickup and \$30
- Insert: Get up to \$800 in rebates for insulation or a \$200 rebate for an Energy Star® natural gas tankless water heater.
- Insert: Small business lighting rebates: Rebates for switching to T8 lighting.
- 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



Customer service — guaranteed

We make two service guarantees to you. First, we commit to keeping scheduled appointments, and second, we commit to restoring power outages as soon as we can.



PSE.com/guarantees



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

Four horizontal lines for writing an address.



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit 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. 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.

July 2011 bill print messages

For City of Wilkeson electric customers on bi-monthly billing schedule, through Aug. 1

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 on b-monthly billing schedule, through Aug 4, 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.

For Schedule 41 natural gas customers

This month's bill includes an updated calculation of the natural-gas Natural Gas Demand Charges for your rate. The calculation is based on your company's highest daily natural-gas use in November 2010. The revised demand charges will apply for the next 12 months .

For Schedule 41-Transportation natural gas customers

This month's bill includes an updated calculation of the natural-gas Transportation Delivery Demand Charges for your rate. The calculation is based on your company's highest daily natural-gas use in November 2010. The revised demand charges will apply for the next 12 months.



ENERGYWISE

JULY-AUGUST 2011

IN THIS ISSUE

- Train hauls wind turbine nacelles
- Power line protection reduces outages and protects animals
- New rates proposed for 2012
- Summer safety tips

Call before you dig

PSE responds to more than three dig-ins per day that damage underground electrical and natural gas equipment and pose a public safety danger. A new law strengthens Washington state's ability to enforce penalties for violations of the Call Before You Dig law. The new law provides the Washington Utilities and Transportation Commission (UTC) with the authority to take enforcement action on those who fail to call for the free utility locator service before they dig. When getting ready to dig, make sure to call 811.



Know what's below.
Call before you dig.

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

PSE.com • Manage your account and pay online.

Rock the Bulb with PSE

Residential electric customers can get 10 free CFLs at community events this summer

Make your home more energy-efficient this summer by replacing your old-fashioned incandescent light bulbs with up to 10 free compact fluorescent light (CFL) bulbs through PSE's Rock the Bulb: Re-Energize Tour at eight locations throughout our service area this summer.

In addition to the tour's light bulb exchange, the PSE Bulb Mobile, a truck that runs on biodiesel, will appear at summer community events to give PSE residential electric customers a free ENERGY STAR® qualified CFL and encourage them to come to one of the 16 Rock the Bulb events.

At the July through August events we expect to distribute 200,000 CFLs, which can last up to 10 times longer and use 75 percent less energy than incandescent bulbs. By replacing the 10 most frequently used lights in your home with CFL bulbs, you can save \$450 or more in energy costs over the life of the bulbs. The events will also feature a Green Power Sweepstakes* where PSE residential electric customers can sign up for the voluntary Green Power Program and automatically be entered in a contest to win a \$10,000 residential solar system. PSE's voluntary Green Power Program helps support independent renewable energy projects — including wind, solar and biomass — located right here in the Pacific Northwest.

(*No purchase required, see rules at PSE.com/SolarSweepstakes)

PSE's Rock the Bulb light bulb exchange dates and locations 10 a.m.- 4 p.m.

July 9-10	Federal Way	Northshore Ace Hardware
July 16-17	Bremerton	Goodwill
July 23-24	Kent	Fred Meyer
July 30-31	Renton	Fred Meyer at Renton Center
Aug. 6-7	Redmond	Fred Meyer
Aug. 13-14	Oak Harbor	Ace Hardware
Aug. 20-21	Lacey	Fred Meyer
Aug. 27-28	Burlington	Fred Meyer



Visit PSE.com/RocktheBulb for the locations of the PSE Bulb Mobile and CFL recycling locations.

Free webinar on saving energy

Register now for PSE's first free online customer webinar — *Efficient Ways To Start Saving Energy Today* — to learn about rebates for the purchase of energy-efficient appliances and low-cost, no-cost ways to save energy. The scheduled webinar is on:

Thursday, Sept. 15, 10-11 a.m.

Register at PSE.com/Webevent, or call a PSE Energy Advisor at 1-800-562-1482 for more information.



Ways to pay online

PSE's online billing and payment feature now provides an email notification with specific information about the amount of your bill and the due date embedded in the message. Log on to PSE.com and register for "My PSE Account" to enroll. Other online payment options include electronic payment through your bank or automatic withdrawal from your bank account, at no charge. Payment by credit or debit card incurs a \$4.95 fee to a third-party processing service. You also may sign up for a free doxo account at www.doxo.com/PSE to securely receive, pay and file your PSE bills.



Wind turbine nacelles ride the rails to Lower Snake River Wind Project

A train carrying the first shipment of 22 wind-turbine nacelles and hubs, manufactured in Kansas, arrived this spring at PSE's Lower Snake River Wind Project in Garfield County. Now under construction, the Lower Snake River Phase 1 is PSE's third and largest wind facility. It includes 149 nacelles — the structures atop a wind tower that holds the electricity generating components — hubs, and 447 blades. When completed in 2012, the 343-megawatt facility will produce enough electricity to power more than 100,000 homes served by PSE. **Check out our videos** on the wind project construction, including one with time-lapse shots of three turbines being assembled during 48 hours in June, at PSE.com/LowerSnakeRiver. From the ground to the tip of a vertical blade, the 2.3-megawatt turbines stand more than 430 feet tall and weigh 340 tons.

Flying squirrels, power outages, oh my!



PSE crews recently installed animal guards on an 80-foot utility pole in Bellevue to help keep customer lights on and protect a family of flying squirrels that made its home in the pole. PSE worked with wildlife officials who recommended that since flying squirrels are a protected species in Washington state to leave their nest undisturbed until the squirrels mature and leave the nest. When they are gone later this summer or fall, PSE plans to fill the soccer-ball sized cavity in the pole.

Animal interactions with PSE's equipment accounted for 15 percent of all power outages in 2010. Of the 13,000 non-storm related power outages per year on PSE's electric system, approximately 1,600 are caused by squirrels. These squirrel-related outages have been declining since 2004 when PSE changed its operating standards to require covered jumpers and bushing covers on all transformers. These procedures and the installation of animal guards help increase electric-system reliability while also protecting wildlife.



Proposed 2012 rates in 11-month review

We filed a proposal on June 13 with state regulators to begin an 11-month review to establish new electric and natural gas rates in 2012 to recover the costs of work done to increase electric and gas delivery system reliability and provide a cleaner energy supply for our local residential and business customers.

The rate request is based on energy system improvements made in 2009 and 2010, when PSE invested almost \$1.1 billion for new gas and electric delivery infrastructure and new electric generation, including Phase 1 of the Lower Snake River Wind Project currently under construction in Garfield County.

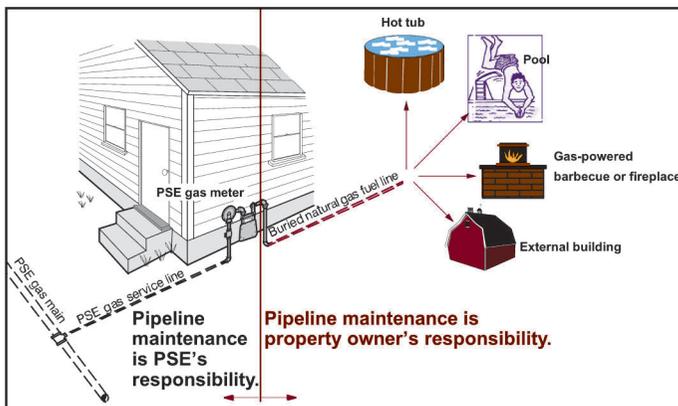
The proposed rates, which, if approved, would take effect in May 2012 following extensive review and approval by the UTC, ask for overall increases of 8.1 percent in electric rates and 3 percent in natural gas rates for all customer groups. The increases would raise the average homeowner's monthly electric bill by \$8.37 (based on 1,000 kilowatt hours per month) and monthly natural gas bill by about \$2.84 (based on 68 therms per month).

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, the piping is usually not maintained by PSE. There are a few special cases where PSE installed and agreed to maintain the piping.

Buried piping may leak or corrode if it is not maintained. It should be periodically inspected and repaired if any unsafe condition is discovered.

Have a licensed plumbing contractor do the work. If you plan to excavate near your buried piping, it should be located by the contractor in advance and the excavation should be done by hand.



Summer safety reminder

Now that summer has finally arrived, make sure your outdoor projects are done safely around underground and overhead utility lines. Keep these important tips in mind:

- ◆ Plant new trees away from overhead power lines.
- ◆ Never climb trees near power lines even if the power lines are not touching the trees.



- ◆ Avoid flying kites, metallic balloons and radio-controlled toys near power lines. If a kite or Mylar 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.
- ◆ Do not build playhouses or platforms in trees with nearby power lines.
- ◆ Never install hot tubs, swimming or wading pools underneath or near power lines.
- ◆ When getting ready to dig, make sure to call 811 — the free “call before you dig” hotline — to avoid potential hazards with striking or digging around underground utilities.



Guarantees

Customer service — guaranteed

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 we can.

- ✓ 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 out for 120 consecutive hours or longer, you may be eligible to receive a \$50 credit on your PSE bill.

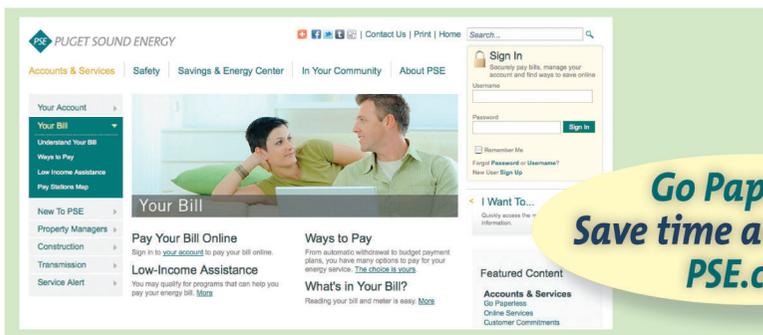
These service guarantees are in addition to nine service quality measures that track PSE's performance, and are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit PSE.com/Guarantees.

Our energy strategy: energy-efficiency, wind power and natural gas

PSE's updated long-term plan for acquiring new energy resources to meet customer needs emphasizes energy efficiency, additional energy transmission capacity and the strategic acquisition of peak-demand power resources.

According to the plan, updated every two years, an additional 325 megawatts (MW) of renewable energy — primarily wind power — must be obtained by 2020 to ensure PSE's compliance with a state law that requires large utilities to obtain 15 percent of their power from renewable resources by 2020.

The updated plan estimates PSE will need about 4,200 MW of additional power capacity by 2031 to meet customer peak, wintertime demand. The plan also forecasts a net 46 percent increase in PSE customer demand for natural gas over that time. Cost-effective energy-efficiency programs, the plan says, can cut PSE's need for new power capacity by more than 25 percent over the next decade, while reducing customer natural gas use by more than one-fifth. To view PSE's 2011 Integrated Resource Plan, visit PSE.com/IRP.



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

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



PSE.com
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[Flickr.com/PugetSoundEnergy](https://flickr.com/PugetSoundEnergy)
[YouTube.com/PugetSoundEnergy](https://youtube.com/PugetSoundEnergy)



Visit our local customer service offices
Most offices are open M-F, 9 a.m. - 5 p.m.

- Bellingham** — 1329 N. State St.
- 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



CHOOSING CARBON BALANCE IS RE-ENERGIZING

A new energy matching program is now available to Puget Sound Energy's natural gas customers.



For a minimal additional monthly investment, you can choose carbon offsets to match your natural gas usage and make your energy use carbon neutral.

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

PSE PUGET SOUND ENERGY presents

ROCK THE BULB™

THE RE-ENERGIZE TOUR

8 cities 16 days 10 free CFL bulbs

Coming to a retail store near you in **July and August**

Must be a PSE residential electric customer to exchange bulbs.

PSE PUGET SOUND ENERGY

ROCK THE BULB™

THE RE-ENERGIZE TOUR

Watch for the **Rock the Bulb street team** and the **PSE Bulb Mobile** distributing **free CFL bulbs** in your community!



Save hundreds on your PSE electric bill

Bring up to 10 incandescent bulbs and exchange them for your choice of up to **10 free CFL bulbs** at any of these events. Plus, learn more ways to **lower your energy use** through fun, family-friendly activities and prizes!

-
- july 9 & 10 **federal way**, Northshore Ace Hardware
 - july 16 & 17 **bremerton**, Goodwill
 - july 23 & 24 **kent**, Fred Meyer, SE 240th
 - july 30 & 31 **renton**, Fred Meyer, Renton Center
 - aug 6 & 7 **redmond**, Fred Meyer
 - aug 13 & 14 **oak harbor**, Ace Hardware
 - aug 20 & 21 **lacey**, Fred Meyer
 - aug 27 & 28 **burlington**, Fred Meyer

All events **Saturday and Sunday from 10 a.m. to 4 p.m.** We speak **Chinese, Korean, Russian, Spanish, Tagalog,** and **Vietnamese!**

YOUR BACKSTAGE PASS

For faster checkout, fill out the below and bring to the event near you.

Customer name

PSE residential account number
(top right corner of billing statement)*

Email address (optional)

* *Must be a PSE residential electric customer to exchange bulbs.
Limit 10 CFL bulbs per customer.*



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 can 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. or e-mail 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

HomePrint™
Assessment



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**, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail us at **energyefficiency@pse.com**

*Who qualifies? Residents living in an existing property with four units or less, heated 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

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PUGET SOUND ENERGY



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.





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.

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

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. or e-mail us at **energyefficiency@pse.com**

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



GETTING MORE HOT WATER FOR LESS IS RE-ENERGIZING

Get a **\$200 rebate** for an **ENERGY STAR®** qualified natural gas tankless water heater

Second to your heating system, your water heater is the largest energy user in your home. ENERGY STAR qualified tankless water heaters use less energy because they produce hot water on demand, so there's no standby heat loss. They also take up less space because, hey, there's no tank. Get a **\$150 rebate** from Puget Sound Energy for a unit with a .82 Energy Factor or higher or a **\$200 rebate** for a unit with .90 Energy Factor or higher.

Got an electric water heater?

You may qualify for a **\$950 rebate** from PSE to convert your water heating source to natural gas.

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. or e-mail us at **energyefficiency@pse.com**

Who qualifies? Residents living in a building with four units or less, heated by natural gas from PSE. Additional qualifications apply.

4695 06/11



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



PUGET SOUND ENERGY



LOOK UP

Do you see inefficient T12 lighting?

PSE rebates can help Re-Energize your workspace

Looking up can help your business find a way to save energy. If your space is still being lit with T12 fluorescent tubes, PSE can help with rebates to help cover the cost of changing to more efficient options.

In addition to creating better quality lighting, changing to T8 fluorescent tubes will help you save energy and money. Energy-efficient lighting is a gift that will keep on giving back to you in the form of lower energy bills for months and years to come.

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

Why switch to T8 lighting now?

- Rebates for replacing T12 lighting are available for a limited time due to new federal lighting standards expected in 2012.
- Because lighting can make up 40 to 70 percent of your energy use, upgrading to efficient lighting can be one of the quickest, cheapest and easiest ways for small businesses to save energy and money.

Small businesses (PSE's electric schedule 24 and schedule 8 electric customers) can receive funding for T12 to T8 conversions through PSE's small-business lighting program.

Find out more about this and other energy-efficient lighting options for non-residential facilities at **PSE.com/ForYourBusiness** or by calling a PSE Energy Advisor at **1-800-562-1482**.

GET THE SKINNY

How can you tell if your building is using T12 or T8 lamps? T8 lamps are skinnier.

T12 lamps are one and a half inches in diameter, and T8 lamps are one inch in diameter.



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
CUSTOMER SATISFACTION			
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"/>
CUSTOMER SERVICES			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	78 percent	<input checked="" type="checkbox"/>
OPERATIONS SERVICES			
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.

