

August 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
- 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: Join Green Power and be entered in PSE's Solar Power sweepstakes.
- Insert: Rock the Bulb: The Re-Energize tour.
- Insert: Contractor Referral Service or Sign up for PSE's free webinar, "Efficient Ways to Start Saving Energy Today"
- Insert: Recycling your spare fridge is Re-Energizing: Get FREE pickup and \$30
- Insert: Get FREE pickup and \$30 for your old refrigerator and a \$75 rebate on a new efficient one.
- Insert: The smell of natural gas: It stinks for your safety.
- Insert: \$1,500 rebate on air-source heat pump system or \$500 rebate on Energy Star heat pump water heater.

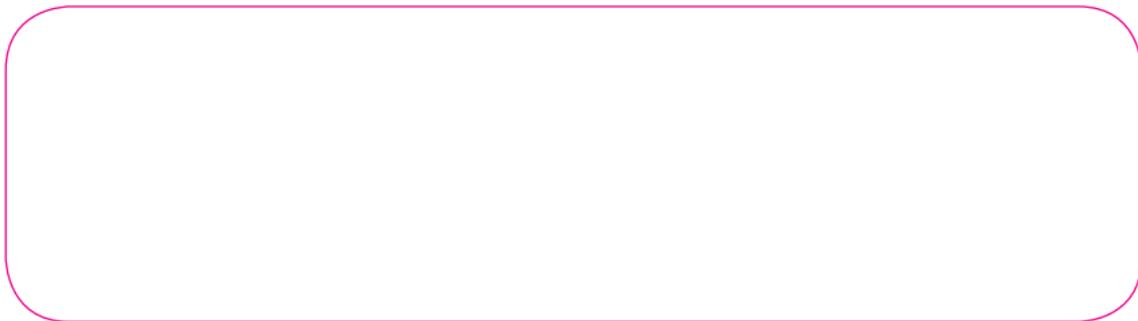


PUGET SOUND ENERGY

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

PRESORTED
FIRST-CLASS MAIL
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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.



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.

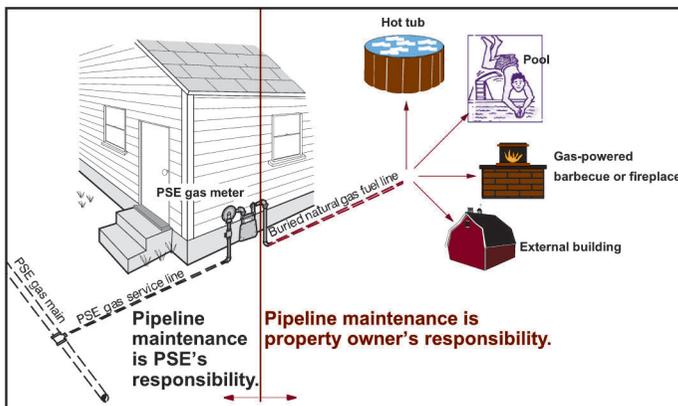
The proposed rates, which, if approved, would take effect in May 2012 following extensive review and approval by the UTC, ask for overall increases of 8.1 percent in electric rates and 3 percent in natural gas rates for all customer groups. The increases would raise the average homeowner's monthly electric 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.

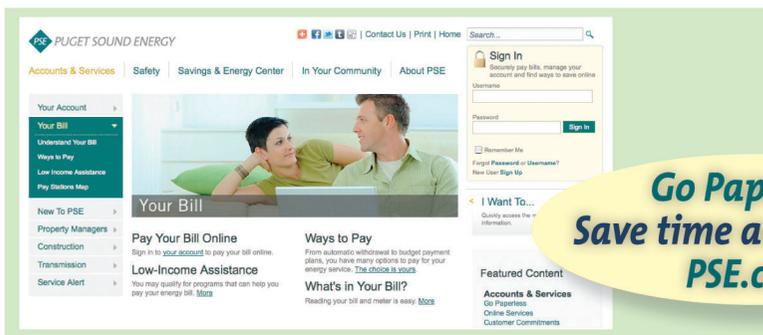
These service guarantees are in addition to nine service quality measures that track PSE's performance, and are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit PSE.com/Guarantees.

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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[Facebook.com/PugetSoundEnergy](https://facebook.com/PugetSoundEnergy)
[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



RE-ENERGIZE WITH PSE'S **SOLAR POWER SWEEPSTAKES**

Join PSE's Green Power Program and be entered to win!

When you enroll in Puget Sound Energy's Green Power Program, not only will you support independent renewable energy produced in our region, you'll also have a chance to win a solar electric system for your home valued at \$10,000. Be entered to win* by simply enrolling or upgrading your participation to 100 percent between July 9, 2011 and October 31, 2011.

Just complete the form on the other side and mail it with your bill payment or visit PSE.com/GreenPower.

**No purchase required to win—see PSE.com/GreenPower for contest rules.*



Sign up today for your chance to win solar for your home!

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.

[†]PSE does not make a profit on the Green Power Program

GREEN POWER PROGRAM FACTS:

- Supports wind (50%), biogas (31%), biomass from wood waste (7%), low-impact hydro (10%) and solar (2%) 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.

PSE PUGET SOUND ENERGY presents

ROCK THE BULB™

THE RE-ENERGIZE TOUR

8 cities 16 days 10 free CFL bulbs



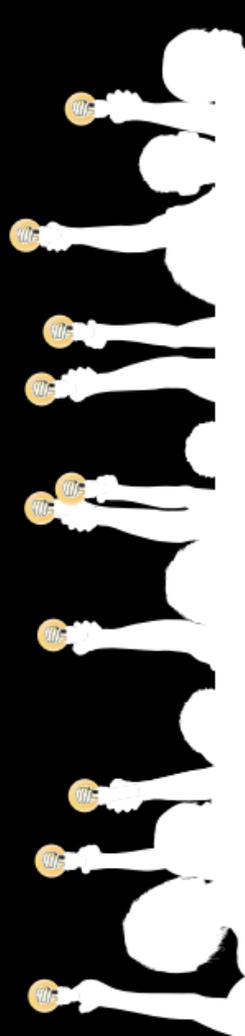
Coming to a retail store near you in **July and August**

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.*



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, insured and bonded
- Are trained on new technology with a focus on energy-efficient equipment and product application

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.



LEARNING HOW TO SAVE ENERGY IS RE-ENERGIZING

Sign up for PSE's FREE webinar, *Re-Energize Your Home:
"Efficient Ways to Start Saving Energy Today"*

This free online event, held on **September 15, 2011, 10-11 a.m.**, will provide information on PSE's residential energy-efficiency rebate programs, do-it-yourself savings tips, and more!

Attendance is limited, so register now by scanning code with your Smartphone or visiting **PSE.com/Webevent**. For more information, call **1-800-562-1482** Monday through Friday, 8 a.m. to 5 p.m.



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

4712 07/11



 **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.





RECYCLING YOUR SPARE FRIDGE IS RE-ENERGIZING

FREE pickup and \$30 from Puget Sound Energy when you recycle your secondary fridge or freezer.

That spare refrigerator or freezer in your garage isn't just taking up space. It could be costing you as much as \$200 each year on your electric bill.

To schedule your free pickup, visit **[PSE.com/Fridge](https://www.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. For complete guidelines, visit [PSE.com/Fridge](https://www.pse.com/fridge). Additional qualifications apply.



PUGET SOUND ENERGY



EATING UP SAVINGS IS RE-ENERGIZING

Get a \$75 rebate on a new efficient refrigerator.

In the market for a new refrigerator? PSE will help you pay for that more efficient model you've been eyeing with a rebate toward the purchase of qualifying new refrigerators. A new efficient refrigerator uses 20 percent less energy than a standard model, which means lower electric bills.

For more information on how to save with efficient appliances, visit **PSE.com/Appliances** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

Who qualifies? PSE residential electric customers. Recycling of your primary refrigerator is required for PSE's \$75 rebate. This offer is separate from PSE's \$30 refrigerator recycling rebate for secondary units. For a full list of qualifications, download the rebate application at PSE.com/Appliances.

4717 08/11



PSE PUGET SOUND ENERGY

THE SMELL OF NATURAL GAS

It stinks for your safety



PUGET SOUND ENERGY

The Energy To Do Great Things

Clean burning natural gas is odorless, colorless and non-toxic in its natural state. Puget Sound Energy adds a distinctive odor called mercaptan to natural gas so even the smallest leak can be detected.

Scratch the flame on the next page to learn how natural gas smells like sulfur or rotten eggs.

If you smell natural gas

- ◆ Do not use phones (cell or land line phones), turn any electric switches on/off or use other electrically operated devices that could cause a spark.
- ◆ Do not smoke. Do not light a match or use a lighter or do anything that might create a spark.
- ◆ Leave the area immediately.
- ◆ Use a telephone outside the area and call PSE, 24 hours a day, at 1-888-225-5773 or 911.

Using your nose is not the only way to detect a natural gas leak. Blowing dirt, bubbles rising in a puddle or a hissing sound may indicate a leak. If you notice any signs of a natural gas leak, call immediately.

Natural gas safety features

Natural gas is lighter than air. If it escapes into the air it dissipates quickly.

Natural gas has a very narrow range of flammability and will ignite only in a concentration of 4 to 15 percent gas in air.



Scratch this flame with your fingernail. Then sniff the flame. Make sure your family and friends also know the smell of natural gas. If you ever suspect a natural gas leak, leave the area immediately. Call PSE at 1-888-225-5773 or 911.

Raspe y huela la llama para reconocer el olor del gas natural. Si alguna vez sospecha que hay una fuga de gas natural, llame a Puget Sound Energy al 1-888-225-5773 ó al 911.

刮擦火焰圖案並聞一聞有何氣味，這有助於您辨別天然氣Puget Sound Energy 的氣味。如果您懷疑有天然氣洩漏，請給打電話，電話號碼是1-888-225-5773，或者打911緊急電話。

Чтобы узнать, как пахнет природный газ, сотрите покрытие и понюхайте запах пламени. Если Вы когда-нибудь заподозрите утечку природного газа, позвоните в компанию Puget Sound Energy по телефону 1-888-225-5773 или наберите 911.

PSE

PUGET SOUND ENERGY

The Energy To Do Great Things

A natural gas pipeline may be identified with a marker

PSE, like other pipeline operators, installs above ground pipeline markers to indicate the approximate location of buried, high pressure natural gas pipelines, generally situated along highways and major road and railway intersections. These line markers display the name of the pipeline operator and the telephone number where the operator can be reached in case of an emergency. Pipeline markers and warning signs indicate only the presence of a pipeline. They should not be used to determine the exact location of the pipeline.



Call 811 before you dig

Whether you're a homeowner or contractor, contact the 811 "Call Before You Dig" hotline two business days before digging. The "Call Before You Dig" law* requires anyone digging into the ground to call and have underground utilities located to avoid potential hazards with striking or digging up utility lines.



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

If you think you may have damaged a natural gas pipe or smell the odor of natural gas, follow these important steps:

- ◆ Quickly move a safe distance from the damaged line where you do not smell the escaping natural gas.
- ◆ Call 911 after you're at a safe distance.
- ◆ Report the damage to PSE at 1-888-225-5773.

Customer-owned buried 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 own buried piping, such as piping to pools, hot tubs, natural gas barbecues or detached buildings, it is your responsibility to maintain the piping unless PSE installed and agreed to maintain it. If your piping is not maintained, it may leak or corrode. Have a licensed plumbing contractor do the inspection and any necessary repairs.

* See RCW 19.122 on <http://www.leg.wa.gov>.





MORE EFFICIENT HOME HEATING IS RE-ENERGIZING

Get a \$1,500* 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. or e-mail us at **energyefficiency@pse.com**

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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SAVING ON WATER HEATING IS RE-ENERGIZING

Get a **\$500 rebate** 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 **\$500 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.



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