

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

- Outside envelope: Customer Service - guaranteed.
- Return envelope: Go paperless with online statements.
- 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 September/October – Get your home ready for winter; We troubleshoot furnace problems; Fall is a good time to get ready for emergencies; Help us curb copper thefts by calling 911; Improving your service with technology; Know how to detect a natural gas leak; Lower Snake River wind turbines; Rates to remain stable; Difficulty paying your bill?; Consider a gift to the Warm Home Fund; Re-Energize your home with heating rebates from PSE; Check your bill; Tour zHome in Issaquah.
- Insert: Join Green Power and be entered in PSE's Solar Power sweepstakes.
- Insert: Window rebates up to \$750 for fully insulated homes or Get a \$1,200 rebate for an energy-efficient ductless heat pump system.
- Insert: Get up to \$1,500 in additional savings on ENERGY STAR® windows or up to \$500 in additional savings on heating or water heating systems.
- 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: Small business lighting rebates: Rebates for switching to T8 lighting.

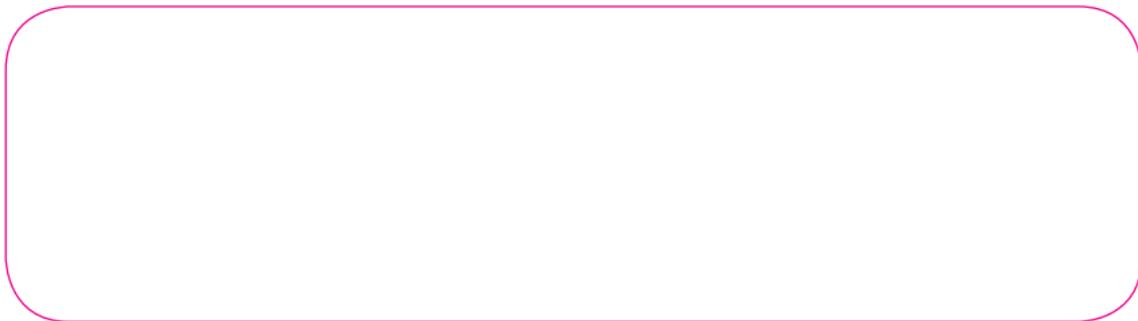


PUGET SOUND ENERGY

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

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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



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



PLACE
STAMP
HERE



BELLEVUE, WA 98009-9269

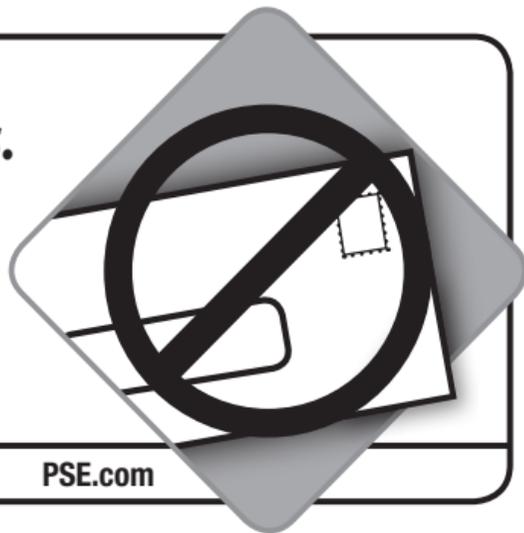




PSE PUGET SOUND ENERGY

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



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.



SEPTEMBER-OCTOBER 2011

IN THIS ISSUE

- Improving your service with technology
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We troubleshoot furnace problems



If you think your natural gas furnace, water heater or other appliances are not operating safely or if you are having problems with pilot lights, please call us to schedule a PSE natural gas service technician for a free visit to diagnose the problem. Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a participating contractor through PSE's Contractor Referral Service program. Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician or find a contractor by visiting PSE.com or calling a PSE Energy Advisor at 1-800-562-1482.

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

PSE.com • Manage your account and pay online.

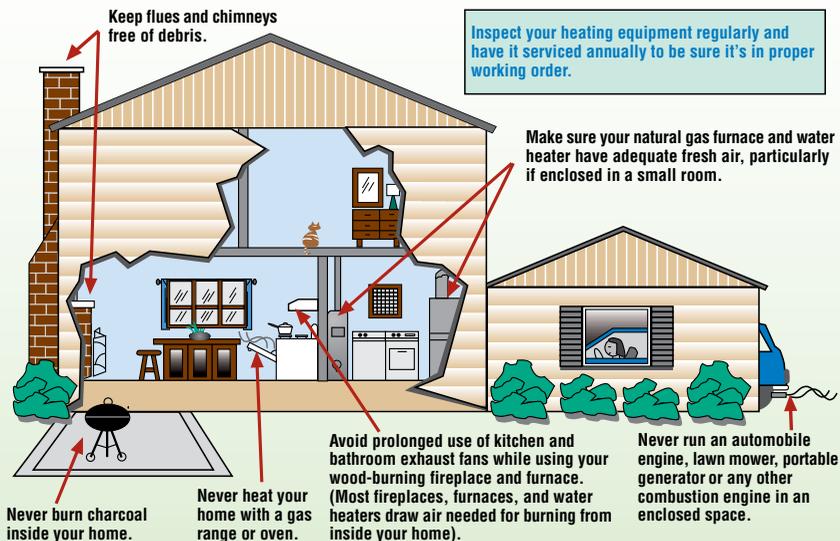
Get your home ready for winter

Even though it seems as if summer never arrived, it is not too soon to start preparing for cooler weather.

By following these simple steps now and taking advantage of Puget Sound Energy rebates for efficient heating equipment, you can manage your energy costs and save up to 15 percent on heating expenses:

- ◆ **Check doors and windows for leaks and drafts.** Make sure doors and windows seal properly and add weather stripping or caulk to keep heat from escaping.
- ◆ **Examine heating ducts for leaks.** Repair or replace damaged heating ducts.
- ◆ **Have the furnace inspected and serviced** to make sure it's in topnotch working order.
- ◆ **Add attic insulation.** Weather-strip and insulate your attic hatch or door to prevent warm air from escaping. PSE offers up to \$1,400 in insulation rebates.
- ◆ **Close the fireplace damper when it's not in use.**
- ◆ **Clean or replace the furnace filters.** Change or clean monthly during the heating season.

Getting Your Home Ready and Safe for Winter



Keep flues and chimneys free of debris.

Inspect your heating equipment regularly and have it serviced annually to be sure it's in proper working order.

Make sure your natural gas furnace and water heater have adequate fresh air, particularly if enclosed in a small room.

Avoid prolonged use of kitchen and bathroom exhaust fans while using your wood-burning fireplace and furnace. (Most fireplaces, furnaces, and water heaters draw air needed for burning from inside your home).

Never heat your home with a gas range or oven.

Never burn charcoal inside your home.

Never run an automobile engine, lawn mower, portable generator or any other combustion engine in an enclosed space.

Improving your service with technology

Faster and better: Puget Sound Energy has launched a customer-focused effort to update the technology we use for tracking and responding to power outages.

Beginning now through next spring, we are surveying our system and adding geospatial tags to photographs and videos of our distribution poles and transformers. You may see contractors (with PSE contractor vehicle signs and IDs) in the field doing this work, which will not disrupt service or interfere with traffic or other normal activities.

In 2012, PSE will deploy an outage management system that will pinpoint the sources of power outages more quickly, boost crew efficiency and predict and help us communicate customer restoration times more accurately. We'll keep you updated about the project.

Know how to detect a natural gas leak

You may recall a scratch-and-sniff pamphlet we included in your August and September bill to make you aware of the distinctive sulfur (or rotten egg) smell added to the normally colorless and odorless natural gas for your safety. This distinctive odor alerts you to a natural gas leak in your home or elsewhere. Other signs of a possible natural gas leak, particularly near a pipeline, include a hissing sound, blowing dirt or bubbles rising in a puddle. If you suspect a natural gas leak, leave the area immediately and when at a safe distance, call PSE at 1-888-225-5773, or call 911.

Fall is a good time to get ready for emergencies

The Federal Emergency Management Agency has designated September as National Preparedness Month. Now is a good time to assemble an emergency kit for your family, home and business.

FEMA, the American Red Cross, and other organizations, including the Take Winter By Storm and 3 Days 3 Ways awareness campaigns, recommend a kit that includes at least a three-day supply of food, water, medicines, pet supplies, flashlights, a battery-powered radio and batteries, a first aid kit and other items.

To find out more, attend the American Red Cross - PSE sponsored *Get Ready Expo!* on Saturday, Sept. 24, 10 a.m. to 3 p.m., at The Commons, 1928 S. Commons (I-5 Exit 143) in Federal Way.

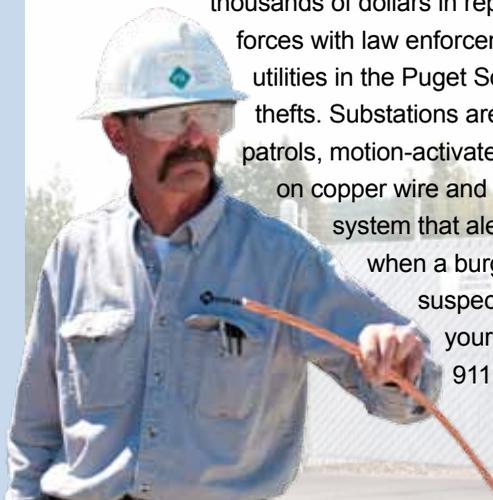
You can find more information on preparedness at PSE.com/Prepare, Ready.gov, redcross.org, 3days3ways.org and TakeWinterByStorm.org.



Help us curb copper thefts by calling 911

As a result of the higher copper prices, current economic conditions and suspected drug addiction, PSE in the past year has experienced more than 70 incidents of copper thefts at power substations and on electric-system equipment.

Thieves who enter substations to remove copper wiring and vandalize equipment risk serious injury or death from these high-voltage facilities, putting themselves and the public in danger. The vandals can cause power outages and hundreds of thousands of dollars in repair costs. PSE has joined forces with law enforcement agencies and other utilities in the Puget Sound region to stop the copper thefts. Substations are becoming more secure with patrols, motion-activated lighting, identification coding on copper wire and a newly-installed video-alarm system that alerts local police departments when a burglary is underway. If you suspect suspicious activity around your neighborhood substation, call 911. You can help keep us all safe.



PSE Substation Foreman Mark Stril shows a piece of copper wire.



Lower Snake River wind turbines

With more than 120 wind turbines now erected at the Lower Snake River Wind Project in Garfield County, the construction of PSE's third and largest wind-power project is now three-quarters complete. When fully operational in spring 2012, the facility's 149 wind turbines will generate up to 343 megawatts of renewable electricity—enough to power 100,000 homes, on average.

To see a wind facility in operation, visit PSE's Wild Horse Wind and Solar Facility, located on the Old Vantage Highway east of Ellensburg, just north of I-90. The facility is open daily through Nov. 30, with free tours scheduled at 10 a.m. and 2 p.m. Visit PSE.com/WildHorse or call 509-964-7815.

Difficulty paying your bill?

Help is available. Contact PSE if you need assistance in paying your bill. Depending on income and household size, you may qualify for assistance from the federal Low Income Home Energy Assistance Program as well as PSE's Home Energy Lifeline Program, HELP. Call PSE at 1-888-225-5773.



Go Paperless
Save time and postage
PSE.com



Consider a gift to the Warm Home Fund

Thanks to the generosity of our customers and employees, donations to The Salvation Army Warm Home Fund for the 2010-11 heating season totaled \$567,000, assisting more than 3,500 households with their PSE bill payments. To donate to the Warm Home Fund, include a little extra in your next PSE bill payment by checking the donation box on your payment stub or online payment page. Thank you for caring.

Rates to remain stable

Although not final at press time, our natural gas rates analysis indicates a positive outlook for customers this winter. We're expecting natural gas rates to remain relatively flat, primarily due to the low market price caused by abundant natural gas supplies. Each fall, PSE files a Purchased Gas Adjustment with the state Utilities and Transportation Commission to pass through to customers the cost of natural gas supplies PSE purchased for customers. The adjusted natural gas rate is expected to be effective Nov. 1.

Our residential and small farm customers with electric service are expected to receive a slightly higher credit in the federal power benefits passed through as the Energy Exchange Credit under the Bonneville Power Administration's Residential Exchange Program. The increased bill credit is expected to result in a slight decrease on monthly residential electric bills, effective Oct. 1.

PSE makes no profit on these adjustments.

Also effective Oct. 1, natural gas and electric rates will adjust slightly to cover changes in costs for the low-income assistance program.

Re-Energize your home with heating rebates from PSE

If you're planning to purchase heating equipment, PSE offers rebates on energy-efficient products that can help save you energy and money this winter. PSE offers these rebates to qualifying residential customers:



Tour zHome in Issaquah

zHome, the first community of zero energy homes in the U.S. — a housing development of 10 townhomes in Issaquah designed to produce as much energy as they consume and use 70 percent less water — is open and ready for tours.

The homes are powered by solar energy to achieve net-zero energy use. They reduce water use since storm water collected and filtered from rooftops refills the toilet bowls.

PSE joined with the City of Issaquah, King County, Built Green and the Washington State University Energy Program, and others to help support the project.

Free weekend tours, from Sept. 17-Oct. 30, of the zHome community are offered Saturdays from 10 a.m. to 5 p.m. and Sundays from 11 a.m. to 5 p.m. zHome is located at Highlands Drive NE and NE High Street in the Issaquah Highlands. Visit z-Home.org.

For electricity customers

- ◆ \$1,500 on an ENERGY STAR®-qualified geothermal heat pump
- ◆ \$1,500 on an electric forced-air furnace to heat pump conversion
- ◆ Up to \$1,400 on insulation
- ◆ \$1,200 on a ductless heat pump (1.0 ton minimum)
- ◆ Up to \$750 on energy-efficient window upgrade (0.30 U-factor or lower)
- ◆ \$500 on an ENERGY STAR-qualified heat pump water heater
- ◆ \$300 on heat pump sizing and lock-out control
- ◆ \$200 - \$350 on an air-source heat pump

For natural gas customers

- ◆ Up to \$1,400 on insulation
- ◆ \$350 on an ENERGY STAR-qualified natural gas boiler (95 percent AFUE*)
- ◆ \$200 on a natural gas fireplace
- ◆ \$150 - \$200 on an ENERGY STAR-qualified natural gas tankless water heater**
- ◆ \$100 on an ENERGY STAR-qualified natural gas storage water heater**
- ◆ \$100 on an ENERGY STAR-qualified natural gas forced-air furnace

Visit PSE.com/Rebates for information on these and other PSE rebates.

* Annual Fuel Utilization Efficiency
** Limited time offer

Check your bill

Review your billing statements to make sure the payment amount seems accurate. If zeros appear on your statement when you know you have consumed energy, please contact PSE right away at 1-888-225-5773. PSE is required by Washington state law to collect for energy used, so please help us make sure we send you a correct bill.



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
Twitter.com/PSETalk
Facebook.com/PugetSoundEnergy
Flickr.com/PugetSoundEnergy
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.



A CLEAR VIEW ON SAVINGS IS **RE-ENERGIZING**

Window rebates for fully insulated homes from **Puget Sound Energy**

Tired of getting a draft even when your windows are closed? It could be time to replace those old leaky windows. Luckily, PSE offers a rebate of \$5 per square foot, **up to \$750** when you upgrade to energy-efficient windows.

Energy-efficient windows reduce drafts and window condensation, keeping the elements outside where they belong. They also allow you to control the temperature in your home - increasing comfort for you and your family and ultimately adding value to your home.

To see if you qualify; 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**

Who qualifies? Residents living in an existing property with four units or less, heated by electricity from PSE. Homes must have a minimum of: over six inches of attic insulation, over one inch of wall insulation, and over four inches of floor insulation. Energy-efficient windows must be installed on/after August 1, 2011. Must upgrade from existing single-pane wood or metal framed windows or double-pane metal framed windows to energy-efficient windows with .30 U-factor or lower certified by the NFRC.



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





GOING DUCTLESS IS RE-ENERGIZING

Get a **\$1,200** 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 a **\$1,200 rebate** when you Re-Energize your electric heating equipment by upgrading to a ductless heat pump.

To see if you qualify; 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.

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PUGET SOUND ENERGY



SAVING EVEN MORE ON WINDOWS IS RE-ENERGIZING

For a limited time, get up to \$1,500 in additional savings on ENERGY STAR® windows from participating contractors!

Tired of getting a draft even when your windows are closed? It could be time to replace those old leaky windows. For a limited time, customers who receive a contractor referral through PSE and who purchase/install a minimum of five ENERGY STAR windows can now receive a promotional offer of **\$100 per window, up to \$1,500**, from participating contractors. Qualifying customers can also receive up to an additional **\$750** PSE rebate.

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**

Who qualifies? Residents living in an existing property with four units or less, PSE window rebate is for electric customers who have a minimum of: over six inches of attic insulation, over one inch of wall insulation, and over four inches of floor insulation. Energy-efficient windows must be installed on/after August 1, 2011. Must upgrade from existing single-pane wood or metal framed windows or double-pane metal framed windows to energy-efficient windows with .30 U-factor or lower certified by the NFRC.



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



SAVING EVEN MORE ON HEATING IS RE-ENERGIZING

For a limited time, get up to \$500 in additional savings!

Time to replace that old heating or water heating system? For a limited time, customers who receive a contractor referral through PSE and who purchase and install qualifying home/water heating products, with PSE rebates ranging from **\$50 to \$1,500**, can now receive an evenly matched promotional offer of **up to \$500** from participating contractors.

To see if you qualify, and for a complete list of heating and water heating rebates; 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**

Who qualifies? PSE electric and/or natural gas customers (depending on equipment installed) living in a single-family property or attached housing with four units or less. Additional qualifications apply.



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

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PSE PUGET SOUND ENERGY



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.





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.

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PSE PUGET SOUND ENERGY

THE SMELL OF NATURAL GAS

It stinks for your safety



**PUGET
SOUND
ENERGY**

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). Do not 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.

NATURAL GAS



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.



**PUGET
SOUND
ENERGY**

A natural gas pipeline may be identified with a marker

PSE, like other pipeline operators, installs above ground pipeline markers to indicate that a buried natural gas pipeline is in the area. These are 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 must 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>.





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.