

## **November 2011 Puget Sound Energy bill package inserts and information 1.5 million bills**

- Outside envelope: Customer Service – guaranteed
- or Outside envelope: Help Others Stay Warm
- 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
- Bill print messages
- EnergyWise Newsletter November/December – Providing you with safe, dependable energy service and information; Winter weather? We're ready for it; No-cost/low-cost tips to save energy at home; Connecting Lower Snake River Wind Project to the electric grid; Share the gift of warmth; Lower natural gas rates set for winter; Have your natural gas piping checked; Steps to take if you suspect a natural gas leak; Make your holidays bright with LED lights; Old fridge? We'll take it; Bill payment assistance available; Customer service — guaranteed; Save time and postage — Go paperless.
- Insert: Earth Day every day: Re-energize with Green Power
- Insert: Rebates up to \$1500 for ENERGY STAR® windows or a \$1200 rebate for an energy-efficient ductless heat pump.
- Insert: Rebates up to \$1,400 for insulation or up to \$500 in additional savings on home/water heating with our Contractor Referral Service.
- Insert: Get one FREE premium-efficient showerhead from Puget Sound Energy!
- or Insert: Get FREE pickup and \$30 for your old refrigerator and a \$75 rebate on a new efficient one.
- Insert: Small business lighting rebates: Rebates for switching to T8 lighting.
- Insert: Privacy Notice



**PUGET SOUND ENERGY**

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

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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](http://PSE.com/guarantees)



For information on PSE's power supply fuel mix, please visit [PSE.com](http://PSE.com)

***Help others stay warm.***

- ◆ *Consider a tax-deductible donation to The Salvation Army Warm Home Fund.*
- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



**PSE.com**





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Save a stamp. Go paperless.  
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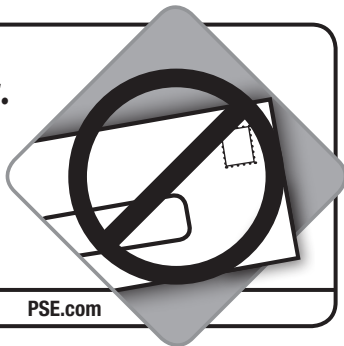




**PSE** *PUGET SOUND ENERGY*

***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](http://www.wutc.wa.gov). Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at PSE.com.

## Late Payment Fee

Your bill is due and payable upon delivery. A late payment fee of 1 percent per month will be assessed on balances which remain unpaid for more than 10 business days after the due date on the bill. A 30-day delay of the late fee will be granted to low-income customers who notify PSE that they have applied to a low-income organization for financial aid. Customers participating in the Budget Payment Plan will be exempt from any late payment fee as long as the agreed-upon payment terms are kept current.

## Explanation of Terms Used

### Basic Charge

The basic charge covers a portion of the costs for billing, meter reading and other related fixed costs. These fixed costs do not vary with the amount of electricity or natural gas used or the number of days covered by the bill.

### Delivery Charge

This charge is for the construction, operation and maintenance of natural gas pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you, based on the amount of natural gas used.

### Electric/Natural Gas Conservation Program Charge

Every customer helps pay for the costs of weatherization and conservation programs.

### Energy Exchange Credit

This credit applies to residential and qualified small farm electricity customers only. It is a pass-through of the Federal Columbia River Benefits supplied by BPA. These benefits are from low-cost power generated by federal hydroelectric dams.

### kWh

A kilowatt hour is a measure of 1,000 watts of electricity consumed in 1 hour. A 100-watt light bulb consumes 1 kWh of electricity over 10 hours.

### Btu Factor

British thermal unit is a measure of heat content. The Btu factor is an adjustment factor based on the actual heat content of the natural gas.

### CCF

CCF stands for hundreds of cubic feet, a measure of the volume of natural gas used.

### Therm

A therm is a unit of heat that equals 100,000 Btu. A therm is the volume of gas (CCF) that when multiplied by the Btu factor equals 100,000 Btu. A natural gas stovetop burner on for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.

## ***November 2011 bill print messages***

### **Summary section of billing statement:**

#### Bill print message for natural gas-only and combined service customers

Your natural gas bill this month reflects a rate decrease averaging an overall 4.3 percent due to lower costs of natural gas supplies.

#### Bill-print message for electric service customers on bi-monthly schedule

Your electric bill this month reflects a slight decrease that went into effect Oct. 1 in the monthly charge PSE customers pay into an energy-assistance fund for low-income households.

#### Bill-print message for electric service customers on bi-monthly schedule

Your bill this month reflects a reduction in your electric rate due to an increase in the federal power benefits passed through in the Energy Exchange Credit, effective Oct. 1.

### **Detail section of billing statement**

#### Bill print message for natural gas-only and combined service customers

On November 1, 2011, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections, since these periods were billed differently.



# ENERGYWISE



NOVEMBER-DECEMBER 2011

## IN THIS ISSUE

- We're ready for winter weather.
- No cost/low cost tips to save energy at home.
- Share the gift of warmth.
- Old fridge? We'll take it.

## Holiday wishes

As 2011 draws to a close, we send our best wishes for the holidays and wish you a safe and happy new year. It's a privilege to serve you.



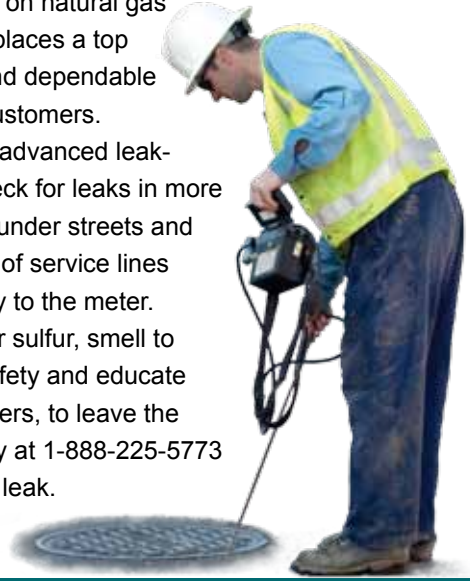
Puget Sound Energy  
1-888-225-5773  
TTY: 1-800-962-9498

PSE.com • Manage your account and pay online.

## Providing you with safe, dependable energy service and information

Knowing our customers rely on natural gas for heating and more, PSE places a top priority on delivering safe and dependable natural gas service to our customers.

On a daily basis, PSE uses advanced leak-detection instruments to check for leaks in more than 12,000 miles of mains under streets and approximately 13,100 miles of service lines beneath customers' property to the meter. We also add a rotten egg, or sulfur, smell to the odorless gas for your safety and educate and rely on you, our customers, to leave the area and call us immediately at 1-888-225-5773 or 911 if you ever suspect a leak.



## Winter weather? We're ready for it

With another La Niña weather pattern predicted, we're expecting another cooler, wetter-than-normal winter this year. Our customer service representatives and field crews are on special alert during the winter season to



*Photo submitted by customer following a storm.*

handle any customer service problems caused by harsh weather.

When storms hit, you can get the latest information on PSE.com, including a Service Alert Map with estimated power-restoration times. You can also call PSE at 1-888-225-5773. And follow PSETalk on Twitter for ongoing news and updates. Share your photos of damage or PSE crews at work at [www.flickr.com/groups/stormsandweatherevents](http://www.flickr.com/groups/stormsandweatherevents).



## PSE prepares for winter's worst to meet customer power needs

Here's how PSE is ready for winter — by the numbers:

- ◆ 50 power line crews — each crew includes at least two people — are always available to respond to any outages.
- ◆ 76 PSE service linemen are the first to assess damage to the electric system and identify needed crews.
- ◆ 40 tree crews are available to clear trees and limbs away from downed power lines.

In 2011, we:

- ◆ Cleared 2,220 miles of power lines, trees and limbs.
- ◆ Replaced 3,500 power poles.
- ◆ Installed 48 miles of new or upgraded power transmission lines.

### *Helicopter pulling transmission lines to connect Lower Snake River Wind Project to electric grid*



A helicopter helps string high-voltage electric transmission wire between new power poles at PSE's newest wind-power facility, the Lower Snake River Wind Project. The wind farm's new transmission circuit, stretching for about eight miles, links the wind facility's 149 wind turbines with the Bonneville Power Administration's regional transmission grid. The Lower Snake River Project is PSE's third and largest wind-power facility. When the first phase comes online next spring, the Southeast Washington operation will produce up to 343 megawatts of electricity — enough electricity, on average, to power 100,000 homes.

### **No-cost/low-cost tips to save energy at home**

- ◆ When you are home and awake, set your thermostat as low as is comfortable.
- ◆ When you're asleep or away from the house, turn your thermostat back 10-15 degrees. You'll save about 10 percent by turning back your thermostat for eight hours.
- ◆ Open curtains and blinds on your south-facing windows during the day to allow sunlight to heat your home; close them at night to reduce the chill from cold windows.
- ◆ Seal air leaks by adding caulk or weather stripping around doors and windows.
- ◆ Schedule service for your heating system as directed by the owner's manual.
- ◆ Replace or clean your furnace filter monthly or as needed.



## Share the gift of warmth

Winter can be difficult for many in our area who struggle to stay warm. You can help by donating to The Salvation Army Warm Home Fund. The fund provides short-term emergency bill-payment assistance to our neighbors facing tough times. Simply include a little extra in your next PSE bill payment. Check the donation box on your payment stub or online payment page. All donations go directly to The Salvation Army Warm Home Fund.



## Lower natural gas rates set for winter

Our natural gas rates for the winter season, to be set by Washington state's Utilities and Transportation Commission (UTC) following press time, are expected to decrease on Nov. 1 by an overall 4.3 percent for all customer groups who purchase gas from PSE. The decrease will reduce the average residential natural-gas bill (based on 68 therms of monthly usage for a 12-month period) by 4 percent, or \$3.39, to \$81.59. This is about what PSE customers were paying in 2006. The lower rate is due to the lower market cost of natural-gas supplies PSE purchases for our customers. Under the Purchased Gas Adjustment rate-setting mechanism, Washington utilities, including PSE, request the UTC to adjust rates up or down periodically to reflect changes in the price of natural gas charged by producers and wholesale marketers. PSE does not profit on the cost of natural gas we purchase for customers.

## Have your natural gas piping checked

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 on your property to a pool, hot tub, natural gas barbecue or detached building, that piping is usually not maintained by PSE, with a few exceptions. If not maintained, buried piping may leak or corrode. It should be periodically inspected and repaired by a licensed plumbing contractor. If you plan to excavate near your buried piping, it should be located and marked by the contractor in advance and the excavation should be done by hand.

### Steps to take if you suspect a natural gas leak

**Step 1: Leave the area immediately on foot.** Do not use electric switches, telephones, including cell phones, or anything that could cause a spark.

**Step 2: Go to a safe location** and then call Puget Sound Energy at 1-888-225-5773 or 911. Do not use email or the Internet to contact PSE about a natural gas leak or odor. Don't assume someone else has reported the leak or odor.

### General Tips

- ◆ Alert your neighbors.
- ◆ Puget Sound Energy's trained technicians check suspected natural gas leaks at no cost.
- ◆ Never try to repair a natural gas leak. PSE natural gas technicians will make repairs.



## Make your holidays bright with LED lights

Did you know energy-efficient LED (light emitting diode) lights use about one-tenth the electricity as mini-lights? This holiday season, switch to LEDs and celebrate with all the joy of years past while cutting your energy use. LEDs also last much longer than traditional lights, are safe and cool to the touch and are suitable for outdoor use.

## Old fridge? We'll take it

PSE wants to round up your old energy-wasting fridge or freezer. While funding lasts, PSE electric customers can get \$50 for their old units through Dec. 31. Residential electric customers can get free pickup and recycling of the old or spare fridge or freezer taking up space in their garage. Your extra fridge could be costing you as much as \$200 each year on your electric bill. Older model refrigerators and freezers can use up to four times the energy of newer energy-efficient models. Visit [PSE.com/Fridge](http://PSE.com/Fridge) or call 1-866-551-9755 to schedule your pickup.



## Bill payment assistance available

With a cold winter coming, PSE wants you to know about available energy assistance and bill payment programs. Last year, more than 80,000 qualified low-income PSE customers received assistance grants totaling \$34.5 million, including more than \$13.6 million from our own HELP (Home Energy Lifeline Program) fund. Call toll free 1-866-223-5425 for the nearest agency to learn more about assistance from PSE and the federal government's LIHEAP (Low-Income Home Energy Assistance Program) fund.



## Save time and postage — Go paperless

Sign up to pay your energy bill online. Log on to [PSE.com](http://PSE.com) and register for "My PSE Account," then "Go Paperless." You can pay your bills online — and may even save money by tracking your day-to-day energy online.

# 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.

Note that these are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit [PSE.com/Guarantees](http://PSE.com/Guarantees).



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

[PSE.com](http://PSE.com)  
[Twitter.com/PSETalk](https://twitter.com/PSETalk)  
[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

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





# EARTH DAY EVERY DAY

## RE-ENERGIZE WITH GREEN POWER

Participate in Puget Sound Energy's Green Power Program—it is an easy way to match your home's electricity use with renewable energy from regional independent power producers like methane digesters that convert dairy cow manure into electricity.

You'll also gain access to special deals from Green Power businesses through our Rewards Card. 30,000 of your friends and neighbors are already enjoying these discounts, and you should too. Simply fill out the form on the reverse side and include with your next bill payment or visit [PSE.com/GreenPower](http://PSE.com/GreenPower).

**[PSE.COM/GREENPOWER](http://PSE.COM/GREENPOWER)**



## Sign up today to make it Earth Day every day!

### 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](http://www.green-e.org))



For more information, visit **[PSE.com/GreenPower](http://PSE.com/GreenPower)** or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



# SAVING EVEN MORE ON WINDOWS IS RE-ENERGIZING



Download a free reader at  
Neoreader.com.

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

*Who qualifies? Residents living in an existing property with four units or less; PSE window rebate is for homes heated by electricity from PSE and 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.*





# GOING DUCTLESS IS RE-ENERGIZING

Get a \$1,200 rebate 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 **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.***



Download a free reader at Neoreader.com.

**ENTER TO WIN  
\$10,000!**

Visit [GoingDuctless.com](http://GoingDuctless.com)

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**PSE** PUGET SOUND ENERGY





# HEATING YOUR HOME AND NOT THE OUTDOORS IS RE-ENERGIZING

Get up to **\$1,400** 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 \$1,400** in instant rebates for qualifying weatherization upgrades.

50 percent of the cost, up to **\$400 each** for

Floor insulation

Attic insulation

Wall insulation

50 percent of the cost, up to **\$200** for

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 **energyefficiency@pse.com**.

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



Download a free reader 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**, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail **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.*

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Download a free reader at  
Neoreader.com.





# SHOWERING IN SAVINGS FOR FREE IS RE-ENERGIZING

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

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

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

**[PSE.COM/SHOWERHEADS](https://www.pse.com/showerheads)**

# Heating water is the #2 energy user in your home

- By saving water, you also save the energy needed to heat it for things like hot showers.
- Only the best products qualify for the EPA's WaterSense label.
- WaterSense showerheads can save you money on your water and energy bills without sacrificing style, quality or comfort.
- PSE also offers rebates on efficient clothes washers and water heaters. Learn more at **PSE.com/ReEnergize**

*Must be a PSE customer living in an existing single-family property or attached housing with four units or less and heat your water with electricity or natural gas from PSE. Limit two (2) rebates per household.*

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# SAVE MORE WATER

To get yours, visit  
**PSE.com/Showerheads.**

Have a question? Contact  
a PSE Energy Advisor at  
**1-800-562-1482**, Mon.  
through Fri., 8 a.m. to 5 p.m.





# GET RE-ENERGIZED WITH PSE'S FALL APPLIANCE ROUND UP

**Puget Sound Energy wants to round up your energy-wasting old fridge or freezer!** While funding lasts, PSE electric customers can get **\$50** for recycling your old fridge and freezer through Dec. 31, 2011.

Sign up now and get:

- Free pick up
- Free recycling
- \$50 reward
- Savings on your bill

Schedule your pick up today! Visit **[PSE.com/Fridge](http://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](http://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



# 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.





## **Notice Concerning Customer Information**

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