

Monthly Promotions

April 2012 Puget Sound Energy bill inserts and information

Included in your electronic or mailed statement is information on ways to save energy and manage costs, as well as safety tips.

Download Inserts

- [Promotion](#): Help save the environment and support local farmers by signing up for Green Power
- [Promotion](#): \$1,500 rebate for an air-source heat pump system; \$500 rebate for an Energy Star® heat pump water heater
- [Promotion](#): Save \$3 on CFL bulbs and \$10 off qualifying LED bulbs
- [Promotion](#): Up to \$1700 instant rebate for insulation; Contractor referrals for residential PV installation
- [Promotion](#): FREE pickup and \$20 when you recycle your old fridge or freezer; \$35 rebate on a new efficient refrigerator or \$50 to \$100 off a new ENERGY STAR® clothes washer!
- [EnergyWise newsletter](#)
- [Envelope messaging](#) for current month's bill
- [Back of bill](#) information (see interactive version [here](#))
- [Bill print messages](#)





Andy Werkhoven

Qualco Contributing Farmer
Green Power supported since 2008

HAVING THE POWER TO GO GREEN IS RE-ENERGIZING

Green power gives you the choice to support local farmers, like Andy Werkhoven, and a cleaner environment.

Qualco Energy, a nonprofit organization, represents farmers of the Sno/Sky Agricultural Alliance, the Tulalip Tribes, and local environmental groups. They make what is known as “cow power” which turns waste from farms, like Werkhoven Dairy, into clean renewable energy. In addition to producing electricity, the process preserves the environment by keeping runoff from escaping into streams.

Qualco is only one of several projects supported by Green Power Program participants. Sign up today and support a brighter, cleaner future.

PSE.COM/GREENPOWER



Sign up today for Green Power!

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 ___\$6 ___\$8 ___\$10

Complete this form: Name _____

Service Address _____ City _____

ZIP _____ Daytime Phone or E-mail _____

PSE Account Number (10 digits - optional) _____

Return this form with your bill payment. The amount of your Green Power purchase will be added to your bill each month and support regional renewable energy development projects. Available to PSE electric customers only. You may cancel participation at any time without penalty.



GREEN POWER PROGRAM FACTS

- Supports wind (61%), biogas (20%), biomass from waste wood (8%), low impact hydro (10%) and solar (1%) energy from our region
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit (www.green-e.org)



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.



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.*



Download a free
reader at
Neoreader.com



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.



Download a free reader at
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PSE PUGET SOUND ENERGY



FINDING THE PERFECT LIGHT BULB IS RE-ENERGIZING

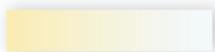
Puget Sound Energy offers up to **\$3 off** ENERGY STAR® CFL bulbs at participating retailers and up to **\$10 off** qualifying LED bulbs. ENERGY STAR qualifying CFL and LED bulbs use up to **80 percent less energy** than conventional incandescent bulbs. Visit **[PSE.com/Lighting](https://www.pse.com/lighting)** for a complete list of retail locations.

Use the guide on the back to find the perfect bulbs for your home.

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

Least Efficient

Most Efficient

				
	INCANDESCENT	HALOGEN	CFL	LED
ENERGY USE	60W	43W	13W	12W
LIFE SPAN	1 year	2 years	7-10 years	25 years
COLOR	 WARM WHITE	 WARM WHITE	 WARM WHITE BRIGHT WHITE COOL DAYLIGHT	 WARM WHITE BRIGHT WHITE COOL DAYLIGHT
DIMMABILITY	GREAT	GREAT	FAIR (require dimmable CFLs)	GREAT (require dimmable LEDs)

Go to PSE.com/Lighting for more information on bulb brightness, color, dimmability, life span and more!

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COOL TWIST

Lifetime savings per CFL*



*Savings will vary based on electricity rates and typical use.

For help choosing CFL bulbs, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.





GIVING YOUR HOME A BLANKET IS RE-ENERGIZING

Get up to \$1,700 in instant 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 1990, 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 \$1,700** 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 **\$500** for

Duct insulation

Duct sealing

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

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**.

Insulation rebates available only to customers with homes built before 1990. Work must be completed by an independent contractor pre-authorized by PSE. Additional qualifications apply.



Download a free
reader at
Neoreader.com.



SOLAR POWER IS RE-ENERGIZING

PSE now provides contractor referrals for residential PV installation. These contractors have met the same criteria as PSE's other member contractors and:

- Have a thorough understanding of energy codes and a commitment to energy-saving equipment and product applications to help you save money
- Abide by fair business practices under the Better Business Bureau and the Department of Labor & Industries
- Are licensed, insured and bonded
- Receive on-going training on the latest technology and methods
- Will assist you in preparing interconnection and production payment documents for PSE

You can also get referrals on: heating and cooling, water heating, windows, roofing and generators.

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

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Download a free reader at
Neoreader.com





RECYCLING YOUR OLD FRIDGE OR FREEZER IS RE-ENERGIZING

FREE pickup and \$20 from Puget Sound Energy when you recycle your old fridge or freezer.

That old refrigerator or freezer in your home isn't just taking up space. It could be costing you as much as **\$200 each year** on your electric bill. If you recycle your old fridge or freezer with PSE, we will pick it up, recycle it for free and give you **\$20!** Getting paid to save energy? Now that's Re-Energizing.

To schedule your free pickup, visit **[PSE.com/Recycling](https://www.pse.com/Recycling)** or call **1-877-577-0510**.

Who qualifies? PSE residential electric customers. For complete guidelines, visit [PSE.com/Recycling](https://www.pse.com/Recycling). Additional qualifications apply.





EATING UP SAVINGS IS RE-ENERGIZING

Get a \$35 rebate on a new efficient refrigerator, or \$50 to \$100 off a new ENERGY STAR® clothes washer!

In the market for new appliances? PSE will help you pay for that more efficient model you've been eyeing with a rebate toward the purchase of qualifying new refrigerators or clothes washers. A new efficient appliance uses up to one third less energy than standard models, 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. This offer is separate from PSE's \$20 refrigerator recycling rebate for refrigerators or freezers. For a full list of qualifications, download the rebate application at PSE.com/Appliances.

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PUGET SOUND ENERGY



MARCH-APRIL 2012

IN THIS ISSUE

- Green Power Program celebrates 10 years
- Lower Snake River Wind Facility begins generating power
- Keep your meter clear of debris

Earthquakes: Red Cross preparedness tips

In Washington state, April is earthquake preparedness month and a good time to plan ahead for disasters, such as an earthquake.



The American Red Cross provides this checklist.

- Become aware of fire evacuation and earthquake plans for all of the buildings you occupy regularly.
- Pick safe places, such as under a piece of furniture, away from windows, in each room of your home, workplace or school.
- Practice "drop, cover and hold on" in each safe place.
- For additional tips, visit redcrosswashington.org

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

PSE.com • Manage your account and pay online.

New technology to help pinpoint outages

With new advanced technology, Puget Sound Energy is on track to enhance our power-restoration service.

Moving away from decades-old systems, PSE has adopted a new outage management system (OMS) that will assist in crew management, improve power-restoration efforts and provide customers with more accurate information on the status of outages.



When PSE's updated outage management system comes online later this year, utility employees will use computers, not sticky notes, to track restoration efforts.

By locating outages more quickly, the OMS also will provide better information about estimated restoration times.

The OMS system is scheduled to be operational later this year.

April: Safe Digging Month

April is Safe Digging Month and PSE wants to remind you to call 811 for a free utility locate before beginning any work that involves digging.

Call 811 **two business days** before digging to help prevent serious injuries or potential hazards from striking or damaging underground utility lines.

Washington law requires all digging projects on private, public and commercial property to have utilities marked. For more information about "Call Before You Dig," visit www.call811.com.



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



Free tours of wind facility

Visit PSE's Wild Horse Wind and Solar Facility, located on the Old Vantage Highway east of Ellensburg, just north of I-90. Stop in at the Wild Horse Renewable Energy Center to learn how technology and nature co-exist, and walk the Trail of Discovery.

Open: April 1 - Nov. 30

Hours: 9 a.m. - 5:30 p.m. daily

Tours: Daily at 10 a.m. and 2 p.m.

Info and for group tours:

509-964-7815 or

PSE.com/WildHorse



Help people in need

Even with the warmer spring months upon us, some PSE customers continue to struggle with their energy bills. Consider donating to The Salvation Army Warm Home Fund. The fund provides short-term, emergency bill-payment assistance to PSE customers facing financial difficulties. To donate to the Warm Home Fund, simply include a little extra in your next PSE bill payment, and check the donation box on your payment stub or online payment page.

PSE customers celebrate 10 years of green power

Since 2002, PSE customers voluntarily have paid a little extra to help develop renewable energy projects in the region.

Nearly 32,500 customers purchase renewable energy through PSE's Green Power Program. This voluntary program allows electric customers to buy renewable energy equal to any portion of their electricity use. To enroll, visit PSE.com/GreenPower.

And there's more...

- More than 1,075 PSE customers generate some of their own "green" power, right from their own roofs and backyards. Examples include solar, wind and hydro power.
- Nearly 130 customers purchase carbon offsets through PSE's Carbon Balance Program. To enroll, visit PSE.com/CarbonBalance.



Bill-payment assistance available

We urge anyone having difficulty paying their bills to contact us to make payment arrangements.

Qualified low-income customers should contact their local energy-assistance agency to apply for bill-payment credits provided by the federal government and PSE. To find the nearest agency, call 1-866-223-5425.



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, except for a few special cases, this piping is usually not maintained by PSE.

If not properly maintained, buried piping may leak or corrode. It should be periodically inspected; if an unsafe condition is discovered, it should be repaired by a licensed plumbing contractor. If you plan to excavate, your buried piping should be located in advance by the contractor. The excavation should be done by hand if it's near the piping.

Lower Snake River Wind Facility begins generating power

In late February, Washington's newest and largest wind farm – the Lower Snake River Wind Facility-Phase I – began generating power, providing PSE's 1.1 million electric customers with significantly more renewable energy.

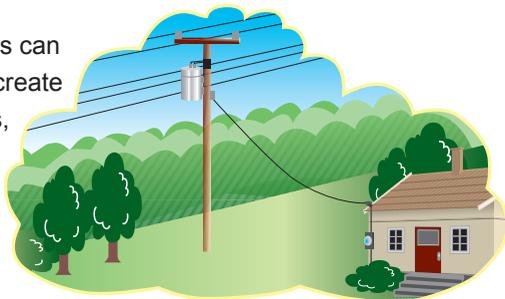


The facility's 149 wind turbines — set among the wind-blown farmlands of Garfield County in southeast Washington — will generate enough electricity, on average, to power about 100,000 homes.

The 343-megawatt (MW) Lower Snake River project is PSE's third wind farm. Our 157-MW Hopkins Ridge Wind Facility, built in 2005, is in Columbia County. The 273-MW Wild Horse Wind and Solar Facility, built in 2006 and expanded in 2009, is in Kittitas County. Together, the three PSE sites generate enough electricity, on average, to meet the total power requirements of approximately 230,000 households.

Between power line and roof: Please keep it clear

Because trees and limbs can conduct electricity and create potential safety hazards, PSE crews work year-round to maintain a safe distance between power lines and encroaching vegetation.



While PSE prunes vegetation from pole to pole, property owners are responsible for maintaining the service line that extends from a power pole to the roof of their home or building. At no charge, PSE will disconnect the service line from the pole to allow property owners to safely clear trees and other overgrown shrubs.

If you're aware of trees that could contact or fall onto a power line, please call us at 1-888-225-5773. We'll send a certified arborist to investigate and discuss whether the trees need to be trimmed or removed. If no one is home, we'll leave a notice advising of the next steps.



Suspect a natural gas leak?

In a natural gas emergency, call Puget Sound Energy toll free at 1-888-225-5773 from a safe location. We respond 24 hours a day, seven days a week, at no charge.

En el evento de una emergencia ocasionado por gas natural, favor de llamar sin cobro a Puget Sound Energy al tef.1-888-225-5773 lugar seguro. Responderemos a su emergencia las 24 horas del dia, 7 dias por semana sin costo alguno.

Safety & energy tip: Set water heater to 120 degrees

Washington state law recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the *low* setting. This will prevent scalding accidents and save energy.

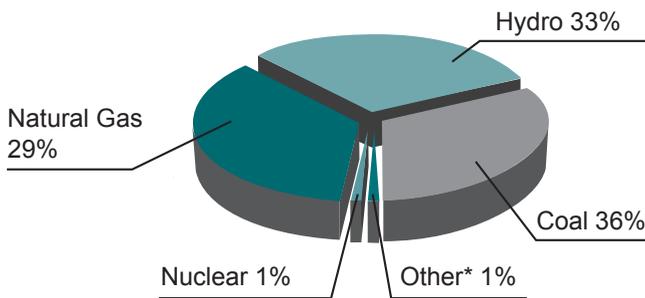


***Go Paperless
Save time and postage
PSE.com***

Electricity fuel mix

The electricity that Puget Sound Energy delivers to customers is generated using a number of different resources. The fuel mix for these resources for electricity delivered in 2010 is shown in the following table and chart:

Fuel	Percentage
Coal	36
Hydroelectric	33
Natural Gas	29
Nuclear	1
Other*	1
Total	100



* Biomass, landfill gas, petroleum and waste.

Source of data: Published by the Washington Department of Commerce with data reported by PSE.

More than 477,000 PSE customers endured one or more power outages following the series of snow, ice and wind storms in January. Our PSE



employees and contractors thank you for your patience and support during the power restoration. Your thank yous, like the banner at Enumclaw High School, went a long way to keep crews in good spirits. It's a privilege to have you as customers.

Keep your meter clear of debris

While working on outdoor spring projects, make sure your natural gas meter and service line connections are clear of landscaping. This helps ensure the equipment



operates properly and safely and is easily accessible to PSE service technicians to perform periodic safety checks and maintenance — and critical tasks in an emergency.

Clear debris, dirt, bark or mulch from around the meter to ensure that no part of the meter, including the shut-off valve, becomes buried.

- Regularly trim grass, plants and shrubs so that water doesn't collect around the meter and piping.
- Do not tie pets or objects to the meter or outside natural gas pipes.
- Do not enclose any part of the meter or piping to the meter, including the meter shut-off valve, in concrete or paving, or under a deck, porch or any other type of structure.

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

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

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.



Difficulty paying your PSE bill?

Please call us at 1-888-225-5773 for information about payment options and assistance programs, or visit PSE.com.



PSE.com





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

**Determina lo que está bajo tierra.
Llama antes de excavar.**



This envelope uses 100% post consumer recycled paper.

Ways to Pay Your Bill

Puget Sound Energy offers several payment options:

- **Online Payment and Paperless Billing**
- **Automatic Payment** from your bank account
- **Immediate Payment Online or 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** For hard of hearing/speech disorders **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. 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.utc.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.

April 2012 bill print messages

Summary section of billing statement:

Bill-print message for all electric-service customers on Cycles 1 through 9, through April 13

If the billing period shown in the Electric Detail section of your last bill ended between March 1 and March 13, a Regulatory Asset Tracker Credit line item appears on this month's statement. The credit adjustment corrects a charge that was incorrectly billed in March.

Bill-print message for natural gas service customers

On April 1, your bill was adjusted to reflect an April 1 decrease in the Gas Conservation Program Charge.

Bill-print message for electric-service customers on bi-monthly schedule through May 1

Your bill this month includes an adjustment to the Regulatory Asset Tracker.

Bill-print message for electric-service customers on bi-monthly schedule through April 11

The Utilities and Transportation Commission has approved PSE's request for a one-time waiver of the requirements of the restoration guarantee so that customers whose electric service was out for 120 hours or longer due to the effects of the snow, ice and wind storms between Jan. 18 and Jan. 28 are automatically receiving a \$50 credit on this month's billing statement as part of PSE's service guarantee. If you believe you are eligible for the \$50 credit and do not see the Service Guarantee Credit on this billing statement, please contact us.

Detail section of billing statement

Bill-print message for all natural gas customers

On April 1, 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.