



## Last chance to take advantage of energy-efficiency tax incentives

Time is running out for you to get up to \$1,500 in federal tax credits for energy-efficiency home upgrades. One-time federal-income tax credits under the American Recovery and Reinvestment Act of 2009 are available on your 2009 tax return for qualifying home improvements placed into service between Jan. 1 and Dec. 31, 2009.

In addition to tax credits, you may also qualify for energy-efficiency product or service rebates from PSE — all this on top of the energy savings you'll achieve for years to come. PSE encourages homeowners to upgrade windows, doors, insulation and heating equipment to save energy, lower utility bills and help the environment.

For more information on PSE rebates, visit PSE.com. For a complete list of home improvements that qualify for tax credits, and the requirements for each category, visit the U.S. Department of Energy's Web site at

### Rebate amounts available until Dec. 31, 2009

In addition to the rebates below, customers may be eligible for up to \$1,500 in federal tax credits.

Part of home	Equipment/upgrade	Rebate
Efficient appliances	Lighting fixtures	\$2-20
	Clothes washers	\$50-100
Efficient upgrades	Insulation	\$100-1,600
	Windows	\$1,000
Natural gas heating*	Natural gas furnace	\$350
	Natural gas water heater	\$50-150
	Stand alone natural gas water heater conversion	\$950
	Natural gas conversion	\$500-\$3,950
Electric heating upgrades*	Air source heat pumps	\$200-350
	Ductless heat pumps	\$1,200
<b>Total available per household</b>		<b>\$7,000</b>

\* Typically customers would only select one or the other.

[www.energystar.gov](http://www.energystar.gov) and click on the "Tax Credits for Energy Efficiency" tab at the bottom of the page.

For tax purposes, also consult with your tax professional and equipment contractor to determine what will qualify for the tax credit.

## PSE's Rock the Bulb Tour gives away 500,000 CFLs

PSE's four-month Rock the Bulb Tour-Unplugged was a great hit with our residential electric customers who took home 500,000 compact fluorescent light bulbs (CFLs). This brings PSE's total number of CFL bulbs distributed since 2002 to 11 million, saving customers \$440 million in energy costs over the lifetime of their bulbs.

By replacing incandescent bulbs with CFLs, customers helped save 13.2 million kilowatt hours of electricity in just one year.

And, because saving energy helps the environment, those bulbs will also prevent 14.5 million pounds of CO<sup>2</sup> emissions annually.



*Thank you to all the energy-saving PSE rock stars that participated!*

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**PUGET SOUND ENERGY**  
The Energy To Do Great Things

## Give yourself a gift Save time and postage with paperless billing and online payments

When you sign up to receive and pay your energy bill online, you can choose recurring and one-time payment options. Log on to PSE.com and register for "My PSE Account" to monitor your daily energy use and pay your bills online. Each month, instead of a paper bill, you'll receive an email notification that a new bill is ready to view and be paid. Look for the "Go Paperless" option when you sign in to "My PSE Account" when you log on.



## Bill payment assistance available

With the current economic crisis, we want to help ensure our customers have access to energy assistance and bill payment programs.

We urge qualified low income customers to contact their local energy-assistance agency to apply for bill-payment credits provided by the federal government and PSE. During the 2008-09 heating season, the federal LIHEAP (Low Income Home Energy Assistance Program) assisted 35,000 PSE customers. In addition, our own HELP (Home Energy Lifeline Program) assisted 31,000 customers. Call toll free 1-866-223-5425 for the nearest agency.



## LED lights make holidays bright

This holiday season, make the switch and decorate your tree and home with light emitting diode (LED) lighting.

Because ENERGY STAR-rated energy-efficient LED lights use about one-tenth the amount of electricity as mini lights, you can celebrate the holidays with all the light of years past, but with substantially reduced energy use. LEDs last much longer than traditional bulbs, plus they are safe and cooler to the touch. Made of plastic, they're also extremely durable for outdoor use. Look for strings of LED lights in retail stores, and give the gift of energy efficiency this holiday season.

## Give a gift of warmth

Winter's cold months can be difficult for many in our area who may struggle to stay warm. Consider donating to The Salvation Army Warm Home Fund, which 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. We transfer all donations directly to The Salvation Army Warm Home Fund.



## Lower rates, rebates and incentives to help with winter heating bills

The chill of winter's cold will be eased this year by a decrease in natural gas prices with PSE residential customers seeing their monthly bills rolled back to 2005 levels. The average customer's bill has dropped by nearly 18 percent compared to a year ago. With approval by the Washington Utilities and Transportation Commission, natural gas rates have gone down twice this year. In October, natural gas rates were reduced 16.1 percent (or \$14.88 per household each month) preceded by a 1.8 percent decrease that took effect June 1. The lower rates reflect a reduction in the wholesale price of natural gas.

PSE customers can also save this winter by taking advantage of the utility's rebates and programs for insulation, natural gas furnaces and water heaters, heat pumps, and lighting.

Now also is a good time for PSE electric customers to take advantage of these lower rates to convert from electricity to natural gas for their home and water heating. For a limited time, PSE is offering rebates up to \$500 for buying ENERGY STAR®-qualified natural gas furnaces and water heaters and incentives up to \$4,450 for switching a home's electric heating equipment to natural gas. We also have information on financing options for customers who wish to extend a natural gas main to their home.

Please visit [PSE.com](http://PSE.com) or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, to learn more about quick and easy savings tips, and incentives for energy efficient appliances and major home upgrades.



## We're getting ready for winter weather

Forecasters predict an easier winter for Western Washington this year, thanks to El Niño — a weather pattern that usually means less cold and wet weather from now until spring. However, meteorologists also caution that even typical El Niño winter can pack a punch. The winter of 2006-2007 provides a vivid example. Despite El Niño conditions, that storm season began with a non-stop, six-week barrage of wild weather, from record November flooding, to heavy early December snow and then the devastating Hanukkah Eve storm.

PSE employees and crews work year round to help ensure safe and reliable energy delivery during any season and especially during extreme weather conditions, such as fierce wind storms and cold weather.

We're also working closely with agencies and governments in coordinating plans for possible flooding of the Green River Valley in King County due to the reduced water-storage capacity at the Howard Hanson Dam.



### Here are a few highlights:

- ◆ 54 power line crews — each crew includes at least two people — always available to respond to an outage
- ◆ 78 PSE service linemen who assess damage to the electric system and identify needed crews
- ◆ 25 tree crews available to clear trees away from downed power lines
- ◆ Cleared tree limbs and trees away from 2,000 miles of power lines
- ◆ Replaced 500 poles
- ◆ Upgraded or replaced 16 miles of high pressure natural gas pipe
- ◆ Installed 138 miles of new or upgraded transmission lines

When storms or floods hit, PSE customers can get the latest information on [PSE.com](http://PSE.com), including a Service Alert Map showing the impact of severe weather, and a new online outage reporting tool. In addition, [TakeWinterByStorm.org](http://TakeWinterByStorm.org) provides a helpful winter preparedness checklist. Be sure to follow PSETalk on Twitter for ongoing news and updates and share your photos with images of PSE crews at work at <http://www.flickr.com/groups/psepictures>.



## In Your Community

### When we blush, it might just mean turning green

Our focus on customer service, commitment to the environment and long-standing dedication to community involvement has earned many honors. Recent recognition includes:

- ◆ 2009 Utility Green Power Provider of the Year granted by the Center for Resource Solutions, Department of Energy and Environmental Protection Agency (EPA) recognizing our nearly 25,000 customers who participate in the Green Power Program
- ◆ Winner of *Seattle Business* magazine's "Green Washington Awards" for benefiting the Northwest's environment and economy with our energy efficiency programs and renewable energy development
- ◆ Steward of America's Waters for our fish-migration systems on Skagit County's Baker River
- ◆ Natural Gas STAR Continuing Excellence award from the EPA
- ◆ EPA ENERGY STAR partner of the year

- ◆ LEED Gold certification by the U.S. Green Building Council for both our Renewable Energy Center at the Wild Horse Wind and Solar Facility, and our Skagit Service Center
- ◆ Institute of Electronics and Electrical Engineers (IEEE) award for support for engineering efforts in Western Washington
- ◆ Tree Line USA utility recognition by the Arbor Day Foundation award for outstanding tree-care efforts
- ◆ Best Large Utility award from the Northwest Solar Center
- ◆ 2009 Corporations for Communities Honorable Mention by the Washington Secretary of State

Thanks to our customers who help make these great programs possible.

### 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.

Here's how our guarantees work:

- ◆ 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.

The two service guarantees are in addition to 10 service-quality measures that track PSE's performance in providing utility services to customers, and identify areas for improvement. Our service guarantees 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).



Visit our local customer service offices

Most offices are open Monday-Friday, 9 a.m. - 5 p.m.

Bellingham – 1329 N State St  
Burlington – 1660 Park Lane  
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 Highway SW

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

