

ENERGYWISE

NOVEMBER-DECEMBER 2010



Be ready for winter's punch

A La Niña weather pattern is predicted to bring a colder, wetter and snowier winter. Are you and your family ready? Get a preparedness checklist at TakeWinterByStorm.org and stay safe in a power outage or other emergency.

- ✓ Assemble an emergency kit with a radio, flashlight, extra batteries, first-aid kit, fire extinguisher, bottled water and three days of non-perishable food and drinking water. Have a kit at home, work and in your car.
- ✓ Stay away from downed power lines. Report fallen wires by calling PSE at 1-888-225-5773.
- ✓ Turn off lights and unplug appliances and electronics to prevent a surge when power is restored. Leave on one light to let you know when service returns.
- ✓ If using a generator, follow the manufacturer's instructions. Always operate generators outdoors and at least 10 feet from any combustible surface.



Source: American Red Cross/Seattle

Some natural gas appliances operate without electricity:

- ✓ most natural gas water heaters
- ✓ natural gas fireplaces (without a blower motor)
- ✓ cooktop ranges (cooktops with electronic ignitions will need to be lighted by a match)

Visit PSE.com for more preparedness tips.

Storm information online

Get the latest storm or power outage information on PSE.com, including a Service Alert Map and online outage reporting tool. Also, follow us on Facebook and @PSETalk on Twitter.com for news and updates, and share your photos with images of PSE on our YouTube and Flickr pages.



Report Power Outages
PSE.com

PSE: working year-round for storm season



Puget Sound Energy works year-round to ensure safe and reliable service for our customers during any season — including this winter.

In 2010, our crews cleared trees and limbs from 2,200 miles of power lines, replaced 1,300 poles, replaced 12 miles of natural gas pipe, and installed 113 miles of new or upgraded transmission lines. We've also installed 31 miles of storm-resistant "tree wire," which helps prevent outages by better withstanding fallen limbs.

We also work with government agencies to ensure our crews have the fastest possible access to storm-damaged areas if severe weather closes local roads. And, in extreme cold, PSE experts work to ensure a steady flow of natural gas when thermostats are turned up.

Puget Sound Energy 1-888-225-5773 • PSE.com • Manage your account and pay online.



PUGET SOUND ENERGY
The Energy To Do Great Things



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, make the switch to LEDs and celebrate with all the joy of years past while cutting your energy bill. LEDs last much longer than traditional bulbs, are safe and cool to the touch and are durable for outdoor use.

Share the gift of warmth

Winter can be difficult for many in our area who struggle to stay warm, but 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, and check the donation box on your payment stub or online payment page. All donations go directly to The Salvation Army Warm Home Fund.



Bill payment assistance available

With a cold winter coming, PSE wants you to know about available energy assistance and bill payment programs. Last year, nearly 60,000 qualified low-income PSE customers received assistance grants totaling \$25 million, including more than \$11 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 the digital way

Receive your bill and pay online

Sign up to receive and pay your energy bill online. Log on to PSE.com and register for "My PSE Account," then "Go Paperless." You can pay your bills online — and may even save money by using our online energy monitor and energy efficiency tips.

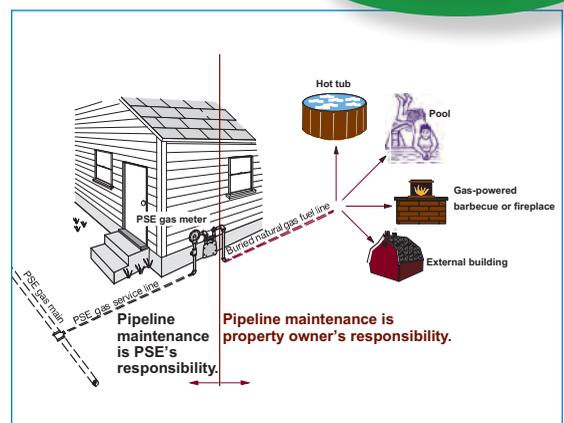


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Check your natural gas piping

PSE regularly inspects the underground natural gas pipelines in the street and to your meter to make sure they are operating properly and safely. If you have buried piping to pools, hot tubs, natural gas barbecues or detached buildings, the piping is usually not maintained by PSE.

There are a few special cases where PSE installed and agreed to maintain the piping. Buried piping may leak or corrode if it is not maintained. It should be periodically inspected and repaired if any unsafe condition is discovered. Have a licensed plumbing contractor do the work. If you plan to excavate near your buried piping, it should be located by the contractor in advance and the excavation should be done by hand.



PSE starts construction of wind project in the Palouse

Excitement is in the wind as construction is underway on PSE's Lower Snake River Wind Project near Pomeroy, in southeast Washington's Garfield County.

More than 300 local residents and community leaders joined PSE in early October for a celebratory kickoff of our Lower Snake River Project, which will have a generating capacity of about 100,000 homes when it enters service in 2012.

The Lower Snake River Wind Project joins PSE's Hopkins Ridge (near Dayton, Columbia County) and Wild Horse (near Ellensburg, Kittitas County) wind facilities in making Washington a leader in wind power.



Workers (top) prepare to pour concrete foundation for new wind turbine.

Windsocks (left) made by Pomeroy fourth- and fifth-graders flew during the kickoff celebration.

New rates set

A modest rate increase for natural gas and a decrease for electricity customers went into effect Nov. 1. The changes are a result of rate adjustments that are directly passed through to customers. PSE makes no profit on these adjustments.

The Purchased Gas Adjustment (PGA) increase reflects a reduction of a credit included in current rates for the cost of natural gas supplies PSE purchased for natural gas customers. The PGA adjustment increases a typical household's natural gas bill (based on 68 therms of average monthly usage over a 12-month period) by 1.9 percent, or \$1.56, to \$82.91 — about what PSE customers were paying in 2007.

The UTC-approved change in electric rates includes a decrease in the federal power benefits passed through

to PSE's residential and small farm customers as well as a new, 5-month pass-through of sales proceeds from renewable energy credits (RECs) produced from wind-power facilities. While the lowering of the monthly bill credit under the Bonneville Power Administration Residential Exchange Program, listed on PSE bills as "Energy Exchange Credit," results in an electric bill increase for households of 1 percent, it was offset by the pass-through of the REC revenues. The net result is a lowering of overall electric rates between Nov. 1 and March 31, 2011, by 2.63 percent. A typical household's electric bill (based on 1,000 kilowatt-hours of average monthly usage over a 12-month period) is now \$98.03, down from \$99.68.

No-cost and low-cost tips to save energy this winter

- ✓ When you are home and awake, set your thermostat as low as is comfortable.
- ✓ When you are asleep or out of the house, turn your thermostat back 10 - 15 degrees. You can save about 10 percent by turning back your thermostat for eight hours.
- ✓ Open curtains 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 owners manual.
- ✓ Replace or clean your furnace filter once a month or as needed.





In Your Community

Sign up for PSE's Bulb Drive and bring free CFL bulb recycling to your office

Q. What do you do when that energy-saving compact fluorescent light (CFL) bulb FINALLY burns out?

A. Join PSE's Bulb Drive and properly recycle it at work!

PSE is recruiting local businesses in our electric service area with 20 or more employees to host free PSE CFL bulb collection boxes. Employees can bring in spent bulbs, even collect them from their friends and neighbors. Together we can keep 50,000 CFL bulbs out of landfills this year. Visit PSE.com/BulbDrive to sign up today.



Re-Energize your home with heating rebates from PSE

Winter can mean cranking up the heat to keep you and your family comfortable. PSE rebates on energy-efficient products can help save you energy and money this winter.

PSE offers the following rebates on qualifying heating systems:

For electricity customers

- ▶ \$1,500 on an ENERGY STAR®-qualified geothermal heat pump
- ▶ \$1,000 on a forced-air furnace to heat pump conversion
- ▶ \$800 on a ductless heat pump (1.0 ton minimum)
- ▶ \$200 - \$350 on an air-source heat pump
- ▶ \$200 on a heat pump sizing and lock-out control

For natural gas customers

- ▶ \$350 on an ENERGY STAR-natural gas qualified boiler (95 percent AFUE*)
- ▶ \$200 on a natural gas fireplace
- ▶ \$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

Customer service — guaranteed

PSE makes two service guarantees to you. First, we commit to keeping scheduled appointments, and second, we commit to restoring power outages as soon as we can.



- ▶ If we don't keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment, you'll receive a \$50 credit on your PSE bill.
- ▶ If your electric service is out for 120 consecutive hours or longer, you may be eligible to receive a \$50 credit on your PSE bill.

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

PSE.com being updated to meet customer needs

You'll soon see a whole new look and functionality at PSE.com — including improved online and mobile services, bill notification and power-outage reporting. Look for our updated website in early 2011.

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.

