



MARCH-APRIL 2011

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### Want to go green?

With the start of spring, we're thinking green and hoping you are too. Here are ways PSE customers are greening up:



- ✓ Nearly 30,000 customers now 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. Simply enroll online at [PSE.com/GreenPower](http://PSE.com/GreenPower).
- ✓ Nearly 815 PSE customers generate some of their own "green" power, right from their own roofs and backyards. Examples include solar, wind, and hydro power.

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

[PSE.com](http://PSE.com) • Manage your account and pay online.

## It takes teamwork to restore power — from customer call to lights on

*It only takes a single tree to knock out power, but it requires a team effort to restore it. It starts with a call or online report from a customer and involves several steps to bring the lights back on. Here's a nine-hour journal of what happens when the power goes out on a typical windy and rainy winter day.*

### 4:47 p.m. — Dark house near Woodland Way, Kent

Two days of rain and an afternoon of gusty winds have caused scattered outages across southern King County. "PSE? I just heard a loud noise and the house went dark. Can you send someone — soon? I'm worried about my grandmother who lives with us." PSE Customer Service Representative Adam Farr opens an electronic form on his computer.

### 4:53 p.m. — System Operations, EFR Office, Redmond

Adam's "emergency" work order appears instantly on the monitors of System Operator Art Stretch and Electric First Response Dispatcher Lindsey Raso. The computer program shows the closest available service lineman, Mark Kibler.

### 4:54 p.m. — PSE bucket truck, somewhere in Auburn

Viewing the listing on his mobile laptop, Mark confirms the address and pulls his truck into traffic.

*(Continued on inside)*

## Kimberly Harris new CEO

*Kimberly Harris, president of Puget Sound Energy, assumed additional duties March 1 as CEO. She succeeds Steve Reynolds, who retired after serving as PSE president and CEO for nine years. Harris has been with PSE since 1999.*





### Free tours

From April through November is a great time to plan a visit to 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:** 509-964-7815 or  
PSE.com/WildHorse

### 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 and the excavation done by hand if it's near the piping.

## It takes teamwork to restore power

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### 4:59 p.m. — Customer Call Center, Bothell

Additional calls come in from the same area. It's clear that the outage is affecting dozens of customers.

### 5:23 p.m. — PSE bucket truck, approaching Kent

Mark is in luck. Even in the dark, he spots the trouble: a pole leaning under the weight of a toppled Douglas fir has caused a short circuit.

Response took just 48 minutes, but power won't return nearly as quickly. The fix will require additional crews to remove the tree, right the pole and make repairs.

Mark calls PSE System Operations to dispatch a crew. Then he opens the nearest switches to isolate and de-energize the portion of line, making it safer for the public and the crew.

### 5:40 p.m. — System Operations, Redmond

Art arranges for the needed resources: a tree crew and a flagger to give the pole crew a safe worksite in the dark. Repair time is estimated at four to five hours. Art enters this into the computer system so that customer service reps can give updates to customers.

### 5:45 p.m. — Customer Call Center, Bothell

Adam checks the computer screen before answering the 44th customer calling from Woodland Way: "We have a serviceman on the scene and a crew on the way. We think power will be out until at least 11 p.m."

### 7:15 p.m. — Electric-repair service crews, Woodland Way

Potelco pole crew foreman Mike Wagner is on scene and reviews safety and job requirements with his crew. He verifies the switches are open and phones Art to request a clearance that it is safe to work on the system. His crew then installs grounds for safety purposes so the Asplundh tree crew can start work.

*In addition to our own crews, PSE contracts with Potelco for electric maintenance and construction and with Asplundh for tree trimming work.*

### 8:25 p.m. — Woodland Way

The pole crew encounters an unhappy surprise: the pole is cracked below the soil line and must be replaced. The status is reported to System Operations and Art records a new estimated restoration time.

### 1:30 a.m. — Woodland Way

The job goes smoothly and the new pole is installed. One more call to System Operations and clearance is released.

### 1:35 a.m. — A dark house along Woodland Way

The lights in a grandmother's room cast a warm glow. Customers along Woodland Way have their power back.

*This story is based on actual events.*



## New natural gas rates requested for April 1

A proposal for an overall 1.8 percent increase in our natural gas revenues, primarily to recover increased costs to maintain and update our natural gas system, is expected to be decided in March by the three-member state Utilities and Transportation Commission. If approved, new rates would go into effect April 1. For the average residential natural gas customer using 68 therms a month, the increase would be 2 percent, or \$1.68, for a monthly bill of \$84.65.

## Difficulty paying your bill?

We encourage qualified, low-income customers to contact their local energy-assistance agency to apply for bill payment assistance provided by the federal government and PSE. To locate an agency in your area, call 1-866-223-5425.



For customers who are not eligible for assistance but still have difficulty paying their PSE bill, please call us at 1-888-225-5773 to make payment arrangements and learn about energy-saving tips and rebates.

## Safety tip: keep natural gas meters unblocked and 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 as well as 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 meter 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.



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 possible.

- ✓ 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 disrupted 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 10 service quality measures that track PSE's performance. They are subject to certain conditions and may be suspended during unusual and exceptional circumstances. Visit [PSE.com/Guarantees](http://PSE.com/Guarantees) for more information.

### ***PSE.com – Better than ever***

Watch for our upgraded website, scheduled to go live this spring. Improved navigation, enhanced Web tools and livelier content make it easier to view your account, pay your bill online, and find energy-saving and safety tips.

## Free assessment to make your home more energy efficient

Did you know you can receive practical — and professional — advice on how your home could operate more efficiently with PSE's HomePrint™ Assessment?

Performed by an independent PSE-qualified specialist, this free in-home service will provide you with a better understanding of your home's energy consumption, cost-effective ways to save energy, and solid information on ultimately improving the comfort and efficiency of your home.

To schedule your HomePrint Assessment, call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m. Visit [PSE.com/HomePrint](http://PSE.com/HomePrint) for more information.



## Save with showerhead rebate

Save money, energy and water with efficient WaterSense-labeled showerheads. Starting in March, PSE electric and natural gas customers can get instant rebates on select models. Visit [PSE.com/Showerheads](http://PSE.com/Showerheads) for more information.



## Bulb drive extended

**Good news!** PSE's CFL Bulb Recycling Drive continues in 2011. CFL bulbs contain trace amounts of mercury and shouldn't be tossed in household garbage or recycling bins. You can help keep 50,000 light bulbs out of landfills by ordering a free recycling box for your workplace.



There are more than 500 recycle boxes at select PSE offices, retail locations, city halls and other Western Washington locations. So far more than 17,000 bulbs have been returned, which means all their reusable glass, circuitry, aluminum and plastic is being recycled.

**Join the fun!** Sign up at [PSE.com/BulbDrive](http://PSE.com/BulbDrive) to host a box where you work or find a complete list of recycling locations. You can always call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.

## Need new CFL bulbs or lighting fixtures?

You could save hundreds of dollars on your electric bill each year by switching to more efficient lighting.

Compact fluorescent light (CFL) bulbs use 75 percent less energy than incandescent bulbs and can last 10 times longer. Save energy and money by taking advantage of PSE's lighting discounts and rebates. PSE residential electric customers can get up to \$3 off ENERGY STAR®-qualified CFL bulbs and up to \$12 off ENERGY STAR-qualified fixtures. Participating retailers are listed at [PSE.com/Lighting](http://PSE.com/Lighting).

## 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 Hwy. SW

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