



ENERGYWISE

JANUARY-FEBRUARY 2012

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PSE and American Red Cross join in community preparedness study

Puget Sound Energy will assist the American Red Cross with a new program aimed to increase community safety and the level of disaster preparedness in the region.



Through a study, PSE and the Red Cross will determine how well positioned the region's households and small businesses are to undertake disaster preparedness.

Understanding community differences and barriers to preparedness will help the Red Cross build neighborhood-specific features in the new program.

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

PSE.com • Manage your account and pay online.

Be prepared for winter weather

With January and February typically the year's coldest months, which can bring ice, snow and wind, it's important to be prepared for any rough weather that comes our way.

Use this checklist to plan ahead and stay safe in harsh winter weather, particularly if the power goes out.

- ✓ Keep flashlights handy and make sure they have fresh batteries.
- ✓ Note PSE's 24-hour customer service line — 1-888-225-5773 — so you have it at your fingertips in case you need to call to report an outage or suspected natural gas leak.
- ✓ Build or purchase an emergency kit that includes at least a three-day supply of food, water, medicine, pet supplies, flashlights, a battery-powered radio, fresh batteries and a first-aid kit.



Cold weather tips

- ✓ Keep your home at the lowest comfortable temperature. For most homes, the heating bill drops by about 2 percent for every degree you lower the thermostat.
- ✓ Check your furnace filter monthly during the heating season and clean or replace it.
- ✓ If you think your natural gas furnace is not operating safely or if you are having problems with pilot lights, please call PSE at 1-888-225-5773 to schedule a PSE natural gas service technician for a free visit to diagnose the problem.



Help us help you

PSE knows some customers have difficulty paying their heating bills, and we can help with payment arrangements. If you need help, please contact us by visiting PSE.com or call 1-888-225-5773.



Warm Home Fund helps those in need

During the heating season, 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 by checking the donation box on your payment stub or online payment page.

Thank you for caring!

View and pay bill online

Go completely paper-free by establishing an online account.



Schedule automatic payments,

view and pay your bill and monitor your daily energy use anytime — all online. Visit PSE.com for information about paperless billing.

Energy assistance funds available

Customers having trouble paying their winter heating bills may be eligible to receive assistance from two long-standing programs. Depending on income and household size, a qualified low-income recipient can receive up to \$1,000 in LIHEAP (Low Income Home Energy Assistance Program) bill credits and another \$1,000 from PSE's HELP (Home Energy Lifeline Program).

At the close of 2011, Congress set the funding levels for this winter's LIHEAP, appropriating \$10.9 million to the community energy-assistance agencies serving PSE customers. Funding for PSE's HELP is unchanged at \$14.8 million to help low-income households pay their natural gas and electricity bills.

Call toll-free 1-866-223-5425 for the nearest energy agency.

Lower bills this season

2012 is expected to start off with a decrease in electric rates on Jan. 1. The decrease, expected to be set by Washington state's Utilities and Transportation Commission (UTC) following press time, will reduce the average monthly electric bill (based on 1,000 kWh of electricity used per month) by 2.28 percent, or \$2.26. Lower electric rates during the heating season are in addition to an overall 4.3 percent drop in natural gas rates that went into effect on Nov. 1.



How efficiency programs help you save

In 2012, we continue our commitment to helping customers save energy and money at their homes and businesses through energy-efficiency programs. Efficient use of energy doesn't just lower your monthly utility bill. It also helps PSE avoid significant costs on new power



plants and purchased power. We have set targets to help customers save 38.4 average megawatts of electricity and 4.84 million therms of natural gas in 2012 — enough power to serve 30,000 homes and natural gas to heat 6,500 homes. Besides saving money on energy they don't use, our customers collectively are reducing their power-supply costs by \$2.7 billion over the next 20 years. On top of that, customers are reducing carbon emissions — an estimated 1.4 million tons — over the next 8 years.



Reconstructed plant at Snoqualmie Falls taking shape

A major upgrade of PSE's Snoqualmie Falls Hydroelectric Project is moving ahead, with crews replacing or rebuilding virtually all of the key power-generating equipment and infrastructure at the 113-year-old facility. Major enhancements also are being made to the facility's public park, trails and wildlife lands. This photo, taken about 100 yards upstream of the falls, shows the project's Plant 1 area (at left), where the initial powerhouse was built inside an excavated cavern 260 feet below the surface. On the opposite side of the river, below the Salish Lodge, is the new intake structure for delivering water to the Plant 2 powerhouse, located a quarter-mile downstream of the falls. The redevelopment work is scheduled for completion in spring 2013.

Support equips Vashon Island for emergencies

The Puget Sound Energy Foundation in December funded the final phase of an emergency alert system for Vashon Island residents and businesses with a \$15,000 grant.

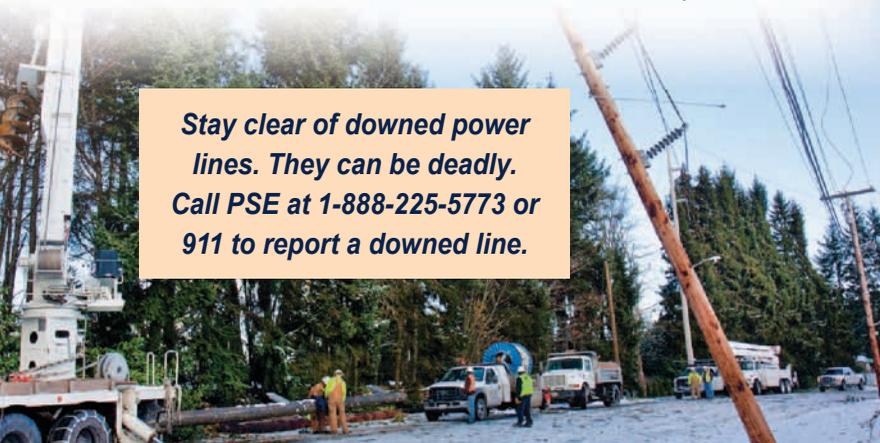


Jeanne Dougherty, president of Voice of Vashon, receives the \$15,000 check from Andy Wappler, chair and president of the foundation.

The Voice of Vashon manages the island's cable television and radio stations.

None of the foundation's funds come from PSE's utility customers.

Stay clear of downed power lines. They can be deadly. Call PSE at 1-888-225-5773 or 911 to report a downed line.



Keep meters clear of snow, ice

Remember to keep snow and ice buildup from covering your natural gas meter. Use a broom to gently clear



snow or ice from around the meter, and never shovel snow against the meter or pipes.

When ice thaws, don't allow water to drip onto the meter equipment. If you see ice build-up or suspect a problem, call PSE at 1-888-225-5773.

Detecting and responding to natural gas leaks

With greater natural gas usage during the heating season, PSE urges everyone to be aware of potential natural gas leaks. Follow these tips:

- ✓ Be aware of the possible signs of a natural gas leak, including a distinct sulfur, or rotten-egg odor added to natural gas to help identify leaks, a hissing or roaring sound, bubbles appearing in standing water, blowing dirt or dead or dying vegetation in an otherwise moist area.
- ✓ Leave the area immediately if you suspect a natural gas leak; don't turn on or off any electrical devices, including light switches, or do anything that could cause a spark.
- ✓ From a safe location, call PSE at 1-888-225-5773, or 911.

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



Recycle CFL and incandescent bulbs at your office

PSE's CFL Bulb Recycling Drive will continue in 2012. CFL bulbs contain trace amounts of mercury and should not be tossed in household garbage or recycling bins. Help keep light bulbs out of landfills by ordering a free recycling box for your workplace.

PSE's new light-bulb recycling boxes also accept incandescent bulbs. Materials from CFL and incandescent bulbs including reusable glass, circuitry, aluminum and plastic. All can be recycled.

There are more than 500 recycle boxes at select PSE offices, retail locations, city halls and other Western Washington locations. Sign up to host a box where you work or find a complete list of recycling locations at PSE.com/BulbDrive or by calling a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.



Supporting your communities



TeamPSE employees helped brighten the holidays for budget-strapped families by conducting food drives and volunteering at Food Lifeline's Shoreline Volunteer Repack Center.

Through corporate contributions and the Puget Sound Energy Foundation, in 2011 we distributed more than \$1.38 million to 700 nonprofit organizations in Washington state to improve lives, make neighborhoods safe, and strengthen and sustain communities. None of the corporate contributions or the foundation's funds come from PSE's customers.

Puget Sound Energy
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TTY: 1-800-962-9498

PSE.com
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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.

