



JULY - AUGUST 2012

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Call **811** before you dig.

Call before you dig

Call 811 **two business days** before digging to help prevent serious injuries or potential hazards

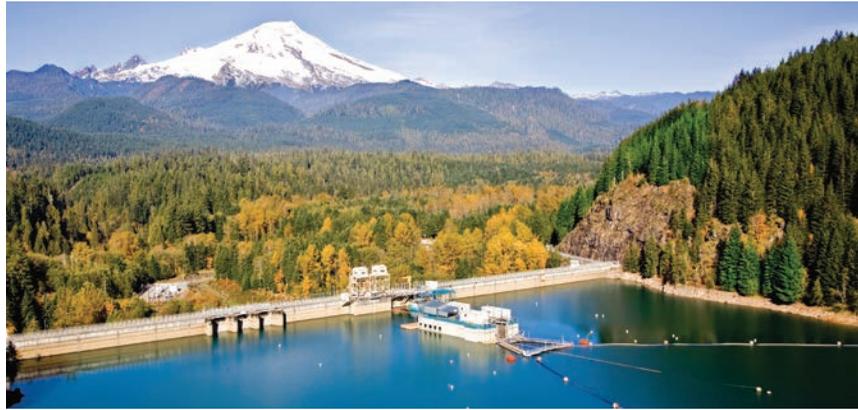


from striking or damaging underground utility lines. Washington law requires all digging projects on private, public and commercial property to have utilities marked. For more information about "Call Before You Dig," visit www.call811.com.

**Llame 811
antes de cavar.**

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

PSE.com • Manage your account and pay online.



Efforts to boost salmon runs enable customers to receive clean hydroelectricity

At our Baker River Hydroelectric Project in Skagit County, we are building a second floating surface collector on the Baker River, this time to aid the downstream migration of juvenile salmon and trout around our 285-foot-high Lower Baker Dam.

The work is the latest in a series of fish-enhancement projects by PSE at the two-dam, 170-megawatt hydroelectric facility. The two dams generate enough electricity from clean, free-falling water to power the homes of 130,000 PSE customers.

The new technologically-advanced collector will help young fish move past Lower Baker Dam. The new facility largely mirrors the heralded fish collector (above) PSE completed in 2008 on Baker Lake, upstream of Upper Baker Dam.

Our fisheries initiatives, resulting from a renewed, 50-year operating license from federal regulators for the hydropower facility, are paying off. In 2011, a record run of adult sockeye salmon—10 times the historic average—returned to the river to spawn. The new Lake Shannon fish collector is scheduled to be operational by spring 2013.

Summer energy tips to stay cool:

- Close blinds and drapes to block direct sunlight.
- When possible, use a fan instead of an air conditioner.
- Add insulation to make your home more energy efficient throughout the year.
- If operating an air conditioner, set the thermostat no lower than 78 degrees.



Ways to pay online

PSE's online billing and payment feature provides an email notification with specific information about the amount of your bill and the due date embedded in the message. Log on to PSE.com and sign up for "My PSE Account" to enroll. Other online payment options include electronic payment through your bank or automatic withdrawal from your bank account, at no charge. Payment by credit or debit card incurs a \$4.95 fee to a third-party processing service. You also may sign up for a free doxo account at www.doxo.com/PSE to securely receive, pay and file your PSE bills.

New rates set

In mid-May, state regulators set new rates for electricity and natural gas following an 11-month review. Electricity rates for PSE residential customers increased 2.8 percent, while natural gas rates increased 1.3 percent.

The increased rates recover investments made in our Lower Snake River Wind Project in Garfield County, which went into service in February, and costs associated with infrastructure upgrades, operations and PSE's capital structure.

Know how to recognize a PSE employee



All PSE employees and contractors have identification badges bearing their name, photograph and identification number and are required to display their badge if asked. Our field employees wear clothing and uniforms (see photos) bearing the Puget Sound Energy name and logo. If you are unsure about an employee's identification, or want to verify the nature of the work, call us at 1-888-225-5773.

Summer safety reminders

Now that summer has finally arrived, make sure your outdoor projects are done safely around overhead utility lines. Keep these important tips in mind:

- Never climb trees near power lines, even if the power lines are not touching the trees.
- Keep balloons, kites and toys, such as remote control aircraft, away from overhead electric lines.
- Never try to retrieve any type of balloon, kite or toy that becomes caught in a power line. Leave it alone and immediately call PSE at 1-888-225-5773.
- Make sure that there's at least a 10-foot clearance from overhead power lines when using ladders or long-handled tools for painting, roofing, tree-pruning or cleaning a pool.

**Think Safe.
Be Safe.**





Surge protection for home electronics

To help protect expensive home electronic equipment, like computers, televisions, printers and other devices, consider a surge suppressor or surge arrester. Surges can originate either inside or outside your home or building. A surge suppressor, commonly a power strip, helps protect equipment from potentially damaging voltages. A surge arrester, which is installed in or near a home's main electric service panel, close to the electric meter, helps protect all the circuits in a house or office from spikes in voltage of up to 20,000 volts. Surge suppressors are available at hardware and home improvement stores. Surge arresters should be installed by a licensed electrician. Check your homeowners insurance policy for coverage of power surges.

Suspect a natural gas leak? Leave the area, then call.

In a natural gas emergency, call Puget Sound Energy toll free at 1-888-225-5773 from a safe distance. 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.



“Safe at Home”: \$8 Mariners tickets

Join us at the *Safe at Home* Mariners game on September 7. Bring your family and friends to the ballpark to learn about being safe around natural gas and electricity. Participate in a safety quiz, with the chance to win an emergency preparedness kit.

**Friday Sept. 7, 7:10 p.m.
Athletics vs. Mariners
Safeco Field**

Purchase your discounted \$8 ticket in the View Reserved section by going to seattlemariners.com/PSEsafeathome.

Please note: The online ticket offer is for PSE customers only and is not available at Seattle Mariners team stores or box office outlets.

The screenshot shows the Puget Sound Energy website interface. At the top, there are navigation links for 'Accounts & Services', 'Safety', 'Savings & Energy Center', 'In Your Community', and 'About PSE'. A search bar is located in the top right corner. Below the navigation, there are several sections: 'Your Account' with a dropdown menu, 'Your Bill' featuring a photo of a family, 'Pay Your Bill Online' with a sign-in prompt, 'Low-Income Assistance', and 'What's in Your Bill?'. On the right side, there is a 'Sign In' form with fields for 'Username' and 'Password', and a 'Sign In' button. Below the sign-in form, there are links for 'Forgot Password or Username?' and 'New User Sign Up'.

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

Earn cash back for your summer projects



If your summer projects include cleaning out your garage or remodeling your kitchen, Puget Sound Energy is here to help. We have rebates up to \$370 for high-efficiency appliances and a recycling program for old refrigerators or freezers.

Extra refrigerator? Get rid of that old energy-wasting refrigerator or freezer; it could be costing you up to \$200 a year on your PSE bill. Our recyclers will come to your house, unplug your old refrigerator and freezer, haul them away for free and

give you \$20 for each old appliance. Residential electric customers can sign up at PSE.com/Recycling or call toll free at 1-877-577-0510.

Remodeling your kitchen? Take advantage of rebates on ENERGY STAR®-qualified refrigerators. Go online at PSE.com/Appliances for a \$50 rebate for the purchase of qualifying high-efficiency Whirlpool, KitchenAid, Maytag and Gladiator refrigerators. Also, PSE customers qualify for an instant \$300 discount with an online purchase of the new ENERGY STAR Gladiator Chillerator.® The only refrigerator designed specifically for the garage, it uses less energy than a 40 watt light bulb. Your purchase will qualify for the \$50 rebate, found online. Call a PSE Energy Advisor at 1-800-562-1482 or visit PSE.com/Appliances for more information.



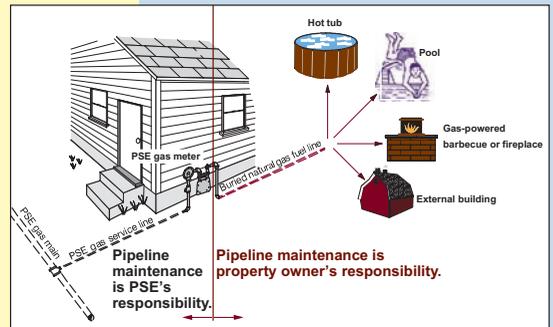
Customers save money and reduce energy use

With a focus on helping customers save on energy costs, PSE has budgeted \$111 million this year to bring energy efficiency measures to local communities, residential customers, multifamily housing units and municipal buildings as well as to schools, businesses and industries. Your efforts to save energy pay off. In 2011, your energy-efficiency efforts helped lower electricity and natural gas bills by more than \$160 million.

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 by a licensed plumbing contractor and repaired if any unsafe condition is discovered.



Puget Sound Energy
1-888-225-5773
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For information about rates and your rights and responsibilities, please call or visit us online.



PSE.com
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[YouTube.com/PugetSoundEnergy](https://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