



JANUARY-FEBRUARY 2013

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View and pay bill online

Start the new year by going completely paper-free. Simply establish a free, online PSE account. You can 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.



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

PSE.com • Manage your account and pay online.



Photo: The Olympian

We're prepared for winter's worst

With January and February typically the year's coldest months, PSE crews and emergency responders work year-round to help ensure safe, dependable energy delivery, especially during extreme weather conditions.

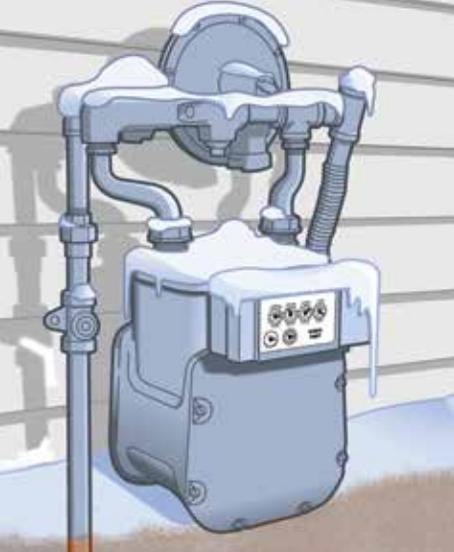
Here's how we got ready for winter

- Invested \$14 million to clear tree limbs and trees away from 3,058 miles of power lines in nine counties.
- Replaced more than 600 power poles.
- Installed about 20 miles of tree-resistant coated "tree wire."
- Ensured nearly 50 power line crews — each crew includes four people — are always available to respond to outages.
- Assigned more than 70 PSE service linemen to assess damage, make repairs to the electric system and identify more crews if needed.
- Installed nearly 35 miles of new or upgraded natural gas pipes.

Updates to PSE.com

When you visit PSE.com, you'll see a new home page with quick links to the information you want, and find easier access to our free and secure online services, like outage reporting, bill payment and energy usage information on a new MyPSE account site. Plus, it's easier to use PSE.com on your smart phone.





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.

Check your natural gas piping

PSE regularly inspects its underground natural gas pipelines to make sure they are safe. If you own buried piping, such as piping to pools, hot tubs, natural gas barbecues or detached buildings, it is your responsibility to maintain the piping unless PSE installed and agreed to maintain it. If your piping is not maintained, it may leak or corrode. Have a licensed plumbing contractor conduct an inspection and make any necessary repairs.

Let 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 calling 1-888-225-5773.



If you are having trouble paying your winter heating bills, you 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). Call toll-free 1-866-223-5425 for the nearest energy agency.

You can help 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!



New laws for your safety

With the start of the new year, two new laws aimed to protect citizens — a requirement for carbon monoxide detectors and a strengthened *Call 811 Before You Dig* — went into effect.

Call 811 before you dig.

Llame 811 antes de cavar.

- The 2013 law requires carbon monoxide detectors in apartments, condos, hotels, dormitories and residential institutions. Owners of single-family homes built before 2009 will be required to have the detectors when their home is sold or when they apply for a remodeling permit. Carbon monoxide is a poisonous, colorless, tasteless gas, emitted by improper venting of fuel-burning equipment.
- Under the strengthened Call Before You Dig law, damages to underground utilities from digging must be reported to a central Washington state database. Fines will be levied for repeat damages and violations of the law.

THINK SAFE. BE SAFE.



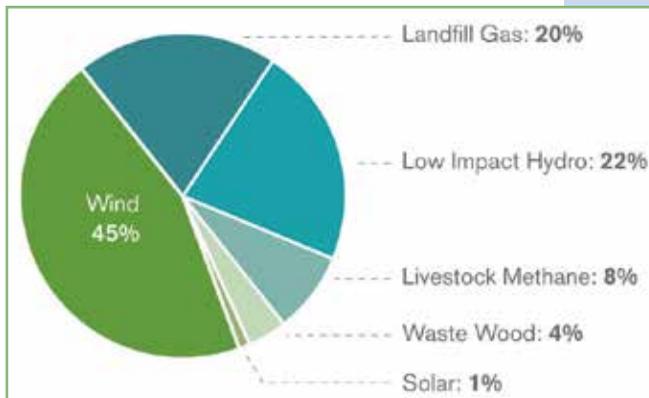
PSE customers go green



More than 34,000 PSE electric customers participate in PSE's Green Power Program, a voluntary program which gives customers a way to guarantee that all or a portion of the electricity they use is matched with clean renewable energy resources from independent producers located in the Northwest.

In 2011, Green Power Program participants purchased more than 342,500 megawatt-hours of renewable energy from the sources shown in the chart. These resources are in addition to, and independent from the wind energy generated by PSE in Eastern Washington.

2011 Green Power Program Resources



For comparison, the current average mix of resources supplying PSE electric customers includes: hydroelectric (50%), coal (32%), natural gas (16%), nuclear (1%), and other (1%) based on 2011 fuel mix as reported by PSE to the Washington Department of Commerce.

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.

Detecting natural gas leaks

With greater natural gas usage during the heating season, PSE urges you to be aware of signs 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 call 911.

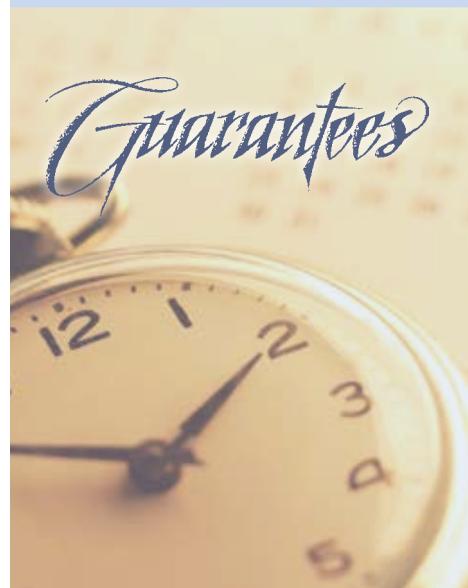




Photo: Pierce County Economic Development Board

In Your Community — Focus on Pierce County

PSE provides electricity to more than 108,000 homes and businesses and natural gas to 142,000 in Pierce County.

- More than 250 employees, or nearly 10 percent of PSE's total number of employees, work out of various operating bases and offices, including locations in Tacoma, Puyallup and Fredrickson.
- Our history in Pierce County started in Tacoma in 1884 when our predecessor, Tacoma Light and Water, began providing the area with natural gas, water and electricity.
- We operate three electric-generation facilities in Pierce County and one liquefied natural gas storage facility used to supplement the natural gas system serving Gig Harbor on cold days.
- In 2012, we installed high-strength tree wire in neighborhoods, including in the Crescent Valley area of Pierce County, to boost reliability and reduce the number of tree-related power outages.
- With demand for additional housing and facilities to serve military personnel and their families, PSE works closely with Joint Base Lewis-McChord officials to support the need for safe, dependable and efficient energy infrastructure providing electric and natural gas service.

Natural gas team helped Superstorm Sandy victims

Two dozen PSE employees in December went to New York City and Long Island to help restore natural gas service to homes and businesses damaged by Superstorm Sandy. They inspected the natural gas system for leaks and other damage. Where possible, the team relit equipment and appliances inside homes and businesses, restoring heat to people who had been without any for nearly six weeks.

When a disaster like Superstorm Sandy strikes, utilities use their mutual aid agreements to help each other to restore service to their customers.



Brandon Severson, PSE customer service field technician who operates in Seattle, inspects a New York City homeowner's natural gas service that was damaged by flood water.

Committed to contributing to a clean environment, Pierce Transit is one of the first mass-transit fleets in the U.S. to operate on clean-burning compressed natural gas (CNG). Vehicles operating on CNG reduce nitrogen oxide and carbon monoxide emissions by 90 percent, compared to diesel.



Photo: Pierce Transit

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PSE.com
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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.

