



# ENERGYWISE

JULY-AUGUST 2011

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### Call before you dig

PSE responds to more than three dig-ins per day that damage underground electrical and natural gas equipment and pose a public safety danger. A new law strengthens Washington state's ability to enforce penalties for violations of the Call Before You Dig law. The new law provides the Washington Utilities and Transportation Commission (UTC) with the authority to take enforcement action on those who fail to call for the free utility locator service before they dig. When getting ready to dig, make sure to call 811.



Puget Sound Energy  
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## Rock the Bulb with PSE

### Residential electric customers can get 10 free CFLs at community events this summer

Make your home more energy-efficient this summer by replacing your old-fashioned incandescent light bulbs with up to 10 free compact fluorescent light (CFL) bulbs through PSE's Rock the Bulb: Re-Energize Tour at eight locations throughout our service area this summer.

In addition to the tour's light bulb exchange, the PSE Bulb Mobile, a truck that runs on biodiesel, will appear at summer community events to give PSE residential electric customers a free ENERGY STAR® qualified CFL and encourage them to come to one of the 16 Rock the Bulb events.

At the July through August events we expect to distribute 200,000 CFLs, which can last up to 10 times longer and use 75 percent less energy than incandescent bulbs. By replacing the 10 most frequently used lights in your home with CFL bulbs, you can save \$450 or more in energy costs over the life of the bulbs. The events will also feature a Green Power Sweepstakes\* where PSE residential electric customers can sign up for the voluntary Green Power Program and automatically be entered in a contest to win a \$10,000 residential solar system. PSE's voluntary Green Power Program helps support independent renewable energy projects — including wind, solar and biomass — located right here in the Pacific Northwest.

(\*No purchase required, see rules at [PSE.com/SolarSweepstakes](http://PSE.com/SolarSweepstakes))

### PSE's Rock the Bulb light bulb exchange dates and locations 10 a.m.- 4 p.m.

July 9-10	Federal Way	Northshore Ace Hardware
July 16-17	Bremerton	Goodwill
July 23-24	Kent	Fred Meyer
July 30-31	Renton	Fred Meyer at Renton Center
Aug. 6-7	Redmond	Fred Meyer
Aug. 13-14	Oak Harbor	Ace Hardware
Aug. 20-21	Lacey	Fred Meyer
Aug. 27-28	Burlington	Fred Meyer



Visit [PSE.com/RocktheBulb](http://PSE.com/RocktheBulb) for the locations of the PSE Bulb Mobile and CFL recycling locations.



## Free webinar on saving energy

Register now for PSE's first free online customer webinar — *Efficient Ways To Start Saving Energy Today* — to learn about rebates for the purchase of energy-efficient appliances and low-cost, no-cost ways to save energy. The scheduled webinar is on:

**Thursday, Sept. 15, 10-11 a.m.**

Register at [PSE.com/Webevent](http://PSE.com/Webevent), or call a PSE Energy Advisor at 1-800-562-1482 for more information.



## Ways to pay online

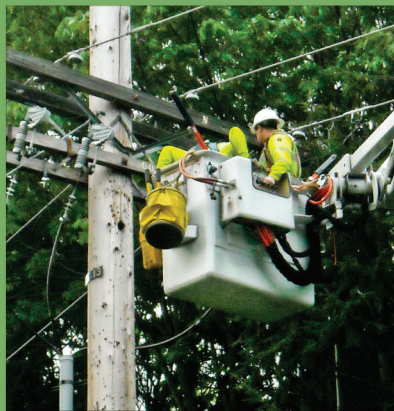
PSE's online billing and payment feature now provides an email notification with specific information about the amount of your bill and the due date embedded in the message. Log on to [PSE.com](http://PSE.com) and register for "My PSE Account" to enroll. Other online payment options include electronic 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](http://www.doxo.com/PSE) to securely receive, pay and file your PSE bills.



## Wind turbine nacelles ride the rails to Lower Snake River Wind Project

A train carrying the first shipment of 22 wind-turbine nacelles and hubs, manufactured in Kansas, arrived this spring at PSE's Lower Snake River Wind Project in Garfield County. Now under construction, the Lower Snake River Phase 1 is PSE's third and largest wind facility. It includes 149 nacelles — the structures atop a wind tower that holds the electricity generating components — hubs, and 447 blades. When completed in 2012, the 343-megawatt facility will produce enough electricity to power more than 100,000 homes served by PSE. **Check out our videos** on the wind project construction, including one with time-lapse shots of three turbines being assembled during 48 hours in June, at [PSE.com/LowerSnakeRiver](http://PSE.com/LowerSnakeRiver). From the ground to the tip of a vertical blade, the 2.3-megawatt turbines stand more than 430 feet tall and weigh 340 tons.

## Flying squirrels, power outages, oh my!



*PSE crews recently installed animal guards on an 80-foot utility pole in Bellevue to help keep customer lights on and protect a family of flying squirrels that made its home in the pole. PSE worked with wildlife officials who recommended that since flying squirrels are a protected species in Washington state to leave their nest undisturbed until the squirrels mature and leave the nest. When they are gone later this summer or fall, PSE plans to fill the soccer-ball sized cavity in the pole.*

Animal interactions with PSE's equipment accounted for 15 percent of all power outages in 2010. Of the 13,000 non-storm related power outages per year on PSE's electric system, approximately 1,600 are caused by squirrels. These squirrel-related outages have been declining since 2004 when PSE changed its operating standards to require covered jumpers and bushing covers on all transformers. These procedures and the installation of animal guards help increase electric-system reliability while also protecting wildlife.





## Proposed 2012 rates in 11-month review

We filed a proposal on June 13 with state regulators to begin an 11-month review to establish new electric and natural gas rates in 2012 to recover the costs of work done to increase electric and gas delivery system reliability and provide a cleaner energy supply for our local residential and business customers.

The rate request is based on energy system improvements made in 2009 and 2010, when PSE invested almost \$1.1 billion for new gas and electric delivery infrastructure and new electric generation, including Phase 1 of the Lower Snake River Wind Project currently under construction in Garfield County.

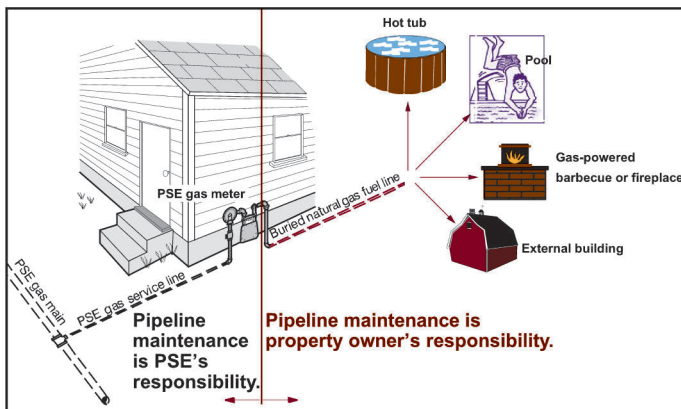
The proposed rates, which, if approved, would take effect in May 2012 following extensive review and approval by the UTC, ask for overall increases of 8.1 percent in electric rates and 3 percent in natural gas rates for all customer groups. The increases would raise the average homeowner's monthly electric bill by \$8.37 (based on 1,000 kilowatt hours per month) and monthly natural gas bill by about \$2.84 (based on 68 therms per month).

## 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.



## Summer safety reminder

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

- ◆ Plant new trees away from overhead power lines.
- ◆ Never climb trees near power lines even if the power lines are not touching the trees.



- ◆ Avoid flying kites, metallic balloons and radio-controlled toys near power lines. If a kite or Mylar balloon drifts near a power line, let it go. Never try to retrieve anything caught in a power line or from a tree located near a power line.
- ◆ Do not build playhouses or platforms in trees with nearby power lines.
- ◆ Never install hot tubs, swimming or wading pools underneath or near power lines.
- ◆ When getting ready to dig, make sure to call 811 — the free “call before you dig” hotline — to avoid potential hazards with striking or digging around underground utilities.



# 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 out for 120 consecutive hours or longer, you may be eligible to receive a \$50 credit on your PSE bill.

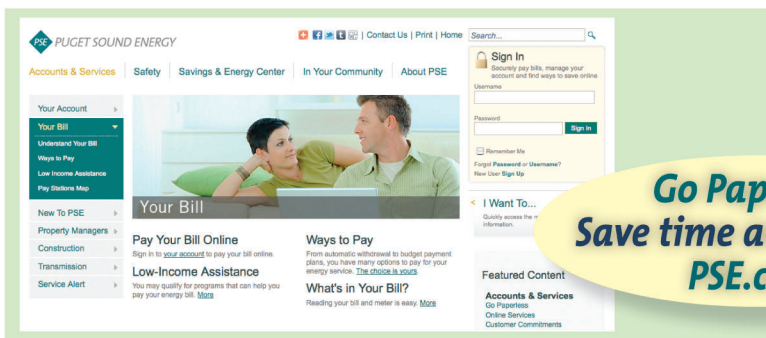
These service guarantees are in addition to nine service quality measures that track PSE's performance, and are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit [PSE.com/Guarantees](http://PSE.com/Guarantees).

## Our energy strategy: energy-efficiency, wind power and natural gas

PSE's updated long-term plan for acquiring new energy resources to meet customer needs emphasizes energy efficiency, additional energy transmission capacity and the strategic acquisition of peak-demand power resources.

According to the plan, updated every two years, an additional 325 megawatts (MW) of renewable energy — primarily wind power — must be obtained by 2020 to ensure PSE's compliance with a state law that requires large utilities to obtain 15 percent of their power from renewable resources by 2020.

The updated plan estimates PSE will need about 4,200 MW of additional power capacity by 2031 to meet customer peak, wintertime demand. The plan also forecasts a net 46 percent increase in PSE customer demand for natural gas over that time. Cost-effective energy-efficiency programs, the plan says, can cut PSE's need for new power capacity by more than 25 percent over the next decade, while reducing customer natural gas use by more than one-fifth. To view PSE's 2011 Integrated Resource Plan, visit [PSE.com/IRP](http://PSE.com/IRP).



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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