



MARCH-APRIL 2012

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Earthquakes: Red Cross preparedness tips

In Washington state, April is earthquake preparedness month and a good time to plan ahead for disasters, such as an earthquake.



The American Red Cross provides this checklist.

- Become aware of fire evacuation and earthquake plans for all of the buildings you occupy regularly.
- Pick safe places, such as under a piece of furniture, away from windows, in each room of your home, workplace or school.
- Practice "drop, cover and hold on" in each safe place.
- For additional tips, visit redcrosswashington.org

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

PSE.com • Manage your account and pay online.

New technology to help pinpoint outages

With new advanced technology, Puget Sound Energy is on track to enhance our power-restoration service.

Moving away from decades-old systems, PSE has adopted a new outage management system (OMS) that will assist in crew management, improve power-restoration efforts and provide customers with more accurate information on the status of outages.

By locating outages more quickly, the OMS also will provide better information about estimated restoration times.

The OMS system is scheduled to be operational later this year.



When PSE's updated outage management system comes online later this year, utility employees will use computers, not sticky notes, to track restoration efforts.

April: Safe Digging Month

April is Safe Digging Month and PSE wants to remind you to call 811 for a free utility locate before beginning any work that involves digging.

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.



**Know what's below.
Call before you dig.**



Free tours of wind facility

Visit 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 and for group tours:

509-964-7815 or

PSE.com/WildHorse



Help people in need

Even with the warmer spring months upon us, some PSE customers continue to struggle with their energy bills. Consider donating to The Salvation Army Warm Home Fund. The fund 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, and check the donation box on your payment stub or online payment page.

PSE customers celebrate 10 years of green power

Since 2002, PSE customers voluntarily have paid a little extra to help develop renewable energy projects in the region.

Nearly 32,500 customers 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. To enroll, visit PSE.com/GreenPower.

And there's more...

- More than 1,075 PSE customers generate some of their own "green" power, right from their own roofs and backyards. Examples include solar, wind and hydro power.
- Nearly 130 customers purchase carbon offsets through PSE's Carbon Balance Program. To enroll, visit PSE.com/CarbonBalance.



Bill-payment assistance available

We urge anyone having difficulty paying their bills to contact us to make payment arrangements.

Qualified low-income customers should contact their local energy-assistance agency to apply for bill-payment credits provided by the federal government and PSE. To find the nearest agency, call 1-866-223-5425.



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. The excavation should be done by hand if it's near the piping.

Lower Snake River Wind Facility begins generating power

In late February, Washington's newest and largest wind farm – the Lower Snake River Wind Facility-Phase I – began generating power, providing PSE's 1.1 million electric customers with significantly more renewable energy.

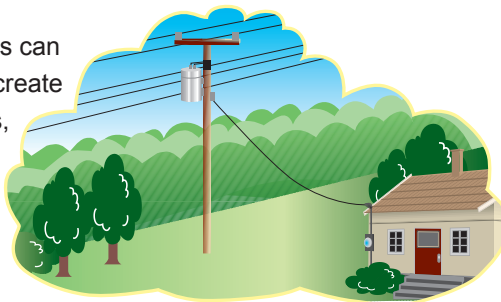


The facility's 149 wind turbines — set among the wind-blown farmlands of Garfield County in southeast Washington — will generate enough electricity, on average, to power about 100,000 homes.

The 343-megawatt (MW) Lower Snake River project is PSE's third wind farm. Our 157-MW Hopkins Ridge Wind Facility, built in 2005, is in Columbia County. The 273-MW Wild Horse Wind and Solar Facility, built in 2006 and expanded in 2009, is in Kittitas County. Together, the three PSE sites generate enough electricity, on average, to meet the total power requirements of approximately 230,000 households.

Between power line and roof: Please keep it clear

Because trees and limbs can conduct electricity and create potential safety hazards, PSE crews work year-round to maintain a safe distance between power lines and encroaching vegetation.



While PSE prunes vegetation from pole to pole, property owners are responsible for maintaining the service line that extends from a power pole to the roof of their home or building. At no charge, PSE will disconnect the service line from the pole to allow property owners to safely clear trees and other overgrown shrubs.

If you're aware of trees that could contact or fall onto a power line, please call us at 1-888-225-5773. We'll send a certified arborist to investigate and discuss whether the trees need to be trimmed or removed. If no one is home, we'll leave a notice advising of the next steps.



Suspect a natural gas leak?

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

Safety & energy tip: Set water heater to 120 degrees

Washington state law recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the *low* setting. This will prevent scalding accidents and save energy.

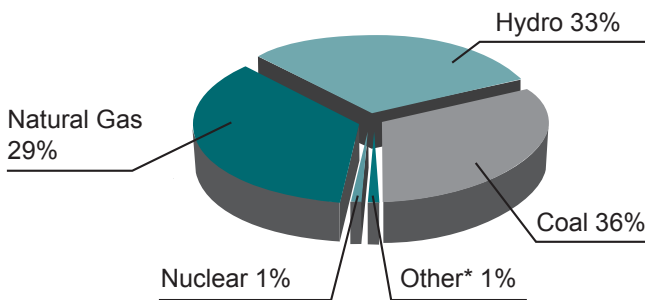


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Electricity fuel mix

The electricity that Puget Sound Energy delivers to customers is generated using a number of different resources. The fuel mix for these resources for electricity delivered in 2010 is shown in the following table and chart:

Fuel	Percentage
Coal	36
Hydroelectric	33
Natural Gas	29
Nuclear	1
Other*	1
Total	100



* Biomass, landfill gas, petroleum and waste.

Source of data: Published by the Washington Department of Commerce with data reported by PSE.

More than 477,000 PSE customers endured one or more power outages following the series of snow, ice and wind storms in January. Our PSE employees and contractors thank you for your patience and support during the power restoration. Your thank yous, like the banner at Enumclaw High School, went a long way to keep crews in good spirits. It's a privilege to have you as customers.



Keep your meter 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 — and 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 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.

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

For information about rates and your rights and responsibilities, please call or visit us online.



PSE.com
Twitter.com/PSETalk
Facebook.com/PugetSoundEnergy
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