

March 2009 Puget Sound Energy bill package inserts and information 1.5 million bills

- Outside envelope: For information on PSE's power supply fuel mix, please visit PSE.com; Customer Service Guarantee message
- Return envelope: Never burn your grill indoors. The carbon monoxide it creates can kill you.
- Back of bill: Ways to pay your bill; Customer service phone number; Bill statement codes; Bill statement definitions; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Contact for questions about your bill or service; and Late payment fee information
- Bill print message
- EnergyWise Newsletter March/April – In Your Community, PSE: keeping up with Mother Nature, Keep the power line from our pole to your roof clear of vegetation, Check your natural gas piping, Monitor energy use online, Energy Tip: Calling all renters! Ways to save money, PSE and federal programs help customer, Call before you dig, visit out local customer service offices.
- Insert: Green Power – Be part of your green community. It's easy to participate, simply visit PSE.com or call 1-800-562-1482.
- Insert: Ductless Heat Pump – A ductless heat pump is a highly efficient heating and cooling system for electrically-heated homes. Call 1-800-562-1482 to see if you qualify for a PSE rebate.
- Insert: Refrigerator Recycling – Recycle your old refrigerator – get free pickup and a \$30 rebate from PSE.
- Insert: Showerhead – Puget Sound Energy is offering single-family residential households a free efficient showerhead and bathroom faucet aerator.
- Insert: Natural Gas Weatherization Program – Retain heat and save energy by improving your home insulation. For a free rebate on your weatherization upgrade, fill out the form or call 1-800-562-1482.



PUGET SOUND ENERGY
The Energy To Do Great Things

*P.O. Box 90868
Bellevue, WA 98009-0868*

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED



1-1/16"



1-1/8" x 4-1/8"



3/4"



1101 • 8/08

Prints under flap

Customer Service Guarantee

When you make a service appointment with Puget Sound Energy, we'll be there on time.

We guarantee that we will arrive at the time mutually agreed upon to:

- ▶ *Connect new permanent service lines and meters.*
- ▶ *Re-establish existing natural gas or electric service following move-out/move-in or disconnection for nonpayment.*
- ▶ *Keep natural gas equipment service appointments.*

If we cannot meet our commitment, we'll credit \$50 to your PSE bill. This guarantee applies in the absence of major storms, earthquakes, supply interruptions, or other significant adverse events beyond our control. In those cases, appointments will be rescheduled as soon as possible.

Imprint Line



This envelope uses 100% post consumer recycled paper.

For information on PSE's power supply fuel mix, please visit PSE.com



PLACE
STAMP
HERE



3/4 x 2-7/16 window

BELLEVUE, WA 98009-9269

4-13/16

7/8



PUGET SOUND ENERGY

The Energy To Do Great Things

Prints on flap



Never burn your grill indoors.

The carbon monoxide it creates can kill you.

Nunca use una parrilla dentro de su casa.

El monóxido de carbono que éste produce puede causar la muerte.



This envelope uses 100% post consumer recycled paper.

Ways to Pay Your Bill

For your convenience, Puget Sound Energy offers several payment options:

- **Online at PSE.com** via My PSE Account
- **Automatic withdrawal** from your bank account
- **Credit/debit cards or check by phone** (transaction fee applies)
- **By mail to:** Puget Sound Energy, Payment Processing BOT-01H, P.O. Box 91269, Bellevue, WA 98009-9269
- **Budget Payment Plan** helps even out bills
- **In person** at an authorized pay station, see PSE.com for payment locations

Ways to Reach Us

- **PSE Customer Service 1-888-225-5773**
- **TTY hearing/speech impaired 1-800-962-9498**
- **TRS Telecommunications Relay Service 1-866-831-5161**
- **PSE Customer Construction Services 1-888-321-7779**
Business hours: 7 a.m. – 5 p.m. Monday – Friday
- **PSE Energy Advisors 1-800-562-1482**
Business hours: 8 a.m. – 5 p.m. Monday – Friday

Emergency or Power Outage Dial 1-888-225-5773

To report a natural gas or electric emergency or a power outage, 24 hours a day, call **1-888-225-5773**

Para informar sobre la emergencia del fallo de gas o electricidad 24 horas al día, llame **1-888-225-5773**

若欲報告有關煤氣或電力故障，或停電，每天24小時均可致電 **1-888-225-5773**。

Чтобы сообщить об аварии, связанной с природным газом или электроэнергией, или о перерыве в подаче электроэнергии, звоните по телефону **1-888-225-5773** круглосуточно.

We can translate for other languages. Just call **1-888-225-5773**.

Bill Statement Codes

- **ESTM** – *Estimated*
- **CORR** – *Corrected/Adjusted*
- **PRRT** – *Prorated*
- **ACTL** – *Actual*

Questions about Your Bill or Service

If you have questions or concerns or a dispute regarding your energy bill or service, please call us Monday – Friday, 7:30 a.m. to 6:30 p.m. at 1-888-225-5773 for billing inquiries. Any necessary corrections will be made promptly. If further follow-up is required, ask a PSE Customer Services supervisor to assist you. Every effort will be made to resolve disagreements and misunderstandings. If you are dissatisfied with the resolution, you may contact the Consumer Affairs section of the Washington Utilities and Transportation Commission at 1-800-562-6150 or complete an online complaint form at www.wutc.wa.gov. Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at PSE.com.

Late Payment Fee

Your bill is due and payable upon delivery. A late payment fee of 1 percent per month will be assessed on balances which remain unpaid for more than 10 business days after the due date on the bill. A 30-day delay of the late fee will be granted to low-income customers who notify PSE that they have applied to a low-income organization for financial aid. Customers participating in the Budget Payment Plan will be exempt from any late payment fee as long as the agreed-upon payment terms are kept current.

Explanation of Terms Used

Basic Charge

The basic charge covers a portion of the costs for billing, meter reading and other related fixed costs. These fixed costs do not vary with the amount of electricity or natural gas used or the number of days covered by the bill.

Delivery Charge

This charge is for the construction, operation and maintenance of natural gas pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you, based on the amount of natural gas used.

Electric/Natural Gas Conservation Program Charge

Every customer helps pay for the costs of weatherization and conservation programs.

Energy Exchange Credit

This credit applies to residential and qualified small farm electricity customers only. It is a pass-through of the Federal Columbia River Benefits supplied by BPA. These benefits are from low-cost power generated by federal hydroelectric dams.

Btu Factor

British thermal unit is a measure of heat content. The Btu factor is an adjustment factor based on the actual heat content of the natural gas.

CCF

CCF stands for hundreds of cubic feet, a measure of the volume of natural gas used.

Therm

A therm is a unit of heat that equals 100,000 Btu. A therm is the volume of gas (CCF) that when multiplied by the Btu factor equals 100,000 Btu. A natural gas stovetop burner burning for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.

kWh

A kilowatt hour is a measure of 1,000 watts of electricity consumed in 1 hour. A 100-watt light bulb consumes 1 kWh of electricity over 10 hours.

March 2009 bill-print messages for electric and combined service customers:

Your bill includes charges for electricity, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items.

March 2009 bill-print message for all customers:

PSE is providing customers with a new rate credit beginning Feb. 13, 2009. This merger benefit will appear regularly on your bills through 2019.

ENERGYWISE

MARCH-APRIL 2009



In Your Community

Volunteers in the Lake Hills area of Bellevue spent a recent Saturday handing out free compact fluorescent light (CFL) bulbs in an effort to eliminate less-efficient porch lights and brighten the neighborhood.

Porch lights can be on for as much as 16 hours a day, making them the most-used lights in many homes. CFLs last up to five times longer and use 75 percent less energy than incandescent bulbs.

Lake Hills is the first of many Puget Sound-area communities that will participate in PSE's year-long neighborhood porch light conservation program.



PSE: keeping up with Mother Nature

In mid-December, customers broke PSE's natural gas usage records twice, and surpassed the electric record once. But the exceptional demand was met with sufficient supplies of both electricity and natural gas, and recent system upgrades ensured sufficient capacity on PSE's distribution systems. The system improvements, completed over the past few years, include the installation of larger natural gas pipes and reinforcements to the electric transmission systems. Both enable the transportation of greater volumes of energy.

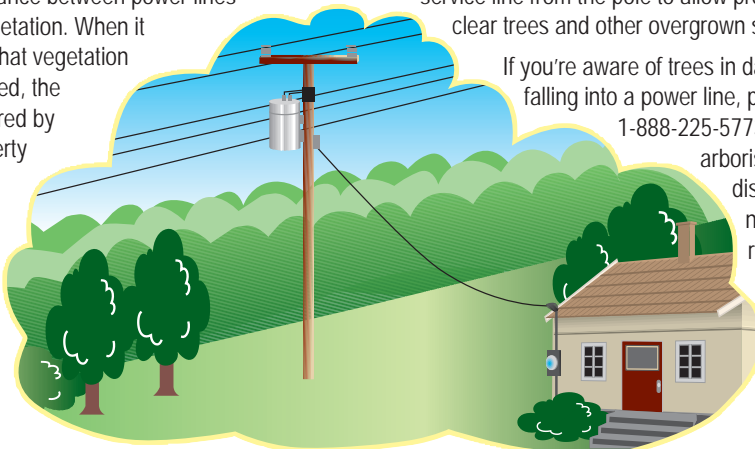
Keep the power line from our pole to your roof clear of vegetation

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 threatening vegetation. When it comes to ensuring that vegetation is properly maintained, the responsibility is shared by both PSE and property owners.

While PSE prunes vegetation from pole to pole, property owners are responsible for maintenance under

the service line that extends from a power pole to the roof of a 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 in danger of contacting or falling into 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.



Puget Sound Energy 1-888-225-5773 • PSE.com • Manage your account and pay online.

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 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 for leaks and corrosion 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.

ENERGY TIP:

Calling all renters!

Ways to save money

If you live in an apartment, encourage your landlord or property manager to take advantage of PSE programs and rebates to improve building efficiencies, which can help lower your utility bill. We provide apartment-building owners with free and low-cost improvement programs including insulation, window upgrades, efficient lighting and low-flow showerheads, as well as rebates for more energy efficient furnaces and appliances.

For more information about how to save energy for your home or business, visit PSE.com or call an Energy Advisor at 1-800-562-1482.

Call before you dig

With the start of spring, several outdoor projects, such as building a new fence or deck, planting trees and shrubs, or even pulling out a tree stump, may require you to call 811 — the “call before you dig” hotline. To avoid potential hazards with striking or digging up underground utility pipes or lines, all utilities must be marked before you dig.



Visit our local customer service offices

Most offices are open Monday-Friday, 9 a.m.- 5 p.m.

Bellingham – 1329 N State St
Burlington – 1660 Park Lane
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 Highway SW

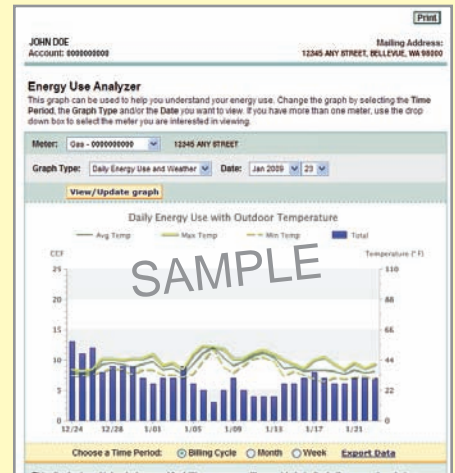
Puget Sound Energy 1-888-225-5773 • PSE.com

Monitor energy use online

Searching for ways to save money, PSE customers are switching to online payments and using the Internet to monitor their daily energy use and help them conserve.

Nearly a quarter of all PSE customers now access the Web to track their energy use, view their statements and pay their monthly utility bills. While online bill-payment offers convenience and saves postage, the ability to track day-to-day usage can make it easier to identify and positively change energy-use patterns to lower utility bills.

Visit PSE.com and click on My PSE Account.



PSE and federal programs help customers

As Washington residents recover from the recent cold weather, some are having difficulty paying their energy bills.

“In dealing with unusually cold weather, particularly during these challenging economic times, PSE wants customers to know that help is available,” says Bert Valdman, executive vice president and chief operating officer for PSE.

A qualified low-income recipient can receive up to \$750 from PSE’s Home Energy Lifeline Program, or HELP, and up to \$1,000 in Low Income Home Energy Assistance Program (LIHEAP) bill credits funded by the federal government.

In addition, we encourage customers having difficulty paying their PSE bill to call us to work out payment arrangements and learn about energy saving tips and rebates. Please call us at 1-888-225-5773 or visit PSE.com to learn more.

LIHEAP
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

HELP
PROGRAM

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

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In the fight against climate change,

every step counts

You have the power to shape the world for our children. One important step is signing up for PSE's Green Power Program. You can ensure a portion of your electricity comes from renewable sources for as little as \$4 more a month. To enroll, simply fill out the form on the reverse side and mail it with your payment.



Yes, I'd like to take a step against climate change!

Choose how much green power you want to buy each month:

- 100%** Based on your monthly electricity use; \$0.0125 more per kwh than basic service, about \$10-\$12 additional per month for the average customer.
- OR** Choose a dollar amount below or fill in your own increment of \$2.00/month. Every \$2.00 supports 160 kwh of renewable energy.
- ___\$4.00 ___\$6.00 ___\$8.00 ___\$10.00
___Other amount (minimum \$4.00): \$_____

Complete this form: Name: _____

Service Address: _____ City: _____

Zip: _____ Daytime phone or email: _____

Account Number (optional): _____

Return this form with your bill payment. The amount of your purchase will be added to your bill each month. Available to PSE electric customers only; you may cancel participation at any time without penalty.

Green Power Program Facts:

Certified by a non-profit
(www.green-e.org)

Supports wind (77%), biomass (14%), low-impact hydro (9%) and solar (<1%) energy from the Pacific Northwest

PSE does not make a profit on the Green Power Program



For more information:

Call an Energy Advisor at
1.800.562.1482 or visit PSE.com

Heat more efficiently with a Ductless Heat Pump System

Get a \$1200 instant rebate from Puget Sound Energy



A Ductless Heat Pump is a highly efficient heating and cooling system that is easily installed in electrically-heated homes. PSE offers an instant cash rebate that your contractor will deduct from your invoice. Getting started on your home improvements is easy; fill out the form on the back **OR** call a PSE Energy Advisor at 1.800.562.1482, Mon. - Fri., 8 a.m. - 5 p.m.

General qualifications:

Must be a PSE electric customer living in an existing single-family home using electric baseboard or wall heaters as the primary heating source. Call a PSE Energy Advisor at 1.800.562.1482 for more detailed information on qualifications.

PSE.com



PUGET SOUND ENERGY

The Energy To Do Great Things

Use 25 to 50 percent less energy with a Ductless Heat Pump System



PUGET SOUND ENERGY

The Energy To Do Great Things

This \$1200 rebate is a limited-time offer. For more information and to find out if you qualify, call a PSE Energy Advisor at 1.800.562.1482, Mon. - Fri., 8a.m.-5 p.m.

I give PSE permission to provide my contact information to independent contractors pre-authorized by PSE. I can expect a telephone call from one or more contractors to arrange for a no-obligation estimate(s). *Your signature is required below.*

Name _____ Signature _____
(please print)

Service Address _____ City _____ State _____ ZIP _____

Mailing Address (if different) _____ City _____ State _____ ZIP _____

Phone _____ PSE Account No.

| | | | | | | | | | | | | | | | | | | | |
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(optional)

E-mail _____ Yes! Sign me up for PSE's free *Energy at Home* e-newsletter.

I would also like a contractor referral for:

- Insulation upgrade (up to \$1600 rebate)
- Single-pane window upgrade (up to \$500 rebate)

Visit PSE.com for more information about PSE rebates on energy-efficient products for our electric customers.

PSE.com
3403 2/09



Save money. Save energy. Save the hassle.

Don't hold on to that old fridge or freezer, not when it uses up to four times the energy of newer models. Puget Sound Energy will give you a \$30 rebate, JACO Environmental will haul it away and recycle it free of charge, and you can save up to \$140 a year in energy costs. It couldn't be easier!

Call 1.877.577.0510 or visit jacoinc.net for FREE pickup.

PSE.com



PUGET SOUND ENERGY

The Energy To Do Great Things

Recycle your old refrigerator or freezer – get free pickup and a \$30 rebate from PSE

Call 1.877.577.0510 or visit jacoinc.net to schedule your FREE pickup.

Looking for other ways to use energy wisely? Call a PSE Energy Advisor at 1.800.562.1482 (Mon. - Fri., 8 a.m. - 5 p.m.) to learn more about PSE's energy-efficiency rebate programs and PSE's Green Power Program.

This offer is only available to PSE residential electric customers. This offer is limited to two units per residential address. The unit must be owned by the rebate recipient, be in working condition, and measure ten cubic feet or more. This is a limited-time offer that will end when funds are exhausted. A rebate check will be mailed four to six weeks after the pickup of your unit(s).

PSE.com

\$30
REBATE
FOR YOUR OLD
REFRIGERATOR

FREE
PICKUP



empower your shower!



FREE efficient showerhead and bathroom faucet aerator

Without sacrificing performance, your new, easy-to-install efficient showerhead and bathroom faucet aerator from Puget Sound Energy will use up to **20 percent less** water. When you use less water, you conserve a valuable resource for the environment, wildlife and our future. Heating less water also means using less energy.

It's easy to take advantage of this **FREE** offer! Just fill out the form on the back and return it with your bill payment.

These efficient showerhead and bathroom faucet aerator kits are available to qualifying single-family residential households with natural gas or electric water heat from PSE. This is a one-time offer with a limit of one kit per qualifying household. Offer available while supplies last. Please allow four to six weeks for delivery.

FREE efficient showerhead and bathroom faucet aerator from PSE

To receive a free kit:

Complete the form below and return it with your bill payment. Questions?
Call a PSE Energy Advisor at 1.800.562.1482, Mon. - Fri., 8 a.m. - 5 p.m.

Customer name _____

Service address _____ City/State/Zip _____

Shipping address _____ City/State/Zip _____

Phone _____ What type of water heater do you use? Electric water heater Natural gas water heater



PSE.com

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PUGET SOUND ENERGY

The Energy To Do Great Things

Take comfort in your home year-round



PUGET SOUND ENERGY

The Energy To Do Great Things

If your home never seems warm enough in winter or cool enough in summer, the culprit may be inadequate home insulation. Improve your comfort and save energy with instant rebates from Puget Sound Energy (PSE) on weatherization services.

Floor insulation: PSE pays 50% of the cost, up to \$400

Attic insulation: PSE pays 50% of the cost, up to \$400

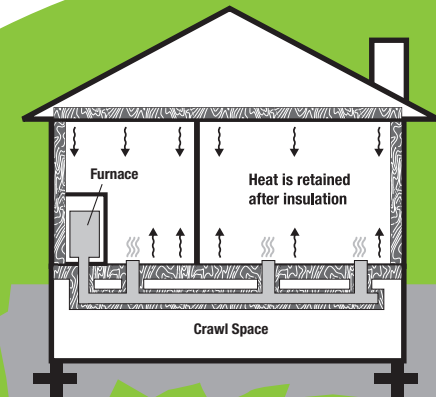
Wall insulation: PSE pays 50% of the cost, up to \$400

Duct insulation: PSE pays 50% of the cost, up to \$200

Duct sealing: PSE pays 50% of the cost, up to \$200

These instant rebates are available to PSE customers living in a building with four units or less, who use natural gas as their primary heating source. Work must be completed by an independent contractor, pre-authorized by PSE. Participating contractors will test the carbon monoxide level in your home and provide a free carbon monoxide alarm.

Insulation is like a protective wrap for your home, holding in the winter warmth and blocking out the summer sun.



Receive **instant rebates** from PSE **for insulation.**



PUGET SOUND ENERGY

The Energy To Do Great Things

It's easy; either fill out the information below and return it in your payment envelope, call a PSE Energy Advisor at 1.800.562.1482 or visit PSE.com.

I give permission for Puget Sound Energy (PSE) to provide my contact information to independent contractors pre-authorized by PSE. I can expect a telephone call from one or more contractors to arrange for a no-obligation estimate(s). *Your signature is required below.*

Name _____ Signature _____
(please print)

Service Address _____ City _____ State _____ ZIP _____

Mailing Address (if different) _____ City _____ State _____ ZIP _____

Phone _____ PSE Account No. _____
(optional)

E-mail _____ Yes! Sign me up for PSE's free *Energy at Home* e-newsletter.

I would also like a referral for:

90% Natural Gas Furnace*
(\$350 rebate*)

Natural Gas Water Heater*
(\$50 rebate*)

Tankless Water Heater*
(\$150 rebate*)

Windows

* Available for qualifying models.

For more information,
call a PSE Energy Advisor
at 1.800.562.1482.

PSE.com

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