

October 2009 Puget Sound Energy bill package inserts and information

1.5 million bills

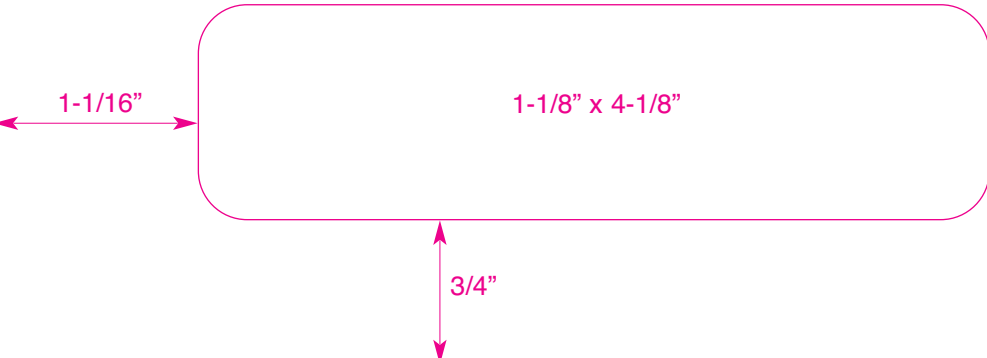
- Outside envelope: For information on PSE's power supply fuel mix, please visit PSE.com
- Return envelope: Green Power; it's as easy as 1, 2, 3.
- Back of bill: Ways to pay your bill; Ways to reach us; Customer service phone number; Bill statement codes; Explanation of terms used; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Contact for questions about your bill or service; and Late payment fee information
- EnergyWise Newsletter September/October – We're being smart about smart grid; Smart grid Q&A; In Your Community; Receive up to 10 free CFLs along PSE's Rock the Bulb Tour; PSE wind power and wheat: growing in the Palouse; Time to get your home ready for winter; Adjustment to bill anticipated for October; Receive your PSE bill online, go paperless; We're using social media; Construction projects reinforce system to ensure reliability; Electricity: Power Supply Fuel Mix; Visit our local customer service offices; For more information about rates and your rights and responsibilities, please call or visit us on line at PSE.com
- Bill Print Message
- Insert: Rock the Bulb Tour: By replacing 400,000 incandescent bulbs with CFL bulbs, PSE electric customers will save 13.2 million kilowatt hours of electricity every year.
- Insert: Ductless heat pump rebate: 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: Clothes washer rebate: Save water, energy and receive up to a \$100 rebate from PSE for a premium-efficiency clothes washer meeting WashWise program standards.
- Insert: Water heater and furnace rebates: Heat for less this winter! PSE offers rebate on ENERGYSTAR qualified natural gas furnaces and water heaters. For more information, visit PSE.com or call 1-800-562-1482.
- Insert: Free showerhead: Puget Sound Energy is offering single-family residential households a FREE energy- and water-saving showerhead and bathroom faucet aerator.
- Insert: Electric weatherization program: Receive up to \$2100 in rebates for home weatherization and window upgrades in electrically heated homes.



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Bellevue, WA 98009-0868

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YOUR PUGET SOUND ENERGY BILL ENCLOSED





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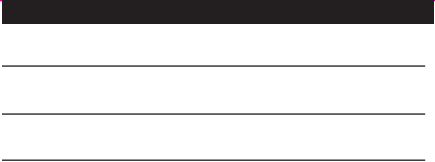
Prints under flap



This envelope uses 100% post consumer recycled paper.

Imprint Line

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



PLACE
STAMP
HERE





PUGET SOUND ENERGY

The Energy To Do Great Things



Supporting renewable energy is as easy as 1-2-3!

- 1 Sign up for Green Power* — Visit **PSE.com**, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.
- 2 For as little as \$4 a month, you will support renewable energy.
- 3 Spread the word! Tell your neighbors about PSE's Green Power Program.



* For PSE electric or combined electric and gas customers only.



This envelope uses 100% post consumer recycled paper.

Ways to Pay Your Bill

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

Bill Statement Codes

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

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. Call **1-888-225-5773**.

Customer Service Guarantees

Appointments: You will receive a \$50 credit on your PSE bill if we do not keep a set appointment to install new or reconnect existing service or inspect natural gas equipment. Exceptions apply during major storms or significant events beyond our control.

Electric service restoration: 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 after you report the outage or request the credit within seven days of the outage. Certain conditions beyond our control will cause the guarantee to be suspended.

Questions about Your Bill or Service

If you have questions or concerns or a dispute regarding your energy bill or service, please call us during business hours 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.

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.

Btu Factor

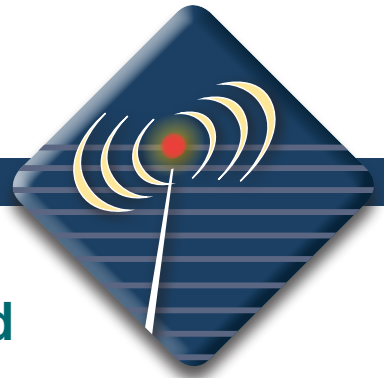
British thermal unit is a measure of heat content. The Btu factor is an adjustment factor based on the actual heat content of the natural gas.

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 on for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.



We're being smart about smart grid

Requesting stimulus funds for smart grid pilot projects

PSE has filed a \$20 million application for federal stimulus funds to deploy advanced technologies focused on increased electric service reliability and the development of new energy efficiency tools in a few test areas. The pilot project's goal is to reduce the frequency and length of power outages, and study new methods of monitoring energy use.

The grant, if approved, would be matched with a \$22.5 million investment by PSE and allow the utility to move up its timeline for implementing pilot projects slated for Bainbridge Island, Mercer Island, Point Roberts and Whidbey Island.

With their unique geography, these communities provide a natural laboratory for accurately measuring the benefits of the proposed new technologies.

If funded, the pilots will test new technologies such as equipment that responds automatically to storms and other events — including providing PSE crews with more detailed and timely information about system damage. In addition, the project would include installation of two-way “smart meters” that provide greater consumer access to information about their energy use.

The U.S. Department of Energy is awarding \$4.5 billion in smart grid grants nationwide as part of the American Recovery and Reinvestment Act of 2009.

A decision on PSE's grant request is expected by the end of the year.

Smart grid Q&A



Below are excerpts from an opinion-editorial and presentations on smart grid recently delivered by Bert Valdman, PSE executive vice president and chief operating officer.

What is the smart grid?

The smart grid is a way to improve electric system reliability and service and provide customers with tools to become more energy-efficient.

Smart grid technologies use data to manage the flow of electricity and to provide consumers information about their real-time energy use.

When will the smart grid come to PSE?

Over the last decade, PSE has moved into a number of technologies that fall under the smart grid banner.

- ◆ We installed an automated transmission system that can automatically switch the flow of electricity from another direction to keep the lights on.
- ◆ We converted our work-assignment dispatch system to a mobile workforce, with service crews accessing job and incident-response data through wireless laptops.
- ◆ We converted every one of our 1.1 million electric and nearly 750,000 natural gas customers to a wireless meter reading system.

- ◆ We developed an energy analyzer tool allowing customers to view online their day-to-day energy use based on data collected from the wireless meters.

How are PSE customers aligned with new technologies?

More than 500 PSE customers are generating their own green power — by producing solar power, as well as wind, hydroelectricity and using dairy anaerobic digester systems and other resources right from their own roofs and backyards. Also, last winter we discovered our customers turned to the Internet to tackle their higher energy bills by comparing their daily energy use — data transmitted through automated meters — to determine ways to be more energy-efficient.

Operating in a region that is home to Microsoft, Boeing, Amazon.com, Expedia and many other technology leaders, PSE has learned that our customers tend to be early adopters of new technologies. More than 500,000 customers are now enrolled in our online services.

Our challenge is to have the discipline not to jump on every trend while recognizing that new technologies lead to new opportunities. New technologies must measurably improve reliability by shortening the duration or frequency of power outages and by enhancing energy efficiency.

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





In Your Community

Receive up to 10 free CFLs along PSE's Rock the Bulb Tour

We're wrapping up PSE's four-month Rock the Bulb Tour in late October, which means there is still time to get up to 10 free compact fluorescent light (CFL) bulbs in exchange for the same number of old-fashioned incandescent bulbs. Compared to incandescent bulbs, CFLs can last up to 10 times longer and use 75 percent less energy. Visit the following locations to exchange your bulbs, and watch your energy usage drop with earth-friendly lighting.

PSE's Rock the Bulb Tour dates and locations

Sept. 12-13	Lowe's of Mount Vernon
Sept. 19-20	Lowe's of Bellingham
Sept. 26-27	Lowe's of Federal Way
Oct. 3-4	Lowe's of Kent
Oct. 10-11	Lowe's of Auburn
Oct. 17-18	Lowe's of Puyallup
Oct. 24-25	Lowe's of Lacey
Oct. 31-Nov. 1	Lowe's of Olympia



Visit RocktheBulb.PSE.com for a list of available CFL bulb types and recycling locations.

PSE wind power and wheat: growing together in the Palouse



Already the Pacific Northwest's largest and the nation's second-largest utility owner of wind energy facilities, PSE is now the sole owner of the Lower Snake River Wind Energy Project, which will meet the electricity needs of approximately 350,000 homes. The first phase of the project is expected to go into operation in 2011. The Lower Snake River project is now under initial development in the Palouse region in Southeastern Washington, where wind facilities — such as PSE's Hopkins Ridge Wind Facility in Columbia County (seen here) — give wheat farmers a new crop to harvest along with the wheat and grain they've produced for more than a century.

Time to get your home ready for winter

Early fall is the perfect time to prepare for cooler weather. Following these simple steps now, including taking advantage of PSE rebates and federal tax credits, can help you manage your energy costs and save up to 15 percent in heating expenses:

- ◆ **Check doors and windows for leaks and drafts.** Make sure doors seal properly, and add weather-stripping or caulk to keep heat from escaping.
- ◆ **Examine heating ducts for leaks.** Repair or replace damaged ducts.
- ◆ **Add insulation to your attic,** and weather-strip and insulate your attic hatch or door to prevent warm air from escaping. PSE offers up to \$1,600 in insulation rebates.
- ◆ **Close the fireplace damper** when it's not in use.
- ◆ **Have the furnace inspected** and serviced to make sure it is in proper working order.
- ◆ **Clean or replace the furnace air filters** at least every two months during the heating season. The furnace will run more efficiently and use less energy.

Adjustments to bills anticipated for October

In late August, Puget Sound Energy requested a double-digit decrease in natural gas rates and a continuation with a slight decrease in a credit on electric bills. Upon approval by the Washington Utilities and Transportation Commission, both changes are expected to take effect Oct. 1. Here are the highlights:

- ◆ As a result of ample natural gas supplies expected for the coming winter, and reduced demand due to the slowed economy, PSE has locked in lower-priced natural gas supplies to deliver this winter to your home and business. The requested rate decrease for all groups of customers is 17 percent.
- ◆ The effect of the lower energy exchange credit, a pass-through of the federal power benefits supplied by the Bonneville Power Administration given to residential and small-farm customers, will result in a \$7.27 monthly credit on the average household bill.



We're using social media

We've joined our customers on Twitter and in the blogosphere to keep open another channel of communications. We listen and care about what you have to say about PSE and hope you'll follow us on Twitter at PSETalk (Twitter.com/PSETalk) or visit our blog AskAndy.PSE.com to ask a question or offer advice.

- ◆ **Set the thermostat at the coolest level** you can without making your rooms uncomfortable. For most homes, the heating bill drops by about 2 percent for every degree the thermostat is lowered.
- ◆ **Lower the thermostat** at bedtime or while away during the day. Setting the thermostat to 58 degrees while asleep can cut a natural gas bill by up to 7 percent.
- ◆ **Make sure all heating vents are opened** and not blocked by furniture or other items.
- ◆ **If replacing a natural gas furnace,** install a high-efficiency ENERGY STAR®-qualified unit that could cut your natural gas use by up to 20 percent. PSE has a \$350 rebate for this.



Receive your PSE bill online, go paperless

We've improved our online Web screen. Log on to PSE.com and register for "My PSE Account" to monitor your daily energy use and pay your bills online. Each month, instead of a paper bill, you'll receive an email outlining how much you owe and the date your payment is due. Look for the "Go Paperless" sign in the upper right hand corner when you log on.



Construction projects reinforce system to ensure reliability

Our crews took advantage of the construction window during the dry months this summer to repair, replace and extend power and natural gas lines to ensure safe, reliable customer service throughout our service area.

These projects represent a major investment in and upgrade of PSE's energy system. Following are highlights of these reliability projects.

- ◆ **In Bellevue:** We expanded and upgraded the 60-year-old Factoria substation to accommodate higher voltage and provide twice the capacity for greater reliability.
- ◆ **In Bremerton:** We rebuilt and upgraded our aging Bremerton substation to increase capacity and reliability as well as help reduce future power outages.
- ◆ **In South King County:** We're installing six miles of 16-inch-diameter natural gas line between Kent and a gate station near Federal Way to meet current and future needs.
- ◆ **In Blaine:** We're building a new electric distribution substation between Birch Bay and Blaine to meet increased customer demand for electricity.
- ◆ **In Olympia:** We're upgrading five substations from low-voltage to our standard 115 kilovolts (kV).



Upgraded Bremerton substation and surrounding landscape with decorative fence.

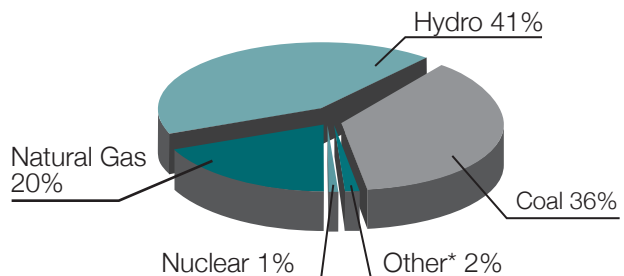
- ◆ **In Skagit and Whatcom counties:** We're rebuilding 23.5 miles of existing 115 kV transmission line and replacing more than 425 poles between Sedro-Woolley and Bellingham.

For more information on these and other projects, please go to PSE.com and click on In Your Neighborhood under the Community tab at the top of the home page.

Electricity: Power Supply 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 2008 are shown in the following table and chart:

Fuel	Percentage
Coal	36
Hydroelectric	41
Natural Gas	20
Nuclear	1
Other*	2
Total	100



* Biomass, landfill gas, petroleum, waste and wind.

Source of data: As reported by PSE to, and published by, the State of Washington Office of Trade and Economic Development, Energy Policy Section, 2008.

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

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



October bill print messages

Bill-print message for natural gas-only and combined natural gas-electric customers:

Your natural gas bill this month reflects a Washington Utilities and Transportation Commission approved Oct. 1 rate decrease averaging 17 percent, overall. The rate change is a pass-through of lower wholesale prices Puget Sound Energy pays to purchase your natural gas supplies. Your bill also reflects a UTC approved Oct. 1 slight increase in the monthly charge PSE customers pay into an energy-assistance fund for low-income households.

Bill-print message for electric - only and combined residential and small farm customers:

Your electric bill this month reflects a Washington Utilities and Transportation Commission approved Oct. 1 reduction in the federal Energy Exchange Credit and a slight UTC approved increase in the monthly charge PSE customers pay into an energy-assistance fund for low-income households.

Bill-print message for electric-only commercial and industrial (no residential or small-farm) customers:

Your bill this month reflects a Washington Utilities and Transportation Commission approved Oct. 1 slight increase in the monthly charge PSE customers pay into an energy-assistance fund for low-income households.

CONGRATULATIONS
YOU ROCKED THE BULB!

PUGET SOUND ENERGY'S
ROCK THE BULB TOUR - UNPLUGGED WAS A HIT!
BY REPLACING 400,000 INCANDESCENT BULBS
WITH CFL BULBS, PSE RESIDENTIAL ELECTRIC
CUSTOMERS WILL SAVE 13.2 MILLION KILOWATT
HOURS OF ELECTRICITY EVERY YEAR.

THAT'S ENOUGH ENERGY TO:

- ✓ Perform "Free Bird" on an electric guitar over **17 BILLION** times!
- ✓ Make **1,000** amplifiers 'go to 11' for 15 years!
- ✓ Power enough hair dryers to style **41.6 MILLION** rock star hairdos!
- ✓ And, because saving energy helps the environment, you also will prevent **14.5 MILLION** pounds of CO₂ emissions annually.

That's enough to offset:

- ✓ **1,467** cross country tours in a VW bus!
- ✓ **247** rock star world tours via commercial airplanes!



PSE.com

PSE

PUGET SOUND ENERGY

The Energy To Do Great Things

Cool and heat more efficiently with a Ductless Heat Pump

Time is running out! Get a \$1200 instant rebate from Puget Sound Energy



A Ductless Heat Pump is a highly efficient cooling and heating system that is easily installed in electrically heated homes. Get a **\$1200** instant rebate from PSE, **plus** up to **\$300** in additional contractor/distributor incentives. To learn how to qualify, fill out the form on the back, visit PSE.com 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, wall heaters or forced air furnaces as the primary heating source. For more information on qualifications, visit www.goingductless.com/PSE or call a PSE Energy Advisor at 1-800-562-1482.

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. _____
(optional)

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

Tax benefits

You may be eligible for up to \$1500 in additional Federal Tax Credits.

Please consult your tax advisor or visit

www.energystar.gov.

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

PSE.com
3403 6/09

Clean more than just your clothes

Help preserve the Puget Sound one load at a time.

Save water, energy and receive a **\$50, \$75 or \$100** rebate from Puget Sound Energy when you purchase a premium-efficiency clothes washer meeting WashWise program standards.

To learn more, complete and return the form on the back, visit washwiserebate.com or call a PSE Energy Advisor at 1-800-562-1482, Mon.-Fri., 8 a.m.-5 p.m.





✓ **Yes**, send me a WashWise rebate form and a list of qualifying models.

Easy ways to learn more:

- Return this form with your bill payment
- Visit washwiserebate.com
- Call a PSE Energy Advisor at 1-800-562-1482 (Mon.-Fri., 8 a.m.-5 p.m.)

Name _____ PSE account no. _____ (optional)
(please print)

Service address _____ City _____ State _____ ZIP _____

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

Phone _____ Best time to call _____

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



Win an efficient clothes washer!

Do you deserve a free premium-efficiency clothes washer? Capture why in a photo and submit it to washwiserebate.com for the opportunity to win!*

*NO PURCHASE NECESSARY; VOID WHERE PROHIBITED. Contest open only to residents who live in the service areas of participating WashWise Rebate Program utilities. Odds of winning depend on number of eligible entries received. DETAILS AND QUALIFICATIONS FOR PARTICIPATION IN CONTEST APPLY. Visit washwiserebate.com for details, Official Rules and to register. Sponsor is WashWise Rebate Program.

Save energy and help the environment with Puget Sound Energy rebates for ENERGY STAR® products

For more information, visit PSE.com
or call a PSE Energy Advisor at
1-800-562-1482, Mon. - Fri.
8 a.m. - 5 p.m.

An ENERGY STAR qualified natural gas water heater can use 10 to 50 percent less energy* than a standard model.

An ENERGY STAR qualified natural gas furnace can save approximately \$110 annually* in heating costs compared to a standard model.

**\$50
REBATE**

For an **ENERGY STAR** qualified natural gas water heater

**\$150
REBATE**

For an **ENERGY STAR** qualified natural gas, *tankless* water heater

**\$350
REBATE**

For an **ENERGY STAR** qualified natural gas furnace

*Actual energy savings vary. To qualify for these rebates, qualifying equipment must be installed in PSE's natural gas service area. Natural gas water heater must have a 0.62 or higher energy factor and a capacity of 20-100 gallons of storage with a maximum input of 75,000 BTU per hour. Natural gas, tankless water heater must have a 0.82 or higher energy factor.

See back side for more savings from PSE



PUGET SOUND ENERGY

The Energy To Do Great Things



Save energy, money and the environment with PSE rebates

Yes! I would like to receive more information about the following energy-efficient product rebates from PSE

Yes! I'm ready to have one or more contractors call me and give me free estimates on the following products

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | ENERGY STAR qualified natural gas water heater |
| <input type="checkbox"/> | <input type="checkbox"/> | ENERGY STAR qualified natural gas furnace |
| <input type="checkbox"/> | <input type="checkbox"/> | Electric heat pump |
| <input type="checkbox"/> | <input type="checkbox"/> | Insulation/weatherization |
| <input type="checkbox"/> | | CFL fixtures and bulbs |
| <input type="checkbox"/> | | Refrigerator decommissioning |
| <input type="checkbox"/> | | Clothes washers |
| <input type="checkbox"/> | | FREE low-flow showerhead |
| | | What type of water heater do you use?
<input type="checkbox"/> Electric <input type="checkbox"/> Natural gas |

Rebates available to qualifying customers

Fill out and return with your bill payment:

Name: _____ PSE Account# (optional):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Service Address: _____ City: _____ State: _____ Zip: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____
(if different)

Daytime Phone: _____ E-mail Address: _____

I give permission for PSE to provide my contact information to independent, pre-screened contractors from PSE's Contractor Referral Service. I can expect a telephone call from one or more contractors to arrange for no-obligation estimates.

Your signature is required below:

X _____

**For more information, visit PSE.com or call a PSE Energy Advisor at 1-800-562-1482
(Mon - Fri. 8 a.m. - 5 p.m.)**



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.

Available to residents with natural gas or electric water heat from PSE in PSE's Washington state service area. Offer applies to existing single-family properties or attached housing with four units or less. 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 OR fill out the form online at www.freeshowerhead.com. Questions? Call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 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



Take comfort in your home year round

Most homes built before 1980 and/or still using single-pane windows can significantly improve their ability to retain heat and save energy with insulation or energy-efficient window upgrades. 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.).

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

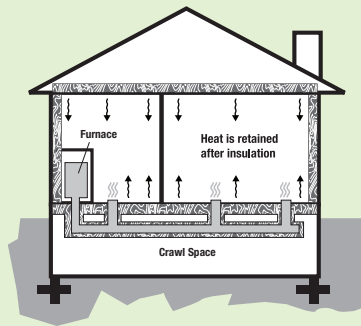
Duct insulation: PSE pays 50% of the cost, up to \$200

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

Single-pane window upgrade: PSE pays up to \$500 per home

General Qualifications:

PSE customers living in a building with four units or fewer, heated mainly by electricity. Insulation work must be completed by an independent contractor pre-authorized by PSE. Call an Energy Advisor at 1.800.562.1482 for more detailed information on qualifications.



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



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