

June 2010 Puget Sound Energy bill package inserts and information

1.5 million bills

- Outside envelope: Customer service – guaranteed
- Return envelope: 811 message; know what's below. Call before you dig.
- 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 May/June – Ongoing maintenance ensures energy system reliability and safety; PSE helps customers save money with energy efficiency and investments; New electricity and natural gas rates set; Even out your utility bill; Look up, look out; PSE representatives are easy to identify by phone or in person; Less paper. Go paperless with your bill; Call before you dig; Bill payment assistance available; Keep natural gas meters unblocked and clear of debris; Snoqualmie Falls: renewing a renewable resource; Customers promote local renewable energy; Help recycle 50,000 CFL bulbs with PSE's bulb recycling drive
- Bill print message
- Insert: Choose green power: Get a thank you gift.
- Insert: Be as happy living in your home as you were buying it: Purchase an ENERGY STAR® qualified home.
- Insert: Earn a \$350 instant rebate for a PSE HomePrint: Learn how you use energy. Learn how to save energy.
- Insert: Turn in that old spare fridge: Get \$30 from PSE.

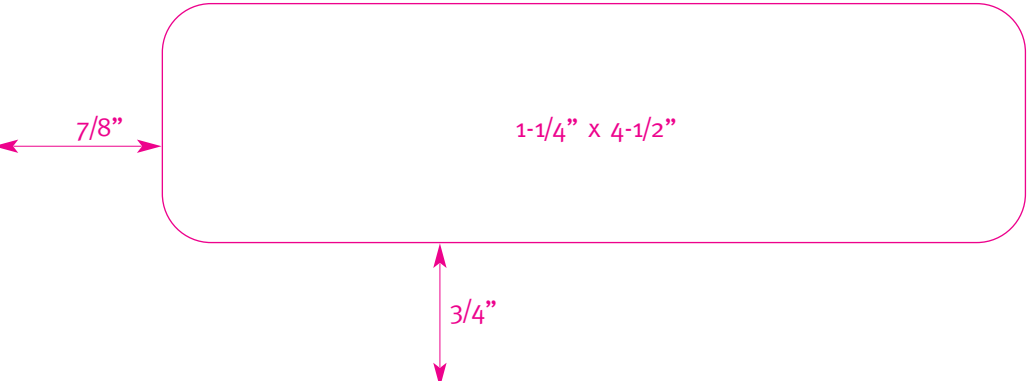


PUGET SOUND ENERGY
The Energy To Do Great Things

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

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

YOUR PUGET SOUND ENERGY BILL ENCLOSED



Prints under flap

Stroke of Diamond is:
50% Cool Gray

Customer service — guaranteed

We make 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.



PSE.com/guarantees





PLACE
STAMP
HERE



1045 • 5/09

prints under flap



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

**Determina lo que está bajo tierra.
Llama antes de excavar.**



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.



Ongoing maintenance ensures energy system reliability and safety

Maintaining our energy delivery system to withstand powerful storms and the effects of record-breaking hot and cold temperatures is a priority for Puget Sound Energy.

While our system's facilities depreciate over a long period of time, PSE every year invests in major projects to replace and upgrade infrastructure to provide safe and reliable service to our more than 1 million electric and nearly 750,000 natural gas customers.

We plan to spend more than \$200 million of our 2010 capital budget on improvements to replace aging equipment and enhance parts of the "pipes and wires" system to stay current with new and existing state and national regulatory standards.

Some of the projects in 2010 include replacing more than 90 miles of underground power cable, enhancing 32 miles of 115 kilovolt transmission lines to meet new regulatory requirements, and changing 20 miles of bare steel natural gas pipe laid in the 1970s to coated or plastic pipe designed to resist corrosion.

PSE's distribution and transmission facilities

Power poles
330,000 poles
45 years



Natural gas pipe
24,000 miles
50 years (mains)
40 years (services)

Substations
354 substations
55 years



Power cable
10,000 miles
35 years

Power lines
13,000 miles
50 years (transmission)
40 years (distribution)



Natural gas gate stations
40 stations
45 years

Years represent depreciable facility life.

With an additional 1 million people expected to reside in PSE's 11-county service area by 2030, our deliberate plan to replace aging utility infrastructure, while adding new resources to meet demand, will provide customers with an electric and natural gas system that is reliable, safe and has room to grow well into the future.

PSE helps customers save money with energy efficiency and investments

Whether in long-term energy resource planning or in developing solutions to sustain system reliability, PSE puts energy efficiency first. This year and next, we've expanded our offerings to help you save energy and money.

PSE has budgeted \$93 million this year to bring energy efficiency measures to local communities, residential customers, multifamily housing units and municipal buildings, as well as to schools, businesses and industries.

You can save money with offerings such as rebates and

incentives, an in-home energy audit, as well as through no-cost measures like setting back your thermostat.

Your efforts to save energy pay off. Over the January 2008-December 2009 period, our customers' energy-efficiency efforts helped lower their energy bills by more than \$60 million.



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



New electricity and natural gas rates set

In April, state regulators set new rates for electricity and natural gas following an 11-month review. Electricity rates for PSE residential customers increased 4 percent, while natural gas rates increased 0.8 percent.

The average electric bill for a PSE customer using 1,000 kilowatt-hours a month will increase by \$3.76, for a total of \$97.96. The average natural gas bill for a PSE customer using 68 therms a month will increase by 88 cents, for a total of \$79.70.

The increased rates recover investments made in our Mint Farm Generating Station, the expansion of our Wild Horse Wind Facility, and a portion of costs related to higher power supply and overall operating expenses.

Even out your utility bill

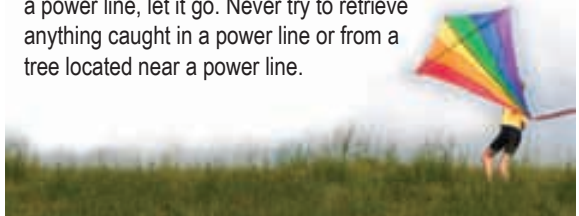
The start of summer is a good time to enroll in our Budget Payment Plan, which spreads your estimated winter heating costs over a 12-month period and helps you plan your energy costs into your household budget.

When you sign up for the program, we estimate your usage for the next 12 months based on current energy costs and your actual usage from the previous 12 months. Then we average the estimate to determine your initial Budget Payment Plan amount.

To sign up for the Budget Payment Plan, visit PSE.com or call 1-888-225-5773.

Look up, look out

When working outdoors around your house, remember to keep tall ladders, roofing materials and pruning equipment clear of overhead power lines to avoid a hazardous situation. Also, if your 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.



PSE representatives are easy to identify by phone or in person

If you ever have any doubts or concerns that the person on the phone or at the door represents PSE, call us toll free at 1-888-225-5773 to confirm the person's identity before giving them any information.

Make your family aware of ways to avoid becoming victims by following these tips:

At the door Ask for identification

- ◆ All PSE employees and contractors carry photo identification badges and are required to display their badge if asked. We encourage you to ask for identification.
- ◆ If you are unsure about an employee's identification, or want to verify the nature of the work to be done at your home, call us at 1-888-225-5773.
- ◆ Call the police if you believe the person at your door is posing as a utility worker.

On the phone Ask for identification

- ◆ If you have caller ID, the display will indicate that the call is from PSE.
- ◆ PSE representatives do not ask for credit card or bank account information.
- ◆ If the person asks for your credit card or bank account number, hang up and call us toll free at 1-888-225-5773 or by TTY at 1-800-962-9498 to confirm the status of your account and payments.
- ◆ If you have received a call from someone claiming to be from PSE, and you gave your account information, contact your local police immediately.



Less paper. Go paperless with your bill.

Join the thousands of PSE customers who have opted to receive and pay their bills online.

Paperless billing allows you to view your account and previous statements, manage your energy use and securely access statements and payment options. You also avoid paper clutter, save postage and help the environment. If every PSE customer enrolled in online billing and payment, it would save 731,000 pounds of paper from bills and envelopes.

Go to PSE.com and register for "My PSE Account." Select the "Go Paperless" option to enroll in paperless billing. Each month you will receive an e-mail notification that a new bill is ready for viewing and payment.



Call before you dig

If your summertime outdoor projects include building a new fence or deck, planting trees and shrubs, or even pulling out a tree stump, please remember to call 811 – the "call before you dig" hotline – two business days prior to your project. To avoid striking or digging up underground utility pipes or lines, all utilities must be marked before you dig.



If you think you may have damaged a natural gas pipe or smell the odor of natural gas, follow these important steps:

- ◆ Quickly move a safe distance away from the damaged line.
- ◆ Call 911.
- ◆ Report the damage to PSE at 1-888-225-5773.

Bill payment assistance available

Have difficulty paying your bill? We encourage qualified, low-income customers to contact their local energy-assistance agency to apply for bill payment assistance provided by the federal government and PSE. To locate an agency in your area, call 1-866-223-5425.

For customers who are not eligible for bill-payment assistance but still have difficulty paying their PSE bill, please call us at 1-888-225-5773 to make payment arrangements and learn about energy-saving tips and rebates.

Free tours

Plan a Memorial Day weekend or summertime tour of PSE's Wild Horse Wind and Solar Facility, located on the Old Vantage Highway east of Ellensburg, just north of I-90.

Daily Tours: Monday-Sunday • 9 a.m. - 5:30 p.m.
Call : 509-964-7815



Keep natural gas meters unblocked and clear of debris

Here are some simple steps for protecting your natural gas meter and keeping pipes and fittings in satisfactory condition.

- ◆ Clear debris, dirt, bark or mulch from around the meter to ensure that no part of the meter, including the meter shut-off valve, becomes buried.
- ◆ Regularly trim the grass, plants or bushes around the meter so that water doesn't collect around the meter and piping.
- ◆ Use a broom to gently clear snow or overhead icicles from around the meter.
- ◆ 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.



Snoqualmie Falls: renewing a renewable resource

Visitors to PSE's Snoqualmie Falls Park not only can see one of our region's most majestic waterfalls, but starting this summer, they may also see or hear construction work as the utility embarks on a comprehensive redevelopment of the historic Snoqualmie Falls Hydroelectric Project. Much of the energy infrastructure there dates to the 1890s and early 1900s. The redevelopment, scheduled to last into 2013, includes installation of new, higher-efficiency generating turbines and upgraded water-delivery systems for the facility's two powerhouses. PSE's park and wildlife lands at the falls also are undergoing major enhancements.



When complete, the redevelopment will ensure that Northwest homes and businesses continue receiving clean, renewable electricity from Snoqualmie Falls for decades to come. Although Snoqualmie Falls Park's hillside trails and riverside areas will be closed to the public during construction, their enhancements will provide visitors with even greater recreational opportunities when the work is completed. During construction, the park's cliff-top viewpoints and their panoramic vistas will remain open to visitors.

Customers promote local renewable energy



Many PSE customers realize the power of making their own investments in renewable energy through their voluntary participation in PSE's Green Power Program. More than 26,400 customers choose to pay an additional charge on their monthly bill to participate in this program. Collectively, they purchased 303,046 megawatt-hours of power in 2009 to support the development of renewable resources in the region.

Voluntary enrollment in the Green Power Program helps local, independent producers of clean energy bring more renewable resources on the grid.

If you would like to help promote the growth of local renewable energy, you can join PSE's Green Power Program, too. To thank you for joining the program by July 1, PSE will send you a stainless-steel water bottle.

To join, go online to PSE.com/GreenPower or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.

In Your Community

Help recycle 50,000 CFL bulbs with PSE's bulb recycling drive

PSE is recruiting local businesses with 20 or more employees to host a free compact fluorescent light bulb collection box to help us recycle 50,000 spent CFL bulbs. We encourage employees to bring in the bulbs from home or from friends and neighbors for recycling.

Participating companies must host a collection box at an office location in PSE's electric service area, designate a point person to set up the collection box and follow up with PSE on the company's progress.

For more information or to sign up, visit PSE.com/BulbDrive.

CFL bulbs contain a very small amount of mercury, so do not put used CFLs in the household garbage or recycling bins. While the amount of mercury in a single bulb is extremely small, it will harm the environment if large numbers of bulbs are discarded in landfills.

Select PSE offices, participating retail locations and county household hazardous waste facilities already recycle CFL bulbs for free. Visit PSE.com/CFLRecycle for a complete list of CFL recycling locations near you.



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 • [Twitter.com/PSETalk](https://twitter.com/PSETalk)

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

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Bill-print message for natural gas-only and joint gas-electric customers

Due to the expiration of a 12-month credit passed through to customers, your natural gas bill this month reflects an increase averaging 2.2 percent, effective June 1.



CHOOSE GREEN POWER AND GET A THANK YOU GIFT

Over 25,000 PSE customers just like you have chosen green power. Last year, they supported the development of more than 300 million kilowatt hours (kWh) of renewable energy, right here in the Pacific Northwest.

You can choose renewable energy by signing up for Puget Sound Energy's Green Power Program. Enroll by **July 1, 2010** and we'll send you a **stainless steel water bottle as a thank you.**

To join, complete the form on the reverse side and return with your bill payment, visit **PSE.com/GreenPower** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



PSE.COM/GREENPOWER

Sign up today and receive your water bottle

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

100 percent. Green all of your monthly electricity use for only 1.25 cents per kWh—usually about \$10 to \$12 additional per month for the average customer.

OR Choose a dollar amount below or fill in your own increment of \$2/month. Every \$2 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 E-mail: _____

PSE Account Number (10 digits - 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 (71%), biomass (28%) and solar (<1%) energy from the Pacific Northwest
- PSE does not make a profit on the Green Power Program





RE-ENERGIZING IS BEING AS HAPPY LIVING IN YOUR HOME AS YOU WERE BUYING IT

By researching your home buying options, you'll jump for joy to learn about the long-term benefits of purchasing an ENERGY STAR® qualified home and how it compares to a standard home.

An ENERGY STAR qualified home is:

- **Less expensive to operate.** Uses substantially less energy for heating, cooling and water heating.
- **More comfortable.** Better insulated, efficient heating and cooling circulation means warmer in the winter, cooler in the summer.
- **Better for the environment.** Reducing your carbon footprint can affect long-term change in our environment.

PSE.COM



PARTNER OF THE YEAR



LEARNING HOW YOU USE ENERGY IS THE FIRST STEP TOWARD SAVING

Earn a **\$350 instant rebate** for a HomePrint™ energy-use evaluation

Find out exactly how your home uses energy and where you could be saving with **Puget Sound Energy's HomePrint**. Provided by an Independent HomePrint-certified Specialist, this service gives you practical solutions toward greater energy efficiency, less environmental impact and, potentially, lower utility bills. You may be eligible for up to a **\$350 instant rebate**, deducted from your invoice.

Who qualifies? PSE electric or electric and natural gas combined customer living in an existing single-family property or attached housing with four units or less where primary heating source is provided by PSE. One (1) rebate per household.

HomePrint[™]
Your Blueprint For Home Energy Improvement

[PSE.COM/HOMEPRINT](https://www.pse.com/homeprint)

PSE's HomePrint includes:



- Evaluation of your home's major energy-users, including your heating systems and appliances
- State-of-the-art testing to gauge air leakage and temperature differences
- **Free** installation of compact fluorescent light bulbs, pipe insulation and low-flow showerheads



Your blueprint for home energy improvement: A detailed report showing your entire home energy usage, including prioritized energy-saving ideas

SCHEDULE YOUR HOMEPRINT TODAY

Call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m., for referrals to Independent HomePrint-certified Specialists in your area or visit PSE.com/HomePrint to learn more.





RE-ENERGIZING IS TURNING IN THAT OLD SPARE FRIDGE

Free pickup and a \$30 thank you from Puget Sound Energy when you re-cycle your secondary fridge or freezer

That old fridge or freezer tucked away in your basement or garage – you know – the one full of a few sodas and expired frozen dinners? That energy moocher could be costing you over \$100 a year in electricity costs! **Seriously.** Ditch your secondary refrigerator or freezer and get **free pickup, free recycling and a \$30 thank you check from PSE.**

Who qualifies? PSE residential electric customers living in existing single-family properties or attached housing with four units or less. Program subject to change or termination without notice. Service cannot be combined with Washington State Cash for Appliances offer. Additional qualifications apply.

[PSE.COM/FRIDGE](https://www.pse.com/fridge)

Goodbye fridge #2. Hello savings.

To schedule your free pickup, visit **PSE.com/Fridge** or call **1-866-551-9755**.



Re-placing your primary kitchen refrigerator?

Washington State Cash for Appliances offers a **\$75 rebate** when you recycle your resource-wasting fridge and replace it with an ENERGY STAR® qualified model, while funds last. Visit **CashForAppliancesWA.com** to learn more.

SAVING EVEN MORE IS RE-ENERGIZING

For more energy-saving tips and offers, visit **PSE.com/ForYourHome** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

