

September 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; Bill statement codes; Contact for questions about your bill or service; Explanation of terms used; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Customer Service Guarantees and Late payment fee information
- EnergyWise Newsletter September/October – Student interest in math and science could lead to utility careers; Experienced utility executive named PSE president; Fall is good time to prepare for possible emergencies; It's not too early: Get your home safe and ready for winter; Know how to detect a natural gas leak; Adjustments to bills anticipated in October; Moving? Give us a call or go online; 50,000th visitor to renewable energy center names wind turbine "Serendipity"; Save energy and win prizes with PSE's "re-energize Your block"; Electricity: Fuel mix
- Insert: You could win energy-efficient products: Visit PSE.com/ReEnergizeYourBlock!
- Insert: Watching the savings pile up is Re-Energizing: Now three ways to save on efficient heating systems.
- Insert: Turning in that old spare fridge is Re-Energizing: And gets you \$30 from PSE.
- Insert: The smell of natural gas: It stinks for your safety.



PUGET SOUND ENERGY
The Energy To Do Great Things

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

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FIRST-CLASS MAIL
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PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED



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



This envelope uses 100% post consumer recycled paper.

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



PLACE
STAMP
HERE



BELLEVUE, WA 98009-9269





PSE *PUGET SOUND ENERGY*

The Energy To Do Great Things



**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.



Student interest in math and science could lead to utility careers

“What do you want to be when you grow up?”

With the start of the school year, this question may be on the minds of thousands of area students and their parents. Puget Sound Energy has a suggestion: Students with an interest in mathematics and science should consider a career with an energy utility.

PSE is always planning ahead to make sure we keep the lights on and gas flowing for our customers. A challenge the utility industry faces is a possible worker shortage as baby-boomers move into retirement. Nearly 44 percent of PSE employees will be eligible to retire in the next five years. Approximately half are skilled craft employees who are highly trained in the safe and reliable operation of the electric and natural gas systems. These are good local jobs. In addition, there will be increased demand for skilled “green collar” workers as well as electrical, civil and mechanical engineers at PSE and other organizations that support the utility.

PSE needs workers at our wind, hydroelectric and natural gas-fired generation facilities and, to maintain power poles, natural gas pipes, power cable, and substations in place across Washington state.



To promote interest in utility careers, PSE reaches out with presentations at local middle schools, high schools, area colleges and career fairs. PSE also helps students consider utility careers through paid internships and social media outreach. The exposure introduces students to traditional energy systems and opportunities in the green economy, such as energy-efficiency strategies and renewable energy technologies.

PSE hired Brian Lam, shown measuring the distance between underground natural gas valves, as an intern while he pursued a degree at Lake Washington Technical College. Brian is now a full-time PSE employee.

Through investor funds, PSE has granted more than \$1 million in the last several years in science, technology, engineering and math curricula at more than 20 local area technical and community colleges and universities. More than 380 grants support workforce development through courses geared toward power plant operation, wind-generation plants and technical apprentice-level training.

The investment has helped expose and prepare a new generation of employees for successful careers at PSE and in the utility industry.

Experienced utility executive named PSE president



Kimberly J. Harris was named president of PSE, effective June 30. Harris, who has been with PSE in increasing positions of responsibility since 1999, will assume the additional role of chief executive officer upon the 2011 retirement of CEO Stephen P. Reynolds.

Kimberly Harris “Thoughtful succession planning is vital to any enterprise,” said Bill Ayer, PSE chairman of the board. “Kimberly has the experience and the vision to lead PSE going forward. She is well qualified to build on the success achieved by Steve and the leadership team.”

Harris has more than 20 years of experience in the utility industry, first joining PSE as an associate general counsel. She has held executive leadership positions at PSE in the areas of energy efficiency, rates and regulatory policy, energy resources and federal government relations.

Active in the community, Harris serves on the Washington State Clean Energy Leadership Council as well as the Energy Strategy Advisory Committee. She is also a member of the board of directors of the American Red Cross of King and Kitsap counties.

If you'd like to learn more about PSE's management team, visit PSE.com.

Fall is good time to prepare for possible emergencies

With September designated by the Federal Emergency Management Agency as National Preparedness Month, now is a good time to put together an emergency kit to ensure that your family, home and business will be safe during and after an emergency.

FEMA and other organizations, including the Take Winter By Storm awareness campaign created for Western Washington by King County and area entities, including PSE, recommend that you prepare an emergency kit consisting of at least a three-day supply of food, water, medicines, pet supplies, flashlights, battery-powered radio and batteries, a first aid kit and other items.

Other preparedness tips include:

- ◆ Stay out of the way of floodwaters outdoors and indoors.
- ◆ Keep storm drains clear to prevent flooding.
- ◆ Maintain gutters and downspouts.
- ◆ Never use charcoal or a gas grill to cook indoors, carbon monoxide can be deadly.
- ◆ Establish an out-of-area contact for family members to call should the local phone system be out of service.

You can find more information on preparedness at Ready.gov and the Take Winter By Storm website, TakeWinterByStorm.org.

Weather radios provide storm alerts

A weather radio is an excellent source of timely and accurate local weather information 24 hours a day and an early warning system for emergency events. Gov. Christine Gregoire has proclaimed September as Weather Radio Awareness

Month, and has expressed support for a weather radio campaign goal of having weather radios become as common as smoke detectors in homes and businesses.

For information on weather radio retailers, visit the Washington State Emergency Management campaign website at emd.wa.gov.



PSE's Andy Wappler, Take Winter By Storm spokesperson, participates in a public service announcement.

It's not too early: Get your home safe and ready for winter

With La Niña expected to bring our region a cooler and wetter-than-normal winter, it's not too soon to start preparing your home for the change of seasons. Begin by making sure your heating system is in good, safe working order. Here's a checklist to help get your home prepared:

◆ Run the furnace to make sure it's operating properly.

Check for unusual odors or sounds, or warm, moist air escaping into the house from the furnace or vent pipe. If any of these problems exist, call a furnace technician.

◆ Check the chimney.

Make sure it is not blocked by bird nests, leaves, dirt or obstructions that could prevent proper ventilation.

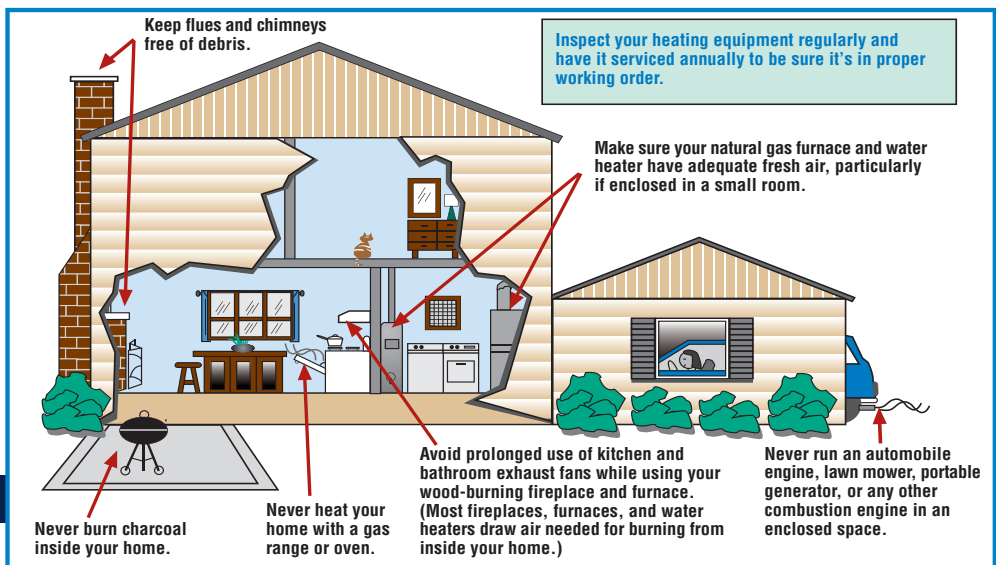
◆ Clean or replace dirty furnace filters.

Change or clean monthly during the heating season.

◆ **Check filters monthly on heat pumps.** Keep the indoor coil free of lint and dirt, and clean the outside coil at least twice a year.

◆ **Check the vent pipe.** Make sure the metal or plastic vent pipe is connected securely to the furnace and shows no signs of damage, soot, rust or corrosion.

◆ **Keep furnace area clutter-free.** Clean the area around the furnace to allow ventilation and prevent fire hazards. Never store corrosive or flammable materials on or near the furnace or vent pipe.



Know how to detect a natural gas leak



We inserted a scratch and sniff pamphlet in your bill in August and September as part of a “natural gas stinks” safety campaign that went viral after we issued a news release and followed up with social media. From Singapore to Belfast to Seattle, news broadcasts and postings on

news websites are drawing attention to the fact that we add a sulfur, or “rotten egg,” smell to the normally colorless and odorless natural gas for your safety. This distinctive odor alerts you to a natural gas leak in your home or elsewhere. Other signs of a possible natural gas leak, particularly near a pipeline, include a hissing sound, blowing dirt, or bubbles rising in a puddle. If you suspect a natural gas leak, call PSE at 1-888-225-5773, or call 911.



Adjustments to bills anticipated in October

In late August, PSE requested slight adjustments in natural gas and electric rates. If approved by the Washington Utilities and Transportation Commission, the changes are expected to take effect Oct. 1.

An increase amounting to about 4 cents a month on an electric bill and 3 cents a month on a natural gas bill will cover the higher costs for PSE’s low-income programs.



Moving? Give us a call or go online

If you’re planning to move into a new home or apartment, make sure to request new service, transfer existing service or stop your service *before* you move. You can also stop your service and close your account online by going to PSE.com or calling us at 1-888-225-5773.

50,000th visitor to Renewable Energy Center names wind turbine “Serendipity”

For her birthday over the Fourth of July weekend, Sara Battin of Seattle made an impromptu visit with a friend to PSE’s Wild Horse Renewable Energy Center near Ellensburg to walk the trail of discovery. While there, Battin received a surprise when she became the center’s 50,000th visitor, earning her the right to name the highest and best-producing wind turbine at our Wild Horse Wind and Solar Facility, where the center is located. Battin named the turbine Serendipity. The Renewable Energy Center is open daily from April through November.



Sara Battin at Wild Horse



In Your Community

Save energy and win prizes with PSE's "Re-Energize Your Block"

Getting involved in your community to conserve resources is "Re-Energizing!" PSE and participating retailers and manufacturers are offering our residential electric customers the chance to win great energy-efficient prizes during our Re-Energize Your Block campaign through September. The focus: Help residential electric customers take action — and have fun — in becoming more energy efficient.

You can take energy-efficient actions at home and on the go with PSE's Scavenger Hunt. Or you can tell us how you're Re-Energizing your block in our Re-Energize Photo/Video Contest. It's easy to participate in the many opportunities to be energy-efficient and help your family and neighbors save energy.

Visit PSE.com/ReEnergizeYourBlock to get started. And be sure to check us out at Facebook.com/ReEnergize and Twitter.com/PSETalk.



Re-Energize Your Block events

Sept. 4 – Home Depot, Silverdale

Sept. 11 – Home Depot, Issaquah

Sept. 18 – Home Depot, Olympia

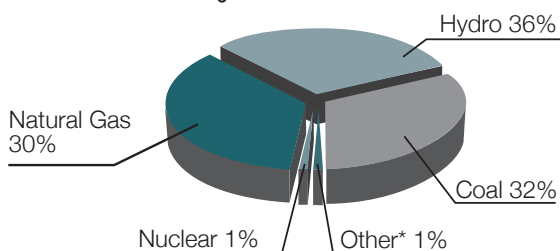
Sept. 25 – Home Depot, Bellevue

PSE representatives will be on hand to answer questions about ways you can save every day through energy-efficiency rebates, as well as explain energy safety, including natural gas awareness, the use of CFL bulbs and proper disposal of old bulbs and refrigerators.

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 2009 is shown in the following table and chart:

Fuel	Percentage
Coal	32
Hydroelectric	36
Natural Gas	30
Nuclear	1
Other*	1
Total	100



* Biomass, landfill gas, petroleum, waste and wind.
Source of data: As reported by PSE to, and published by, the Washington Department of Commerce.

Save time, postage with paperless billing and online payments

When you sign up to receive and pay your PSE bill online, log on to PSE.com and register for "My PSE Account," then "Go Paperless" to pay your bills online and monitor your daily energy use.

Go Paperless
Save time and postage
PSE.com

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 • Facebook.com/PugetSoundEnergy

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





RE-ENERGIZE YOUR BLOCK

Go on a hunt for energy savings before Sept. 30 and you could **WIN** an **ENERGY STAR®** clothes washer and dryer or one of 100 other prizes!

Search out some savings with **Puget Sound Energy's Re-Energize Your Block Scavenger Hunt!** Complete our fun checklist of simple actions you can take at home and on-the-go and you'll be entered to win one of 100 do-it-yourself **energy-efficient lighting packs** or the Grand Prize of an **ENERGY STAR resource-efficient clothes washer and dryer**. How easy is that? Just visit **PSE.com/ReEnergizeYourBlock** before **Sept. 30** to enter!

NO PURCHASE NECESSARY. Open only to WA residents who are 18 or older and PSE residential electric customers by August 3, 2010. Odds of winning depend on no. of eligible entries for "Scavenger Hunt" promotion, and on no. and quality of eligible entries for "Photo/Video Contest" and "Block Star" promotions. DETAILS AND QUALIFICATIONS FOR PARTICIPATION APPLY. Promotion ends Sept. 30, 2010. See PSE.com/ReEnergizeYourBlock for details, Official Rules and to enter. Sponsor: Puget Sound Energy, Inc.

PSE.com/ReEnergizeYourBlock

The hunt for energy savings starts now!

Visit [PSE.com/ReEnergizeYourBlock](https://www.pse.com/ReEnergizeYourBlock) before **Sept. 30** to enter the Scavenger Hunt.

- Recycle a spent CFL bulb for free at a location listed at [PSE.com/CFLrecycle](https://www.pse.com/CFLrecycle)
- Count the number of incandescent bulbs currently in use at your house
- Find a PSE-rebated resource-efficient clothes washer at a participating retailer and note the code on the promotional sticker
- Name your favorite PSE rebate listed at [PSE.com/Rebates](https://www.pse.com/Rebates)
- Name three ways you and your family will save more energy in the next year
- Take the ENERGY STAR Pledge at energystar.gov/pledge and note how many Americans have taken the pledge
- Visit a Re-Energize Your Block participating retailer and find a PSE-rebated CFL bulb. Note the brand and type of bulb
- Call a PSE Energy Advisor, tell them you're participating in the contest and answer a few easy home energy-use questions to obtain your confirmation code. **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

GET EVEN MORE RE-ENERGIZED

After you sign up for the Scavenger Hunt, get more chances to win by:

- Requesting your FREE Re-Energize Your Block kit
- Becoming a Block Star
- Submitting a photo or video telling us how you're Re-Energized





WATCHING THE SAVINGS PILE UP IS RE-ENERGIZING

Get Puget Sound Energy and state rebates plus tax credits to re-place your home's biggest electricity users

Heating your home and water can account for up to 75 percent of your electricity usage. **For a limited time**, there are three different ways (**THREE!**) to earn money back just for Re-Energizing your home with an energy-efficient heat pump water heater or ductless heat pump system.

ENERGY STAR® product	PSE rebate	Cash for Appliances rebate	Federal tax credits
Ductless heat pump	\$800	\$750	Up to \$1,500
Heat pump water heater	\$250	\$250	Up to \$1,500

*Qualifying products must be installed in a single-family property or attached housing with four units or less. **Additional qualifications apply.***

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.



THE SME LLOF NATURAL GAS

It stinks for your safety



PUGET SOUND ENERGY

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Clean burning natural gas is odorless, colorless and non-toxic in its natural state. Puget Sound Energy adds a distinctive odor called mercaptan to natural gas so even the smallest leak can be detected.

Scratch the flame on the next page to learn how natural gas smells like sulfur or rotten eggs.

If you smell natural gas

- ◆ Do not use phones (cell or land line phones), turn any electric switches on/off or use other electrically operated devices that could cause a spark.
- ◆ Do not smoke. Do not light a match or use a lighter or do anything that might create a spark.
- ◆ Leave the area immediately.
- ◆ Use a telephone outside the area and call PSE, 24 hours a day, at 1-888-225-5773 or 911.

Using your nose is not the only way to detect a natural gas leak. Blowing dirt, bubbles rising in a puddle or a hissing sound may indicate a leak. If you notice any signs of a natural gas leak, call immediately.

Natural gas safety features

Natural gas is lighter than air. If it escapes into the air it dissipates quickly.

Natural gas has a very narrow range of flammability and will ignite only in a concentration of 4 to 15 percent gas in air.

NATURAL GAS



Scratch this flame with your fingernail. Then sniff the flame. Make sure your family and friends also know the smell of natural gas. If you ever suspect a natural gas leak, leave the area immediately. Call PSE at 1-888-225-5773 or 911.

Raspe y huela la llama para reconocer el olor del gas natural. Si alguna vez sospecha que hay una fuga de gas natural, llame a Puget Sound Energy al 1-888-225-5773 ó al 911.

刮擦火焰圖案並聞一聞有何氣味，這有助於您辨別天然氣Puget Sound Energy 的氣味。如果您懷疑有天然氣洩漏，請給打電話，電話號碼是1-888-225-5773，或者打911緊急電話。

Чтобы узнать, как пахнет природный газ, сотрите покрытие и понюхайте запах пламени. Если Вы когда-нибудь заподозрите утечку природного газа, позвоните в компанию Puget Sound Energy по телефону 1-888-225-5773 или наберите 911.

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A natural gas pipeline may be identified with a marker

PSE, like other pipeline operators, installs above ground pipeline markers to indicate the approximate location of buried, high pressure natural gas pipelines, generally situated along highways and major road and railway intersections. These line markers display the name of the pipeline operator and the telephone number where the operator can be reached in case of an emergency. Pipeline markers and warning signs indicate only the presence of a pipeline. They should not be used to determine the exact location of the pipeline.



Call 811 before you dig

Whether you're a homeowner or contractor, contact the 811 "Call Before You Dig" hotline two business days before digging. The "Call Before You Dig" law* requires anyone digging into the ground to call and have underground utilities located to avoid potential hazards with striking or digging up utility lines.



**Know what's below.
Call 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 from the damaged line where you do not smell the escaping natural gas.
- ◆ Call 911 after you're at a safe distance.
- ◆ Report the damage to PSE at 1-888-225-5773.

Customer-owned buried 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 own buried piping, such as piping to pools, hot tubs, natural gas barbecues or detached buildings, it is your responsibility to maintain the piping unless PSE installed and agreed to maintain it. If your piping is not maintained, it may leak or corrode. Have a licensed plumbing contractor do the inspection and any necessary repairs.

* See RCW 19.122 on <http://www.leg.wa.gov>.

