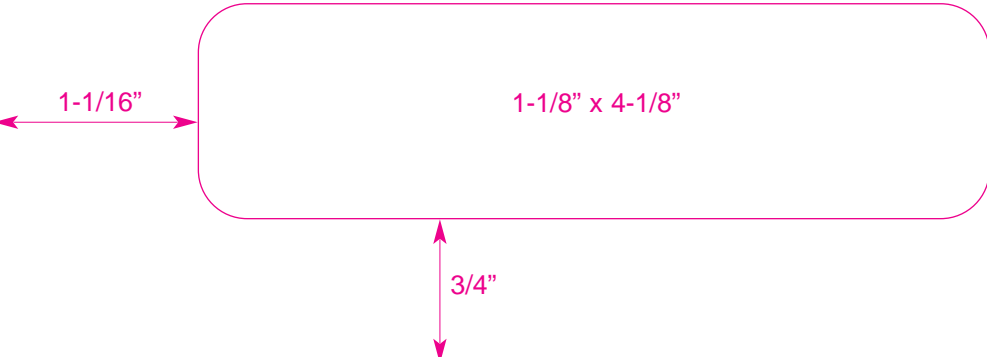


## April 2009 Puget Sound Energy bill package inserts and information 1.5 million bills

- Outside envelope: For information on PSE's power supply fuel mix, please visit [PSE.com](http://PSE.com)
- Return envelope: Never burn your grill indoors. The carbon monoxide it creates can kill you.
- 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
- 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: Notice of Puget Sound Energy's Release of Private Customer Information.
- Insert: CFL Recycling – CFL bulbs contain a small amount of mercury, so do not put used CFLs in the garbage. Recycle them for free at select PSE offices and participating retail locations.
- 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: 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.
- Insert: Electric Weatherization – Receive instant insulation rebates up to \$500 per home for PSE for electric heated homes.
- Insert: Showerhead – Puget Sound Energy is offering single-family residential households a free efficient showerhead and bathroom faucet aerator.

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

YOUR PUGET SOUND ENERGY BILL ENCLOSED





1101 • 8/08

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](http://PSE.com)



PLACE  
STAMP  
HERE





**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

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, 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](http://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.

**April 2009 bill-print message:**

Effective April 1, your bill reflects a slight change in the rate for the Conservation Program Charge related to the costs for the energy-efficiency services we provide customers.

# 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.

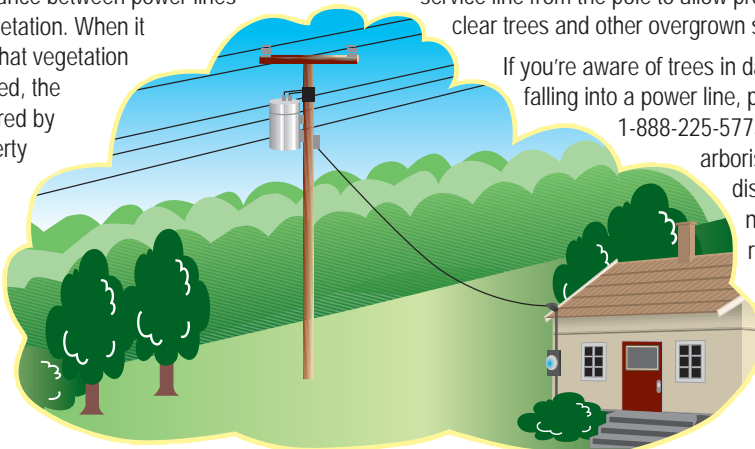
## Keep the power line from our pole to your roof clear of vegetation

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.



**PUGET SOUND ENERGY**  
The Energy To Do Great Things



## 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](http://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

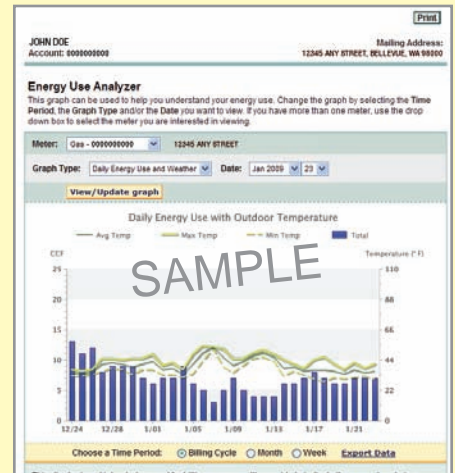
Puget Sound Energy 1-888-225-5773 • [PSE.com](http://PSE.com)

## 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](http://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](http://PSE.com) to learn more.



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

3671 03/09



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**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

## **Notice Concerning Customer Information**

This notice describes how Puget Sound Energy handles your private information (such as your name, address, telephone number and other personal information), collected by virtue of the customer-utility relationship.

PSE's business practices are regulated by the Washington State Utilities and Transportation Commission. The UTC has regulations which limit how PSE may disclose or sell your private customer information.

UTC regulations require PSE to obtain the customer's written permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products. In other words, before we provide your name, service address or other private information to any service or product provider who intends to market services or products to you, we must obtain your written permission to do so first. If you choose not to give us permission, we will not provide any of your personal information to these third parties.

We may, however, insert marketing information into our billing packets. PSE also may share aggregated information, which does not allow you to be personally identified or contacted (for example, information on demographic and site usage), with third parties such as partners and advertisers, without your authorization. This information will not contain any material which could personally identify any individual person, or customer.

We respect your privacy. For more information about our privacy policies, please visit the PSE web site at [PSE.com](http://PSE.com) or contact us at 1-888-225-5773.

# Properly dispose of CFL bulbs

Compact fluorescent light (CFL) bulbs contain a very small amount of mercury, so **do not put used CFL bulbs in the garbage.**

While the amount of mercury in a single bulb is extremely small, it will harm the environment if large numbers of bulbs are disposed of in landfills.

ENERGY STAR® qualified CFL bulbs use up to 75 percent less energy and last up to ten times longer than incandescent bulbs.

***Recycle used CFLs for free***

See reverse for details



**PSE.com**

**PSE**

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# 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. Get a **\$1200** instant rebate from PSE, **plus** up to **\$300** in additional contractor/distributor incentives. To learn more, fill out the form on the back, visit [PSE.com](http://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](http://www.goingductless.com/PSE) or call a PSE Energy Advisor at 1-800-562-1482.

[PSE.com](http://PSE.com)



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



**PUGET SOUND ENERGY**

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**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. - 5p.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.

**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](http://PSE.com) for more information about PSE rebates on energy-efficient products.

**PSE.com**

3403 4/09

# Keep CFL bulbs clean and green - Recycle used CFLs for free



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## *Take advantage of free CFL recycling in your area*

Many locations near you offer free CFL recycling. Please call ahead to verify availability:

- Retail locations such as Bartell Drugs, Home Depot and IKEA
- County household hazardous waste facilities
- Select Puget Sound Energy office locations

**For more information on CFL disposal, including a complete list of recycling locations, visit [PSE.com](http://PSE.com) or call a PSE Energy Advisor at 1-800-562-1482, Monday - Friday, 8 a.m. - 5 p.m.**

## *What if a CFL bulb breaks?*

The U.S. Environmental Protection Agency offers detailed instructions for safely cleaning up and disposing of broken CFL bulbs. Visit [www.epa.gov/mercury/spills](http://www.epa.gov/mercury/spills) for current instructions.

**PSE.com**

4279 3/09



# Take comfort in your home year round

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 on home weatherization upgrades.

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

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

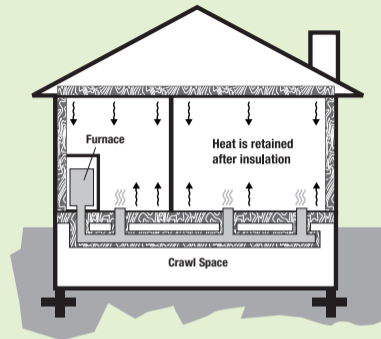
Wall insulation: **PSE pays 50%** of the cost, up to \$400

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

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

#### General Qualifications:

PSE customers living in a building with four units or fewer, heated mainly by natural gas. 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 is like a protective wrap for your home, holding in the winter warmth and blocking out the summer sun.*

PSE

**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

# Weatherize your home this season and enjoy comfort in your home year round.



## PUGET SOUND ENERGY

*The Energy To Do Great Things*

**Getting started is easy. Fill out the information below and return it in your payment envelope, visit [PSE.com](http://PSE.com) or call a PSE Energy Advisor at 1.800.562.1482.**

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 the following ENERGY STAR® qualified products:**

- Natural gas furnace (\$350 rebate\*)
- Natural gas water heater (\$50 rebate\*)
- Natural gas, tankless water heater (\$150 rebate\*)

\*Available for qualifying models.

For more information, call a PSE Energy Advisor at 1.800.562.1482;  
Mon. – Fri., 8 a.m. – 5 p.m.

**PSE.com**

4251 2/09



# 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

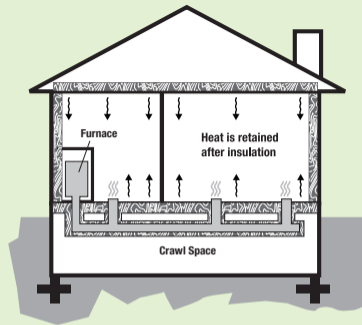
**Duct insulation:** PSE pays 50% of the cost, up to \$200

**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.*

PSE

**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

# Weatherize your home this season and enjoy comfort in your home year round.



## PUGET SOUND ENERGY

*The Energy To Do Great Things*

**Getting started is easy. Fill out the information below and return it in your payment envelope, visit [PSE.com](http://PSE.com) or call a PSE Energy Advisor at 1.800.562.1482.**

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. 

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(optional)

E-mail \_\_\_\_\_



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

**I would like a contractor referral for:**

- Insulation Only
- Single-Pane Window Upgrade Only
- Both Insulation & Single Pane Window Upgrade

For more information, call a PSE Energy Advisor at 1.800.562.1482; Mon.-Fri., 8 a.m. - 5 p.m.

**PSE.com**

3911 2/09



## 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](http://PSE.com)

4403 2/09



**PUGET SOUND ENERGY**

*The Energy To Do Great Things*