

August 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 July/August – PSE employees help grant wish for superhero Electron Boy; PSE cutting costs, offering help in a slow economy; Summer safety reminder; Spring clean your way to energy efficiency; PSE's HomePrint helps customers increase energy efficiency and lower bills; Name a wind turbine; PSE moves forward with Lower Snake River wind facility; New PSE investments boost Baker River salmon; Check your natural gas piping; The Puget Sound Energy Foundation; PSE makes two service guarantees to you; Call before you dig
- Insert: In the fight against climate change, every step counts: Choose green power!
- Insert: Re-Energizing is comfort at the flip of a switch: Get a \$200 rebate for a high-efficiency natural gas fireplace.
- Insert: Re-Energize your next home improvement project: PSE can help you find the right contractor for the job.
- Insert: Re-Energize your block this summer and fall: You could win energy-efficient products.
- Insert: Going ductless is Re-Energizing: Get an \$800 rebate for a ductless heat pump system.
- 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*

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
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





Know what's below.
Call before you dig.

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



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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.



PSE employees help grant wish for superhero Electron Boy

A 13-year-old boy living with cancer and other serious health conditions became a superhero on April 29 when he saved the region from the sinister plans of Dr. Dark and Blackout Boy — an adventure that brought him to the Bellevue headquarters of Puget Sound Energy.

Wearing a red and blue superhero costume and sporting a lightning rod sword, Bellevue resident Erik M., aka Electron Boy, freed Energy Jim (aka community relations manager Jim Hutchinson) from high in the bucket of one of our hybrid line service trucks as more than 300 PSE employees cheered.

Arranged by the regional Make-A-Wish Foundation, the event gave Erik the chance to fulfill his wish to be strong and help people. After defeating his arch enemies, Erik quietly told a *Seattle Times* reporter, "This is the best day of my life."



Electron Boy's adventures inspired news coverage around the world and involved support from the Seattle Sounders, Space Needle, Bellevue Police, King and Snohomish county sheriffs, City of Seattle and Discovery Channel's "Deadliest Catch" stars Edgar Hansen (Dr. Dark) and Jake Anderson (Blackout Boy).



More than 300 PSE employees gather to cheer on Electron Boy as he rescues Energy Jim.

Dean Rutz/The Seattle Times

PSE cutting costs, offering help in a slow economy

At a time when many families and businesses are feeling the pinch from the sluggish economy, PSE is taking extra steps to manage costs. And, we have new options for our customers to better manage their bills as well.

PSE is now in the second year of cutting our operating budget, leveraging savings opportunities through strategically-negotiated purchasing contracts, lowering our capital budget by slowing or deferring select construction projects that were planned to serve new customers that haven't materialized, and reducing the work force or leaving vacant positions unfilled.

These cost-control measures do not affect our day-to-day commitment to provide customers with safe, reliable electric and natural gas service but instead reflect a slowdown in

We greatly appreciate your efforts to use less energy and help us trim costs. More than 280,000 PSE customers go online to view their account and energy use and to pay their bill. If you haven't yet enrolled, we encourage you to sign up for our online service to receive and pay your bill, schedule service appointments and analyze your energy use.

anticipated customer growth. For example, the number of new homes and businesses needing natural gas and electric service had been growing at nearly 2 to 3 percent annually from 2002 to 2007, but that growth rate has now fallen to 0.6-0.7 percent per year — a level last experienced in the early 1980s.

Along with carefully managing costs, PSE offers customer service programs that can help in today's economy. These include incentives and rebates for energy efficiency as well as bill-payment assistance and budget payment plans that smooth out the highs and lows of energy costs from winter to summer. Please call our Energy Advisors at 1-800-562-1482 or PSE Customer Services at 1-888-225-5773 to learn more.

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



PUGET SOUND ENERGY

The Energy To Do Great Things

Summer safety reminder

Now that summer has finally arrived, make sure your outdoor projects are done safely. Watch out for underground and overhead utility lines.

Keep these important and useful tips in mind this summer and year round:

- ◆ When getting ready to dig, make sure to call 811 — the free “call before you dig” hotline — to avoid potential hazards with striking or digging around underground utilities. (See page 4 story.)
- ◆ Place new trees away from overhead power lines.
- ◆ Never climb trees near power lines even if the power lines are not touching the trees.
- ◆ Avoid flying kites, metallic balloons and radio-controlled toys near power lines. If a 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.
- ◆ Do not build playhouses or platforms in trees with nearby power lines.
- ◆ Never install hot tubs, swimming or wading pools underneath or near power lines.



Spring clean your way to energy efficiency

Let PSE pick up your secondary refrigerator or extra freezer and recycle it for free, plus give you a \$30 “energy efficiency” check. You’ll save space in your home — and money on your electric bills.

Check PSE.com this summer for more information on how to “Re-energize Your Block” — fun ways to learn about energy efficiency and chances to win prizes from our partners.

For more information about PSE’s energy-efficiency programs for our residential electric customers, 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.



PSE’s HomePrint helps customers increase energy efficiency and lower bills

PSE electric residential customers can save energy with HomePrint, a comprehensive evaluation of your everyday energy use. Provided by an independent HomePrint-certified specialist, this in-home service offers practical solutions that could lead to greater energy efficiency, less environmental impact and, ultimately, lower utility bills. Select PSE electric customers may qualify for up to a \$350 instant rebate for the service.

To see if you qualify and to schedule your HomePrint evaluation, call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m., or visit PSE.com/HomePrint to learn more.

You must be a PSE customer with either electric or both electric and natural gas service and live in an existing single-family property or attached housing with four units or less where the primary heating source is provided by PSE. One rebate per household.

Name a wind turbine

This summer, PSE expects to reach the milestone of 50,000 visitors to our Renewable Energy Center at our Wild Horse Wind and Solar Facility located off Old Vantage Highway east of Ellensburg, just north of I-90. If you’re the 50,000th visitor, you’ll get to name the highest-elevation wind turbine at the facility, so come visit us! Tours are offered daily. For more information, call 509-964-7815 or visit PSE.com/WildHorse.



PSE moves forward with Lower Snake River wind facility

In May, PSE announced we are adding a third wind power facility, our third, near Pomeroy in Eastern Washington. When complete, the 149 wind turbines in phase I of the project will generate 343 megawatts of renewable energy, enough power for more than 100,000 homes.

“Puget Sound Energy’s Lower Snake River Wind Project will bring more jobs and more renewable energy to Washington,” said Gov. Christine Gregoire. “Projects like this support our state agenda for a greener future with more green jobs.”

Building phase I of the Lower Snake River Wind Project now helps meet PSE’s renewable energy requirements from the state under Initiative 937, but also protects against energy-market price volatility and the “carbon costs” government is likely to impose on utilities to address climate change.

PSE currently owns and operates the 87-turbine, 157-MW Hopkins Ridge Wind Facility near Dayton and the 149-turbine, 273-MW Wild Horse Wind and Solar Facility near Ellensburg. PSE is recognized by the American Wind Energy Association as the nation’s second-largest utility owner and operator of wind power.



Grading roads for the project

Lower Snake River Wind Project Phase I			
CLEAN POWER	Will generate 343 MW clean power for more than 100,000 homes	WIND POWER	Will consist of 149 wind turbines, rated at 2.3 MW each
		JOBS	Will create 150 temporary construction jobs and 25 permanent operations jobs
		MULTI-USE	Will cover 40,000 acres of leased farmland, with 98 percent of land still available for crops

New PSE investments boost Baker River salmon



PSE’s new Baker River fish trap-and-haul facility

Salmon in northwest Washington’s Skagit River basin are getting another big boost from PSE with this summer’s completion of a new trap-and-haul facility for moving adult salmon upstream around PSE’s two hydroelectric dams on the Baker River.

State and federal fisheries agencies, which collaborated with PSE and local Indian tribes on the project, are hoping for a four- to five-fold increase in the Baker River’s already rebounding runs of sockeye and coho salmon.

The new fish trap, required as part of our federal operating license, and which replaces a 52-year-old version, boasts design features and computerized systems that allow PSE operators to sort captured fish by species, collect genetic information and then transport them upstream in water “taxis” — all with almost no hands-on contact. The new hatchery near Upper Baker Dam is capable of incubating nine to 11 million fish eggs annually, though later expansion could hike that number to 14 million.

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 usually 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 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.



In Your Community

The Puget Sound Energy Foundation

The Puget Sound Energy Foundation recently contributed more than \$155,000 to 61 charitable organizations in counties where PSE provides electric and natural gas service or operates generating facilities.

This first of two rounds of 2010 grants highlighted the foundation's focus on human services, environment, education, and arts and culture. When providing grants, priority consideration is given to organizations that respond to the needs of our most vulnerable neighbors, encourage energy conservation and environmental stewardship, or promote workforce development at universities and community and technical colleges.

Each year more than \$1 million in foundation and Puget Energy investor funds benefit community-based programs and organizations. None of these contributions come from customer dollars.



PSE makes 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. Here's how our guarantees work:

- ◆ If we don't keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment, you'll receive a \$50 credit on your PSE bill.
- ◆ 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.

The two service guarantees are in addition to 10 service-quality measures that track PSE's performance in providing utility services to customers, and identify areas for improvement.

Our service guarantees are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit PSE.com/guarantees.



Go Paperless
Save time and postage
PSE.com

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.



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 away from the damaged line.
- ◆ Call 911.
- ◆ Report the damage to PSE at 1-888-225-5773.

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.





IN THE FIGHT AGAINST CLIMATE CHANGE, EVERY STEP COUNTS

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



[PSE.COM/GREENPOWER](https://www.pse.com/greenpower)

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

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 of \$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 (60.5%), biomass (39%), and solar (<1%) energy from the Pacific Northwest
- PSE does not make a profit on the Green Power Program



For more information, 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.



RE-ENERGIZING IS INSTANT COMFORT AT THE FLIP OF A SWITCH

Get a **\$200 re-bate** for a high-efficiency natural gas fireplace

Whoever decided a fireplace needed an on/off switch was a genius. Also genius, Re-Energizing your home with a **\$200 rebate** from Puget Sound Energy for a high-efficiency natural gas fireplace insert. Not only will you get instant comfy and cozy, you'll also make your home more energy efficient and, because there's no need for wood, save a few trees.

High-efficiency natural gas fireplace inserts:

- Are clean and soot-free
- Are easily controlled using an on/off switch or thermostat
- Make a great primary or back-up heat source, even in a power outage
- May increase the value of your home

*Who qualifies? Residents living in a building with four units or less, heated primarily by natural gas from PSE. **Additional qualifications apply.***

[PSE.COM/REBATES](https://www.pse.com/rebates)



RE-ENERGIZE

YOUR NEXT HOME IMPROVEMENT PROJECT

Puget Sound Energy's Contractor Referral Service can save you the time and hassle of finding the right contractor for the job. Member contractors:

- Have a thorough understanding of energy codes and a commitment to energy-saving equipment and product applications to help you save money
- Abide by fair business practices under the Better Business Bureau, the Department of Labor & Industries and the Attorney General's Office
- Are licensed, certified, insured and bonded
- Receive on-going training on the latest technology and methods
- Receive regular performance reviews to maintain high standards

[PSE.COM/CRS](https://www.pse.com/crs)

PSE can help you find a pre-screened, independent contractor to Re-Energize your next home improvement project.

Request a referral for one of the following energy-efficient home upgrades at [PSE.com/CRS](https://www.pse.com/crs) or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. You may also qualify for a rebate from PSE.

Weatherization

- Insulation
- Duct sealing
- Windows

Heating and water heating

- Fan motor upgrade
- Natural gas fuel conversion

Electric systems:

- Ductless heat pump
- Geothermal heat pump
- Air-source heat pump
- Heat pump water heater
- Storage water heater
- Waste-water heat recovery system

Natural gas systems:

- Furnace
- Fireplace insert
- Boiler
- Tankless water heater
- Storage water heater

EARN TAX CREDITS

Energy-efficient home improvements may earn you up to **\$1,500** in federal tax credits.

For more information, visit energystar.gov/taxcredits or consult your tax advisor.



RE-ENERGIZE YOUR BLOCK

Puget Sound Energy wants you to get Re-Energized this summer and fall!

Take energy efficiency beyond your home and onto your block, with energy-efficient products, discounts and prizes from participating retailers and manufacturers.

At PSE.com/ReEnergizeYourBlock, you can:

- Sign up to become a Block Star and help your friends and family get Re-Energized
- Download tips and resources from your Energy Advisors at PSE
- Enter to win your way to big energy efficiency with a Re-Energizing scavenger hunt and photo/video contest!

PSE.com/ReEnergizeYourBlock

ARE YOU RE-ENERGIZED?

Scavenger Hunt

Taking action at home and in your community is Re-Energizing, especially if you have a chance to win – complete our fun checklist (get the kids to help!) and be entered to win fantastic resource-efficient prizes like a washer and dryer from Best Buy or a do-it-yourself starter kit courtesy of Philips and PSE. How easy is that?

Photo/Video Contest

Tell us how your family is Re-Energizing your block! Did you cut your energy use or help a friend or neighbor be more efficient? We want to hear about it! Upload a photo or video and tell us how. Weekly winners will receive a Philips energy-efficient lighting pack (valued at \$85). Winning videos will go up for online public vote to win the Grand Prize – an ENERGY STAR® qualified 32" Philips LCD flat screen TV.

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 Stars" promotions. DETAILS AND QUALIFICATIONS FOR PARTICIPATION APPLY. See PSE.com/ReEnergizeYourBlock for details, Official Rules, and to enter. Sponsor: Puget Sound Energy, Inc.



PHILIPS

YOU COULD WIN!

Prizes include premium, resource-efficient products – like a new ENERGY STAR qualified clothes washer & dryer!





GOING DUCTLESS IS RE-ENERGIZING

Get an \$800 re-bate from Puget Sound Energy for an energy-efficient ductless heat pump system

Ducts? Who needs 'em? With an efficient ductless heat pump system you stay warm in the winter, cool in the summer and save energy all year round. PSE offers an **\$800 rebate** when you Re-Energize your electric heating equipment by upgrading to a ductless heat pump.

FUJITSU

 **MITSUBISHI
ELECTRIC**
Cooling and Heating Solutions

 **LG**

*Who qualifies? Residents living in an existing property with four units or less, heated mainly by electricity from PSE. Must install AHRI-certified equipment that is a least 1.0 ton and uses inverter technology. **Additional qualifications apply.***

GOINGDUCTLESS.COM/PSE

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.

PSE

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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>.

