

March 2008 Puget Sound Energy bill package inserts and information

1.4 million bills

- Outside envelope: Customer Service Guarantee message
- Return envelope: Go paperless with e-Bill message
- Back of bill: Ways to pay your bill; Customer services phone numbers; Bill statement codes; Bill statement definitions; Emergency or power outage phone numbers in English, Spanish, Chinese and Russian; Customer Service Guarantee; Contact for questions about your bill or service; and Late payment fee information
- EnergyWise Newsletter March/April – Spring the season of renewal and a reminder to think and be green. Customers are buying and producing their own green power. Have a question? Ask Andy! Please call before you dig. Fluorescent light disposal just got easier. Bringing biodiesel into the picture. PSE programs can help pay the bills. Going paperless with your PSE bill. Arbor Day 2008. Energy Tip: Convert to natural gas water heating.
- Insert: PSE offers rebates on energy-efficient products for your home.
- Insert: Recycle your old refrigerator – get free pickup and a \$30 rebate from PSE.
- Insert: Receive instant insulation rebates from PSE for natural gas heated homes.
- Insert: Save energy and money with rebates from PSE.



Customer Service Guarantee

When you make a service appointment with Puget Sound Energy, we'll be there on time. We guarantee that we will arrive at the time mutually agreed upon to:

- › Connect new permanent service lines and meters*
- › Re-establish existing natural gas or electric service following move-out/move-in or disconnection for nonpayment.*
- › Keep natural gas equipment service appointments.*

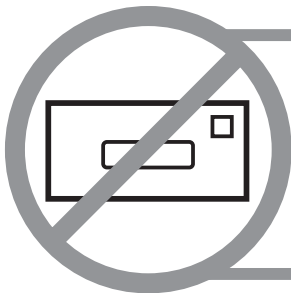
If we cannot meet our commitment, we'll credit \$50 to your PSE bill. This guarantee applies in the absence of major storms, earthquakes, supply interruptions, or other significant adverse events beyond our control. In those cases, appointments will be rescheduled as soon as possible.



PUGET SOUND ENERGY

The Energy To Do Great Things

Prints on flap



Go Paperless with e-Bill.

**Sign up for Puget Sound Energy's
free online bill payment service at
www.pse.com.**

Ways to Pay Your Bill

For your convenience, Puget Sound Energy (PSE) 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

Local, outside Washington state or Internet 1-425-452-1234

TTY hearing/speech impaired 1-800-962-9498

TRS Telecommunications Relay Services 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. to 5 p.m. Monday – Friday

Bill Statement Codes

ESTM — *Estimated*

PRRT — *Prorated*

CORR — *Corrected/Adjusted*

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 dia, 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.

Just call **1-888-225-5773**

Customer Service Guarantee

When you make a service appointment with PSE to install new service, re-establish existing service, or for natural gas appliance diagnostic and repair service, we'll be there on time. If we cannot meet our commitment, we'll credit \$50 to your PSE bill. Exceptions apply for major storms or adverse events beyond our control.

Questions about Your Bill or Service

If you have questions or concerns or a dispute regarding your energy bill or service, please call us 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, regulations and customer rights and responsibilities are available by calling 1-888-225-5773 and at PSE.com.

Late Payment Fee

Your bill is due upon delivery. When a bill remains unpaid for more than 30 days after the bill mailing date, a 1 percent per month late fee will be applied to the unpaid balance. The late payment fee will be delayed 30 days for customers with past due balances who have notified PSE that they have applied to an agency for financial aid. Customers on the Budget Payment Plan will be exempt from the late payment fee as long as they remain on the Budget Payment Plan

Bill Statement Definitions

Customer Charge

A customer 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.

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

The credit is from Columbia River benefits supplied by the Bonneville Power Administration. The credit is paid to our residential and small farm electricity customers of low-cost power generated by federal hydroelectric dams.

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

kWh

A kilowatt hour is a measure of 1,000 watts of electricity consumed in 1 hour. A 100-watt light bulb consumes 1kWh of electricity over 10 hours.



SPRING — The season of renewal... and a reminder to think and be green

This time of year, with spring, Earth Day and Arbor Day celebrations around the corner, it is a good time to think about what it means to be green and to do something about it. At Puget Sound Energy, our customers and employees take environmental responsibility seriously and set a strong regional example. Here are some details:

Customers are buying and producing their own green power

- ◆ More than 20,000 PSE customers from Bellingham to Olympia have signed up to purchase 100 percent green power, which supports the development of additional renewable energy resources in the Pacific Northwest. For as little as \$4 per month, you can support the purchase of 320 kwh of renewable electricity. Electricity generated by Green Power-supported renewable resources is delivered to the Northwest power supply grid, increasing the ratio of renewable energy in the Northwest power pool. Since 2002, PSE's Green Power Program, identified as one of the top 10 in the country by the National Renewable Energy Laboratory, has offered customers the option to voluntarily support renewable energy.



Have a question? Ask Andy!

Do you have a question about climate change, energy efficiency, renewable energy or local weather? Meteorologist Andy Wappler is now part of the

Puget Sound Energy team, and is ready with tips on how you and your family can make smart energy choices. Just e-mail him at AskAndy@PSE.com, and look for the answer at PSE.com.



Source: Port Townsend solar installation company

- ◆ Nearly 250 PSE customers throughout Western Washington are generating their own green power — by producing solar power, as well as wind, hydroelectricity and using dairy anaerobic digester systems and other resources right from their very own roofs and backyards.
- ◆ Thanks to PSE and the Bonneville Environmental Foundation, more schools in PSE's service area are installing solar photovoltaic systems. These schools' systems increase visibility of renewable energy generating technology and demand for renewable energy resources.

Please call before you dig

If your spring projects include building a fence, planting a tree or installing a sprinkler system, it's important to have all utilities marked before doing any digging at depths of 12 inches or more. That's the law. Dial 811 —



Know what's below.
Call before you dig.

"Call Before You Dig" — at least two working days in advance of any excavation. This is required even when working in your own yard. A utilities location technician will come to your address to mark where underground utilities are located so you can work safely around them.

Be careful when digging, because a scratch, dent or gouge to a natural gas pipe could become a safety concern. If you're aware of possible damage to natural gas pipes or to electric systems, or if you smell the odor of natural gas, take these steps:

- Quickly move to a safe location
- Call 911 after you're at a safe distance
- Report it to Puget Sound Energy at 1-888-225-5773

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



PUGET SOUND ENERGY

The Energy To Do Great Things

Fluorescent light disposal just got easier

Switching from traditional light bulbs to compact fluorescent lights (CFLs) is an effective way to save energy. As we encourage the use of CFLs, we want to help you dispose of them properly to protect the environment. PSE has set up drop-off locations in Bellevue, Bellingham, Tacoma, Olympia, Port Townsend, Burlington and Ellensburg to ensure that mercury from the lights is properly recycled. For a list of disposal sites, visit PSE.com.



Bringing biodiesel into the picture

Three years ago, PSE started using biodiesel fuel in 10 of our electric-service bucket trucks. In 2008, we will use the fuel in more than 250 of our vehicles and equipment. Over the next two years, we expect to reduce carbon emissions from our fleet by more than 5 percent. Making our fleet cleaner and greener will help achieve immediate gains in reduced greenhouse gas emissions.



Going paperless with your PSE bill

More than 330,000 customers have chosen to skip the hassles of writing checks and buying postage for the convenience of viewing and paying their energy bill and reading EnergyWise online. Our online customers save approximately 1 million pages of paper every month. To sign-up, go to PSE.com.

We're proud of what we've accomplished together. We're confident that with your help we can take these efforts to new levels.

Arbor Day 2008

Each year PSE and our employees participate in Arbor Day events throughout the region, ranging from donating trees to the community, to sponsoring the state's Arbor Day Poster Contest for fifth grade students, to joining community volunteer activities. We'll be doing much the same for Earth Day.



PSE programs can help pay the bills

Spring is in the air, but customers are just now receiving their energy bills for the previous cold months. If you need help with your bill, visit PSE.com or call us at 1-888-225-5773.

There are a number of different options for customers seeking assistance with their energy bill:

- ◆ PSE's \$7.9 million Home Energy Lifeline Program, or HELP, assists qualifying low-income customers with up to \$750 in utility bill credits. Nearly 18,000 families already have participated during this past heating season.



- ◆ PSE's Warm Home Fund extends short-term emergency bill assistance each year to more than 4,000 qualifying households through The Salvation Army. You may contribute to the Warm Home Fund when you pay your PSE bill.



- ◆ PSE's Budget Payment Plan, available to all residential customers, averages bill payments over a 12-month period.

For energy-saving tips or for more information about bill assistance, call us at 1-888-225-5773 or visit PSE.com.

ENERGY TIP: Convert to natural gas water heating

Heating water is second largest energy user in home

If you already heat your home with a natural gas furnace, replacing your electric water heater with a natural gas model means lower energy bills, improved reliability and more hot water. Call a PSE Energy Advisor at 1-800-562-1482 or visit PSE.com.

General Rebate Insert

PSE offers rebates on energy-efficient products for your home.
For residential electric and natural gas customers billed.

March 10 – March 31

3770 2/08

PSE offers rebates for energy-efficient products

Want to know more about rebate qualifications? On the reverse side, please fill out the form, check the appropriate box(es) below, and return it with your bill payment.

You can also visit PSE.com or call a PSE Energy Advisor at 1.800.562.1482.

PSE rebates for electric service customers:

- Up to **\$350** for an air-source electric **heat pump**
- Up to **\$100** for a **clothes washer** meeting WashWise efficiency standards
- Up to **\$3** for an ENERGY STAR® qualified **CFL bulb**
- Up to **\$20** for an ENERGY STAR qualified pin-based **CFL fixture**
- Up to **\$1,600** for home **insulation and duct sealing** installed by an authorized contractor
- Free** efficient **showerhead** per single-family home
- \$30** and **free pickup** of your old refrigerator

PSE rebates for natural gas service customers:

- \$350** for an ENERGY STAR qualified natural gas **furnace**
- \$150** for a high-efficiency natural gas **tankless water heater**
- Up to **\$50** for a high-efficiency natural gas **water heater**
- Up to **\$1,600** for home **insulation and duct sealing** installed by an authorized contractor
- Free** efficient **showerhead** per single-family home

Contractor Referral Service

Need a contractor to install energy-efficient products? PSE can refer pre-screened, independent contractors from PSE's Contractor Referral Service to you.

Signature (Required):

X

I give permission for PSE to provide my contact information to one or more contractors to arrange for a no-obligation estimate(s) for:

- High-efficiency heating system
- High-efficiency natural gas water heating
- Insulation with rebates up to \$1,600 from PSE



PUGET SOUND ENERGY

The Energy To Do Great Things

Refrigeration Recycling Insert

Recycle your old refrigerator – get free pick-up and a \$30 rebate from PSE.

For residential electric customers and customers that have both gas and electricity.

March 3 – March 31

4348 2/08



YOUR REFRIGERATOR NEEDS A RETIREMENT PLAN

It doesn't make financial sense to keep an old fridge or freezer in your garage or basement – not when it uses up to four times the energy of newer models. And throwing it away isn't a good long-term plan for the environment. **Why not recycle it?** Puget Sound Energy will give you a \$30 rebate, JACO Environmental will haul it away free of charge, and you can save up to \$200 a year in energy costs. Talk about a good return on investment!

Call 1.877.577.0510 or visit www.jacoinc.net for pickup.



PUGET SOUND ENERGY

The Energy To Do Great Things

Recycle your old refrigerator – get free pickup and a \$30 rebate from PSE

Call 1.877.577.0510 or visit www.jacoinc.net to schedule your pickup.

Looking for other ways to use energy wisely? Call a PSE Energy Advisor at 1.800.562.1482 to learn more about PSE's energy-efficiency rebate programs and the PSE Green Power Program.

This offer is only to residential electric customers of Puget Sound Energy. This offer is limited to two units per residential address. The unit must be owned by you (the rebate recipient), be in working condition, and measure 10 cubic feet or more. This is a limited time offer that will end when funds are exhausted. A rebate check will be mailed 4-6 weeks after the pickup of your unit(s).

PSE.com



\$30
REBATE
FOR YOUR OLD
REFRIGERATOR



FREE
PICKUP

4348 02/08

Natural Gas Weatherization Insert

Receive instant insulation rebates from PSE for natural gas heated homes.

For residential natural gas customers and customers that have both natural gas and electricity.

March 3 – March 31

3911 2/08

Take comfort in your home year round



PUGET SOUND ENERGY

The Energy To Do Great Things

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 (PSE) on weatherization services.

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

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

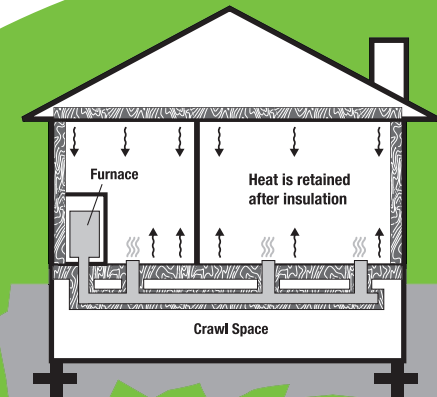
Wall insulation: PSE pays 50% of the cost, up to \$400

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

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

These instant rebates are available to PSE natural gas customers living in a building with four units or less, heated by natural gas. Work must be completed by an independent contractor, pre-authorized by PSE. Participating contractors will test the carbon monoxide level in your home and provide a free carbon monoxide alarm.

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



Receive **instant rebates** from PSE **for insulation.**



PUGET SOUND ENERGY

The Energy To Do Great Things

It's easy; fill out the form below and return it in your payment envelope, call a PSE Energy Advisor at 1.800.562.1482 or visit PSE.com.

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 also like a referral for:

Natural Gas Furnace
(\$250 rebate*)

Natural Gas Water Heater
(\$40 rebate*)

Windows

* Available for qualifying models.

For more information,
call a PSE Energy Advisor
at 1.800.562.1482.

PSE.com

3911 8/07

Heating & Water Heating Insert

Save energy and money with rebates from PSE.

For residential electric and natural gas customers.

March 25 – March 31

4353 2/08