



SEPTEMBER-OCTOBER 2012

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No-cost energy-savings tips

While many low-cost energy-saving improvements can pay for themselves in a year, here are two no-cost steps that will give you immediate payback on your heating bill.

Set the thermostat at the coolest, comfortable level. The heating bill drops by about 2 percent for every degree the thermostat is lowered.

Lower the thermostat at bedtime or while away. Setting the thermostat to 55 degrees while asleep can cut a heating bill by up to 10 percent.



Puget Sound Energy
1-888-225-5773
TTY: 1-800-962-9498

PSE.com • Manage your account and pay online.



Simple steps now can lower heating bills

Fall is the perfect time to prepare for cooler weather. Following these simple steps now, including taking advantage of PSE rebates, can help you lower your heating bills.

- **Check doors and windows for leaks and drafts.** Make sure doors seal properly, and add weather stripping or caulk to keep heat from escaping.
- **Examine heating ducts for leaks.** Repair or replace damaged ducts.
- **Add attic insulation.** Insulate your attic hatch or door to prevent warm air from escaping. PSE offers up to \$1,700 in insulation rebates.
- **Close the fireplace damper** when it's not in use.
- **Have the furnace inspected and serviced** to make sure it is in proper working order.
- **Clean or replace the furnace filters.** Change or clean filters monthly during the heating season. The furnace will run more efficiently and use less energy.

Visit PSE.com/Rebates for information

Online improvements

Coming soon, you will find changes to PSE.com, providing easier access to our free and secure online services. View and pay your bill with ease, monitor your energy-use trends and get to commonly needed information. Visit PSE.com.





Make your home safe for winter

Prepare for emergencies

September is National Preparedness Month, and October is the 50th anniversary of the destructive Columbus Day wind storm that hit the Puget Sound region in 1962. Now is a good time to assemble an emergency kit for your family, home and business.

FEMA, the American Red Cross, and other organizations, including the Take Winter By Storm awareness campaign, recommend a kit that includes a three-day supply of food, water, medicines, pet supplies, flashlights, a battery-powered radio and batteries, a first aid kit and other items.



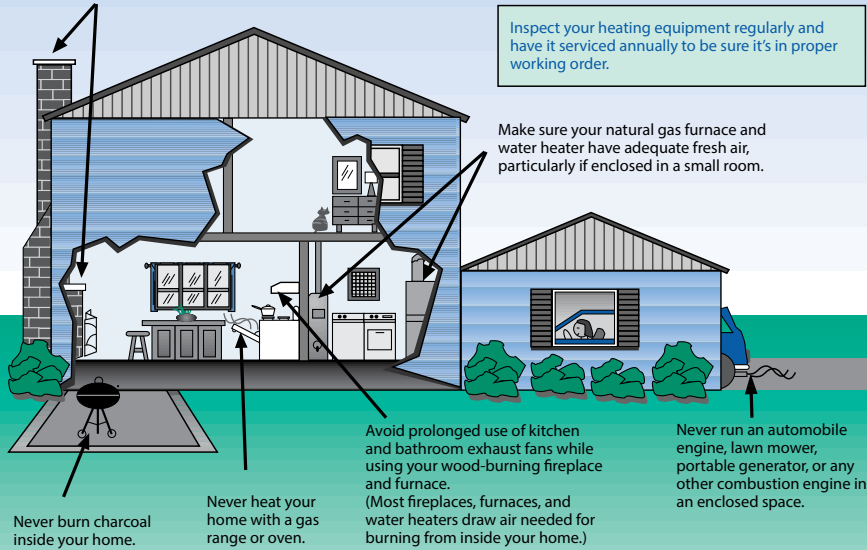
You can find more information on preparedness at PSE.com/Prepare, Ready.gov, redcrosswashington.org and TakeWinterByStorm.org.

Keep area around furnace and water heater clear

If you have a natural gas water heater, furnace or any other appliance with an open flame or pilot light, make sure you store flammable liquids and rags soaked in solvents far away from the natural gas appliances to prevent vapors from igniting. Nothing should be on, touching or near the furnace or vent pipe.



Keep flues and chimneys free of debris.



We troubleshoot furnace problems

If you think your natural gas furnace, water heater or other appliances are not operating safely, or if you are having problems with pilot lights, please call to schedule a PSE natural gas service technician for a free visit to diagnose the problem.

Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a participating contractor through PSE's Contractor Alliance Network program. Find a contractor by visiting PSE.com or calling a PSE Energy Advisor at 1-800-562-1482.

Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician.



THINK SAFE. BE SAFE.

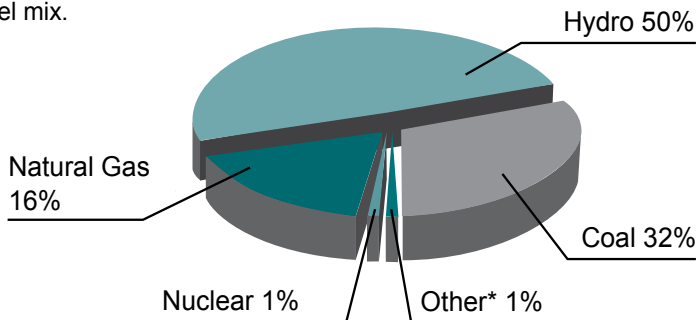


PSE's diverse power supply

PSE customers' electricity comes from a variety of sources, primarily hydroelectric dams, natural gas-fired power plants, wind farms, and a coal-fired power plant in eastern Montana. In 2011 about one-third of your power was generated at PSE-owned facilities; the rest we bought from other energy producers. The amount of power you receive from any one source varies from year to year, depending on such things as the weather, wholesale energy prices, and the retirement or acquisition of power plants. Our three wind farms together are now producing about 10 percent of our customers' total power supply.

This chart shows the state Department of Commerce's newly released "fuel mix" for the power PSE delivered last year. The chart doesn't reflect our wind farms' energy because, in 2011, PSE sold the "renewable energy credits" associated with our wind farms' output. That means we couldn't cite wind power in our 2011 fuel mix.

| Fuel | Percentage |
|---------------|------------|
| Coal | 32 |
| Hydroelectric | 50 |
| Natural Gas | 16 |
| Nuclear | 1 |
| Other* | 1 |
| Total | 100 |



* Biomass, landfill gas, petroleum and waste.

Source of data: Published by the Washington Department of Commerce with data reported by PSE.

Adjustments to bills anticipated for October

In late August, Puget Sound Energy requested a slight increase in electric and natural gas rates to cover changes in costs for PSE's HELP (Home Energy Lifeline Program) that provides bill-payment assistance for eligible low income customers. If approved by the Washington Utilities and Transportation Commission, the change, amounting to a 21-cent and 9-cent increase on the average residential bills for electric and natural gas service, respectively, would take effect Oct. 1.

Consider a gift to the Warm Home Fund

Thanks to the generosity of our customers and PSE employees, donations to The Salvation Army Warm Home Fund for the 2011-12 heating season totaled \$551,000, assisting more than 3,600 households with their PSE bill payments. To donate to the Warm Home Fund, include a little extra in your next PSE bill payment by checking the donation box on your payment stub or online payment page. Thank you for caring,



Baker River sockeye return breaks record

Sockeye salmon returned to the Baker River this summer in record numbers, with more than 47,000 adult sockeye migrating up the Skagit and Baker rivers. The three highest Baker River sockeye returns



in history have come in the past three years. Fisheries agencies say the record runs are owed in large part to the innovative "floating surface collector" PSE built in 2008 to help juvenile salmon migrate downstream around the utility's two Baker River hydroelectric dams. PSE's Baker River Hydroelectric Project generates enough electricity to power the homes of 130,000 PSE customers.



In Your Community — Focus on Thurston County

PSE provides electricity to nearly 120,000 Thurston County homes and businesses and natural gas to 47,000.

Here are some of our Thurston County highlights:

- 90 employees and contractors work out of PSE's customer service base in Olympia, 2711 Pacific Ave. SE. We have operated from this base—a 9-acre property—since the 1960s.
- This year we are installing tree wire and pruning overgrown trees along more than 200 miles of power lines in Olympia, Lacey, Rainier, Tumwater and Yelm to boost reliability and reduce the number of tree-related power outages.
- Also this year, we have upgraded and reinforced the natural gas pipeline system in Lacey, Yelm and Olympia. Every day, we conduct routine inspections along the 865 miles of natural gas pipelines in Thurston County.



PSE lineman Elmer Woodard, who works out of PSE's Olympia customer service base, measures out a 150-foot span of new power line for a repair project. In one month, PSE installs or rebuilds an average of 2 miles of overhead power lines in Thurston County. Woodard has worked for PSE for 12 years.

Yelm customers trade out old for new

In August, at the Goodwill store in Yelm, nearly 700 PSE customers exchanged their old incandescent light bulbs for nearly 11,000 energy-saving compact fluorescent light (CFL) bulbs. By replacing their old bulbs with CFLs, these customers will save \$44,000 per year in energy.

Free LED and CFL bulbs offered at Oct. 6-7 Lacey event

Join us at our Rock the Bulb™ event in Lacey where you can exchange* up to 15 incandescent light bulbs for 15 energy-saving bulbs, including up to five light emitting diode (LED) bulbs.

LEDs use up to 80 percent less energy and can last 25 years.

**Saturday, Oct 6,
and Sunday, Oct. 7
10 a.m. – 4 p.m.**

**Fred Meyer
700 Sleater Kinney Rd. SE
Lacey**



* For PSE residential electric customers.

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PSE.com
Twitter.com/PSETalk
Facebook.com/PugetSoundEnergy
Flickr.com/PugetSoundEnergy
YouTube.com/PugetSoundEnergy



Visit our local
customer service offices

Most offices are open M-F, 9 a.m.- 5 p.m.

- Bellingham** — 1329 N. State St.
- 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 Hwy. SW

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

