

ENERGYWISE

JANUARY-FEBRUARY 2009



Energy assistance funds boosted

Customers having trouble paying their winter heating bills may be eligible to receive assistance from two programs that recently received increased funding.

The federal government doubled the funding for this winter's Low Income Home Energy Assistance Program (LIHEAP), appropriating \$14 million to the community energy-assistance agencies serving PSE customers.

A \$4.8 million boost to PSE's Home Energy Lifeline Program, or HELP, will provide nearly \$14.7 million to help low-income households pay their natural gas and electricity bills.



LIHEAP
LOW INCOME HOME ENERGY
ASSISTANCE PROGRAM

HELP
PROGRAM

Energy-assistance centers

Island County
Opportunity Council
360-679-6577
1-800-317-5427

Jefferson County
Olympic Community
Action Programs
360-385-2571

King County
Multi-Service Center
(for South King County)
1-800-348-7144

Hopelink (for North and
East King County)
1-800-348-7144

Central Area Motivation
Program (for Seattle)
1-800-348-7144

Kitsap County
Kitsap Community Resources
360-479-1507
www.kcr.org

Kittitas County
HopeSource
1-509-674-2375 (Cle Elum)
1-509-962-0435 (Ellensburg)
www.hopesource.us

Lewis County
Community Action Council
of Lewis, Mason and
Thurston counties
360-736-1800
www.caclmt.org

Pierce County
Pierce County Department
of Community Services
(county residents)
1-866-223-1359

Metropolitan Development
Council (Tacoma residents)
253-572-5557

Skagit County
Skagit County Community
Action Agency
1-360-428-1011

Snohomish County
Snohomish County
Human Services Department
425-388-3880

Thurston County
Community Action Council
of Lewis, Mason and
Thurston counties
360-438-1100
www.caclmt.org

Whatcom County
Opportunity Council
360-255-2192
1-888-586-7293

Depending on income and household size, a qualified low-income recipient can receive up to \$1,000 in LIHEAP bill credits and another \$750 from HELP.

In 2008, nearly 18,000 families received bill assistance from LIHEAP and PSE's HELP funds.

PSE works with you to manage energy bills

Because January is typically the coldest month of the year, energy usage increases as customers heat their homes. We know some customers have difficulty paying their heating bills. PSE can help. Please call us to work out payment arrangements and available financial energy assistance.

We offer a Budget Payment Plan that evens out payments for a 12-month period to avoid the highs and lows in energy bills with the changing seasons. Visit PSE.com or call us at 1-888-225-5773.

Sign up for the
Budget Payment Plan



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



PUGET SOUND ENERGY
The Energy To Do Great Things

2009 outlook: Planning for the future

While the slower economy currently has reduced the number of newly-built homes and businesses requesting electric and natural gas service, the need continues for Puget Sound Energy to make substantial investments in the replacement of aging infrastructure, in renewable energy resources and energy-efficiency measures to ensure reliability, combat climate change and bring new energy supplies to customers in Western Washington.

With more than 1 million new residents expected in our region over the next 20 years, PSE is planning for the future to meet customers' energy requirements in 2009 and beyond.

Here is a brief summary of 10 PSE accomplishments in 2008:

1 Helped customers save 273 million kilowatt hours of electricity and 3.6 million therms of natural gas (January-December 2008 estimate). That's enough electricity to meet the power needs of more than 23,000 households and enough natural gas to serve more than 4,300 homes. Grew the number of customers voluntarily participating in our Green Power Program to more than 21,000.

2 Opened and welcomed 17,000 visitors to the Renewable Energy Center at our Wild Horse Wind and Solar Facility in Kittitas County. Added four new turbines at our Hopkins Ridge Wind Facility in Columbia County. Began 18-month expansion of Wild Horse to add 22 more wind turbines for a total of 236 turbines producing renewable electricity to serve 110,000 homes and advancing our goal to secure 10 percent of PSE's power supply from renewable sources by 2013, and 15 percent by 2020.

3 Strengthened the process for responding to power outages by doubling the number of trained outage assessors, expanding our call center capabilities and launching an improved online outage-restoration map.

4 Obtained a 50-year license for our Baker River Hydroelectric Project in Skagit and Whatcom counties and completed the construction of a \$52 million floating surface collector at the facility to protect salmon.

5 Increased funding by \$5 million to help low-income customers pay bills.



6 Purchased two power-generating facilities — Sumas in Whatcom County for \$30 million and Mint Farm in Cowlitz County for \$240 million — with a combined capacity of 435 megawatts to help meet the demand for electricity in our growing region.

7 Completed \$44 million expansion of Jackson Prairie Underground Natural Gas Facility in Lewis County to accommodate the peak daily natural gas demand of 1.2 million homes across the Pacific Northwest.

8 Invested \$420 million to serve new customers and upgrade and improve the reliability of our electric and natural gas systems:

- ♦ Installed or replaced 220 miles of natural gas pipeline
- ♦ Built six new substations and rebuilt seven existing ones
- ♦ Rebuilt two natural gas gate stations
- ♦ Replaced 800 power poles
- ♦ Installed 125 miles of transmission and distribution power lines

9 Opened new local Customer Service Offices in Port Townsend and on Vashon and Whidbey islands for a total of eight community-based locations where customers can meet in-person with a PSE customer service representative.

10 Contributed more than \$1 million through the Puget Sound Energy Foundation and corporate contributions and sponsorships to human services, education, environmental, arts and other organizations in the communities where we serve and operate.

Cold weather tips

Brrrrrr! Did you know there are ways you can stay warm and energy efficient at the same time during these coldest winter months?

Here are some tips:

- ◆ Keep your home at the lowest comfortable temperature. For most homes, the heating bill drops by about two percent for every degree the thermostat is lowered.
- ◆ Check the furnace filter every month during the heating season and clean or replace it.
- ◆ Turn down the furnace thermostat at night during the time when you are sleeping.



Help people in need this winter

Winter's cold months can be difficult for many in our area who may struggle to stay warm. Consider donating to The Salvation Army Warm Home Fund, which provides short-term, emergency bill-payment assistance to PSE customers facing financial difficulties. To donate to the Warm Home Fund, simply include a little extra in your next PSE bill payment, and check off your donation on the box on your payment stub. We transfer all donations directly to The Salvation Army Warm Home Fund.



Check your bill

Review your billing statements to make sure the payment amount seems accurate. If zeros appear on your statement when you know you have consumed energy, please contact PSE right away at 1-888-225-5773. PSE is required to collect for used energy, so please help us make sure we send you a correct bill.



Go paperless with your PSE bill

Log on to PSE.com and register for "My PSE Account" to monitor your daily energy use and pay your bills online. Even if you pay online, you will need to sign up to go paperless to receive an email of your statement. Look for the "Go Paperless" sign up in the upper right hand corner when you log on.



ENERGY TIP:

Green Resolutions

The New Year is a great time to make a renewed commitment to using energy responsibly. By enrolling in PSE's Green Power Program, your participation will help support the development and use of wind, solar and other renewable energy in our region.

Sign up at PSE.com or by calling an Energy Advisor at 1-800-562-1482.



\$50 service guarantee credit for prolonged power outage

PSE has added a new service guarantee to commit restoration of an extended power outage or else issue a \$50 credit if your electric utility service is out for 120 consecutive hours (five days in a row) or longer. Some exceptions may apply. The new service guarantee compels PSE to further its promise in meeting customers' expectations of high levels of service.

The guarantee was developed after an in-depth review of the way PSE restored electric service following the damaging December 2006 Hanukkah Eve storm that knocked out power to 700,000 of our customers.

PSE's other service guarantee, established 12 years ago, commits the utility to keep a scheduled service appointment. If the appointment is missed, we'll credit your account \$50. Our on-time guarantee almost always applies, with only a few exceptions: during and after major storms, earthquakes, energy supply interruptions, or after significant events beyond PSE's control.

The two service guarantees are in addition to 11 service-quality measures that track how well PSE is performing in providing utility services to customers, and to identify areas for improvement.



Keep natural gas meters clear of snow and ice

During the winter, it is important to keep snow and ice from building up and covering your natural gas meter.

- ◆ Check your natural gas meter regularly to ensure there is no build-up of ice or snow.
- ◆ Use a broom to gently clear snow or ice from around your meter.
- ◆ Don't shovel snow up against your natural gas meter or piping.
- ◆ Don't allow water to drip onto the natural gas meter equipment.



If you see ice build-up and suspect there is a problem, call PSE at 1-888-225-5773.

PSE announces region's largest clean-energy partnership

The Northwest's capacity for generating clean electricity from the wind got a boost in December 2008 from an announcement made by PSE and Renewable Energy Systems Americas. The two companies, which worked together on PSE's Hopkins Ridge and Wild Horse wind facilities, have agreed to a partnership to develop new renewable energy resources in southeast Washington. Initial development work indicates the projects could one day be the largest wind facilities in the Northwest.

