

# 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.

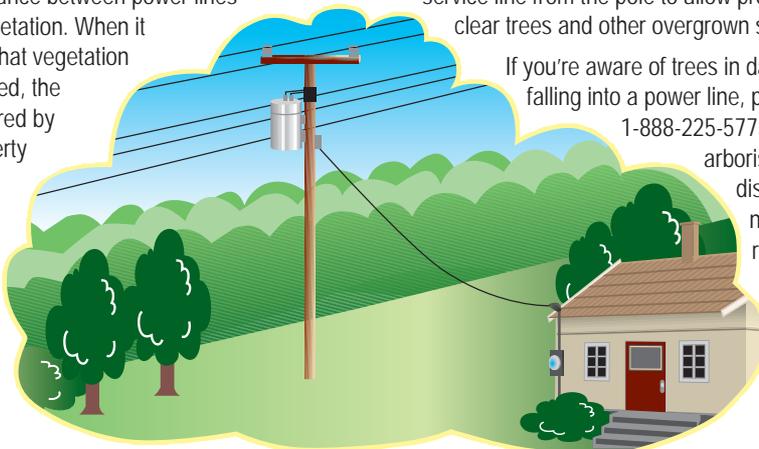
## Keep the power line from our pole to your roof clear of vegetation

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.



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**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.

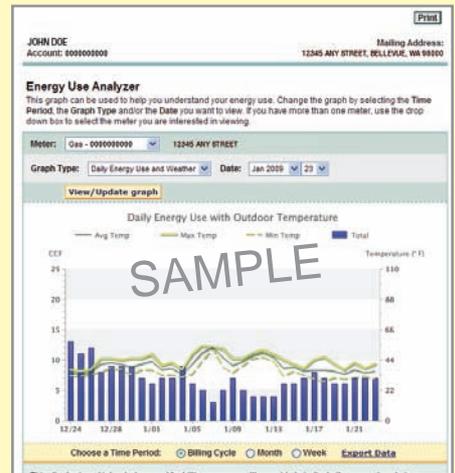


## Monitor energy use online

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.



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

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

3671 03/09



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