



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.



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.



Puget Sound Energy
Foundation

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



Know what's below.
Call before you dig.

"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.

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.

