



News Release

Puget Sound Energy Prepares for Upcoming Winter

Customers can also prepare and take low or no-cost steps to manage heating bills

BELLEVUE, Wash.--(BUSINESS WIRE)--

With today's Pacific Northwest winter weather outlook classified as "neutral by the National Weather Service," Puget Sound Energy isn't taking any chances. The utility is gearing up to meet the worst possible winter weather challenges with rapid response, enhanced service and timely information improvements for its 1 million electric and 737,000 natural gas customers.

"We will be ready for whatever Mother Nature throws at us," said Sue McLain, senior vice president of Operations for PSE. "No matter the outlook, we know from experience that every weather event presents new challenges from which we learn and work to strengthen our internal processes as well as our energy delivery system. We are constantly looking at ways to improve every aspect of our response plans to deal with severe and routine weather situations to serve our customers."

In a recent report submitted to state regulators, PSE updated further actions the utility has taken since conducting a comprehensive review of its performance restoring power following the powerful Hanukkah Eve Wind Storm of December 2006.

Improved processes

PSE this year reported to the Washington Utilities and Transportation Commission (UTC) dozens of additional processes and commitments designed to improve the utility's response to significant, widespread power outages in its 4,500-square-mile electric service area. The improvements include:

- More than doubled the number of employees -- from 79 to 197 -- assigned and trained as damage assessors for faster decisions on the number of necessary repair crews and the type of equipment needing replacement.
- Developed an online power-outage map to provide neighborhood-by-neighborhood information about power outages in addition to updates about estimated restoration times. Customers will hear the same information reported on the map when they call PSE.
- Increased the utility's annual investment in keeping trees clear of power lines by \$2 million, for a yearly expenditure of \$12.5 million in 2007 and 2008.
- Refined processes to identify, develop and maintain access roads to reach cross-country transmission power lines located in rural and mountainous areas.
- Ongoing planning and coordination with local, county and state agencies and organizations responsible for assigning road-clearance crews and managing emergency response.

In addition to PSE's efforts to prepare for winter, residents can take energy efficiency steps to prepare their homes and reduce energy use as well as make sure they are ready during winter storms.

Customer energy efficiency tips to prepare for winter

- Seal up leaky drafts around doors and windows with weather-stripping, caulking, and door sweeps. Also seal up any leaks or gaps in furnace ducts that extend through unheated basements or crawl spaces.
- Reduce air leaks by repairing broken windows and using inexpensive weather-stripping around entry doors.
- Insulate attics, outside walls and floors over crawlspaces.
- Have the furnace inspected and serviced to make sure it is in proper working order.

- Clean or replace the furnace air filters at least every two months during the heating season. The furnace will run more efficiently and use less energy.
- Set the thermostat at the coolest level you can without making your rooms uncomfortable. For most homes, the heating bill drops by about 2 percent for every 1 degree the thermostat is lowered.
- Lower the thermostat at bedtime or while away during the day. Setting the thermostat to 58 degrees while asleep can cut a natural-gas bill by up to 7 percent.

Customer tips to weather a storm

- If you encounter a downed power line, stay well away from the line or anything it may be touching. Immediately report the location of fallen wires to PSE by calling 1-888-225-5773, or call 911.
- Create an outage kit equipped with a three-day supply of bottled water and nonperishable food; can opener; flashlights, extra batteries, a battery-powered radio to keep track of storm developments and PSE's progress in restoring power. In addition to providing updated information on the outage map on PSE.com and at 1-888-225-5773, PSE will issue regular reports to local TV, radio and newspapers.
- Do not use charcoal or a gas grill to cook indoors. Both can cause a buildup of poisonous carbon monoxide gas.
- Turn off lights and unplug all appliances and sensitive electronic equipment, such as computers, to prevent an overload on your circuits when electric service is restored. Leave one light on to let you know when service returns.

For more information about weather preparedness or energy-efficiency tips and rebates, please visit PSE.com or call an Energy Advisor at 1-800-562-1482.

About Puget Sound Energy

Washington state's oldest and largest energy utility, with a 6,000-square-mile service territory stretching across 11 counties, Puget Sound Energy (PSE) serves more than 1 million electric customers and 737,000 natural gas customers. PSE, a subsidiary of Puget Energy (NYSE:PSD), meets the energy needs of its growing customer base primarily in Western Washington through incremental, cost-effective energy conservation, low-cost procurement of sustainable energy resources, and far-sighted investment in the energy-delivery infrastructure. PSE employees are dedicated to providing great customer service to deliver energy that is safe, reliable, reasonably priced, and environmentally responsible.

Source: Puget Sound Energy