

**Annual Report on Program Outcome of
PSE's "HELP" Low Income Bill Assistance Program
For The 2005 Program Year, Oct. 2005 – Sept. 2006
May 30, 2007**

Description of Benefit

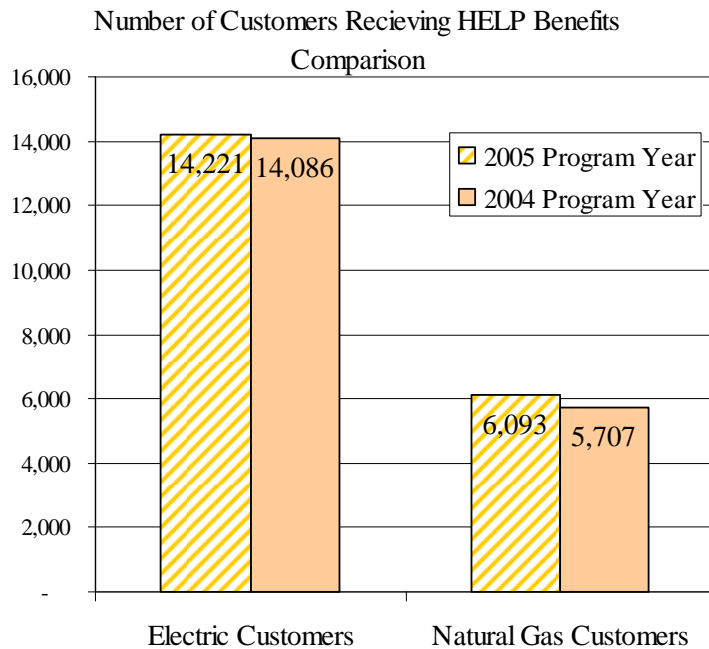
The following table shows the number of PSE customers receiving benefits from the HELP program.

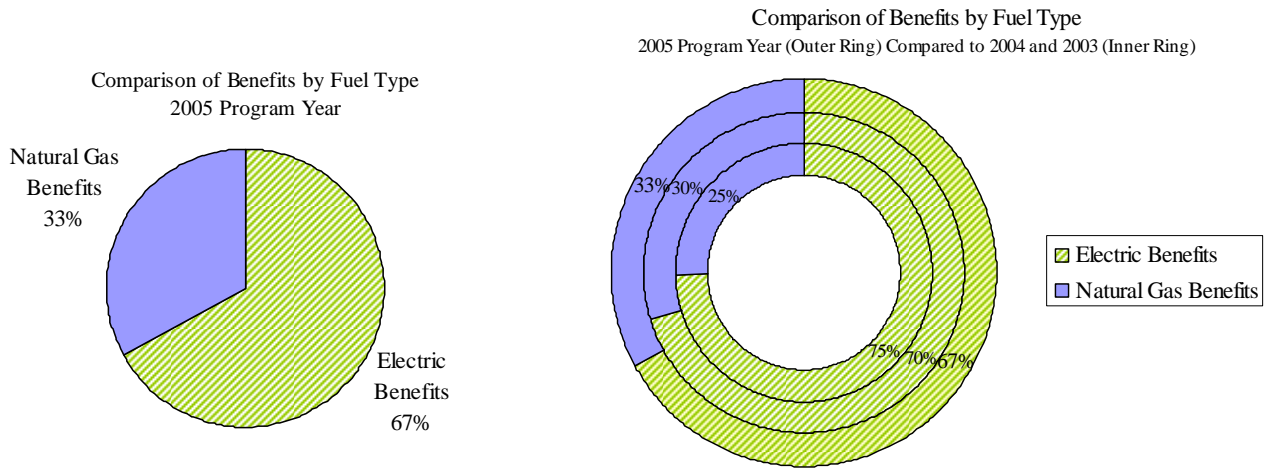
Electric customers	14,221
Natural Gas customers	6,093

Since some households are both natural gas and electric customers, the number of households receiving benefits is somewhat lower than the sum of the two numbers above. The total number of households that received benefits is 17,973. Of the electric customers receiving benefits, 16% were also natural gas customers. Of the natural gas customers receiving benefits, 38% were also electric customers.

The total dollar amount of benefits paid to customers during the program year:

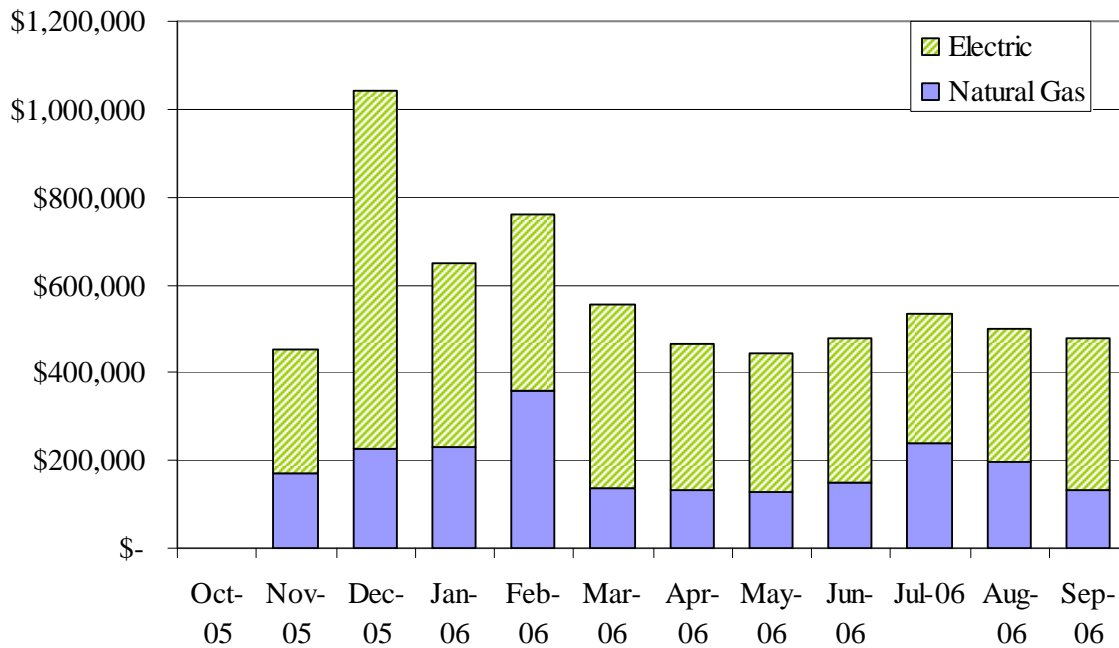
Electric	\$4,255,865
<u>Natural Gas</u>	<u>\$2,111,041</u>
Total	\$6,366,906



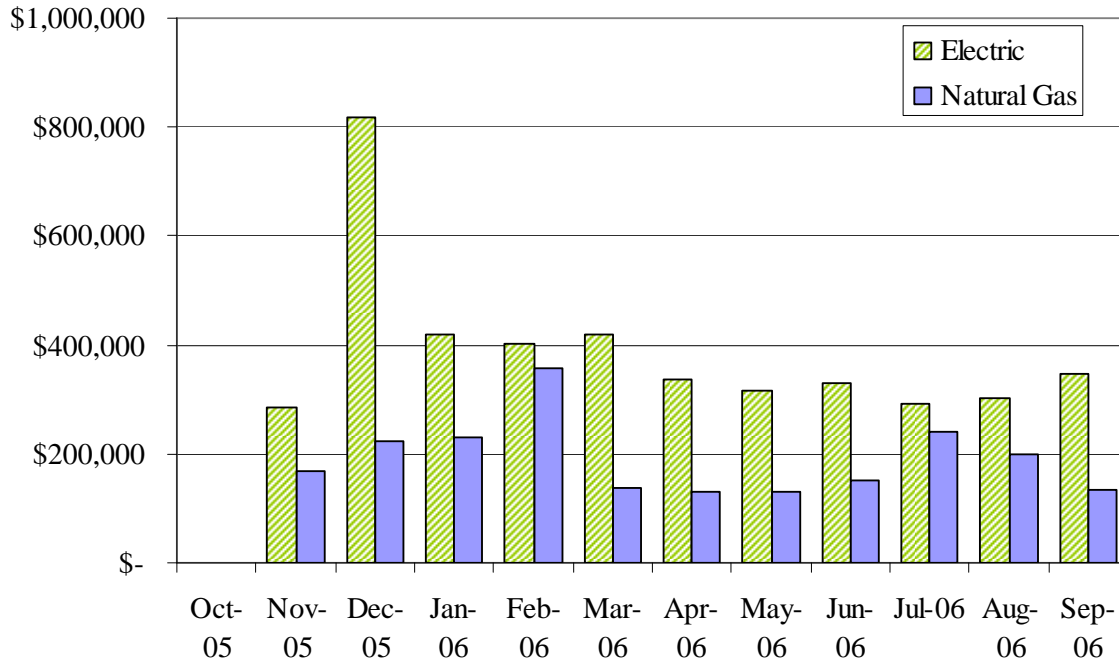


The charts above show the relative amount of benefits awarded with respect to electric and natural gas. The two charts below show the monthly pattern of distribution of benefits to PSE customer households during the 2005-2006 program year. The first chart is a stacked bar chart with the both the electric and natural gas benefits. The second chart is a side-by-side bar chart with both the electric and natural gas benefits by month.

Monthly Pattern of Distribution of HELP Benefits

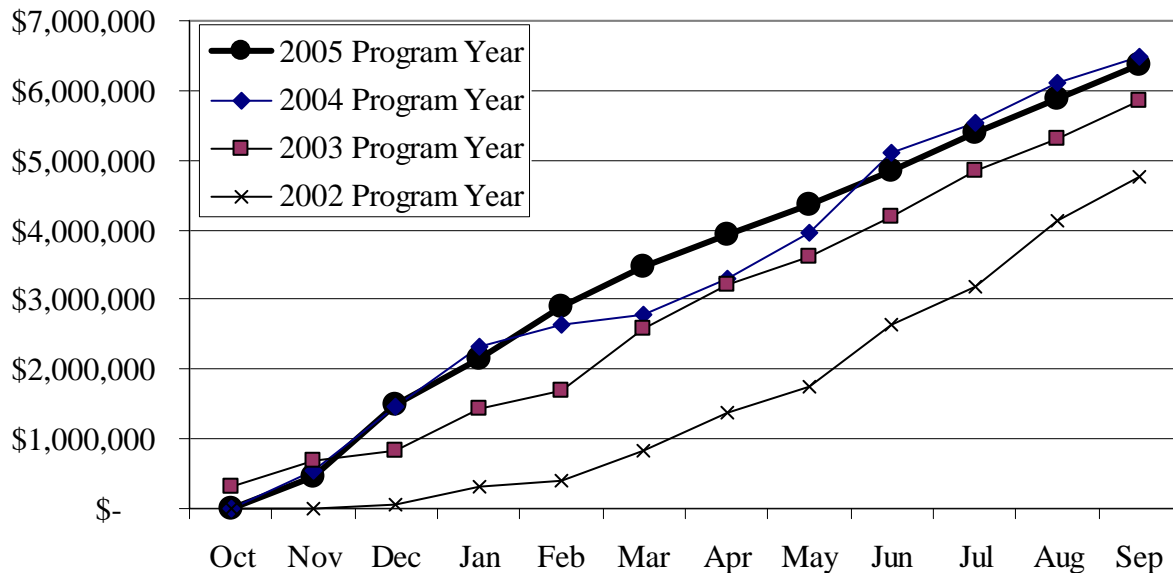


Monthly Pattern of Distribution of HELP Benefits



The following chart shows the cumulative amount of distribution of benefits to PSE customer households through each program year on a monthly basis. The chart shows a comparison of cumulative amount of benefits between the 2005-2006 program year and the previous three program years.

Comparison of Cumulative Distribution of HELP Benefits



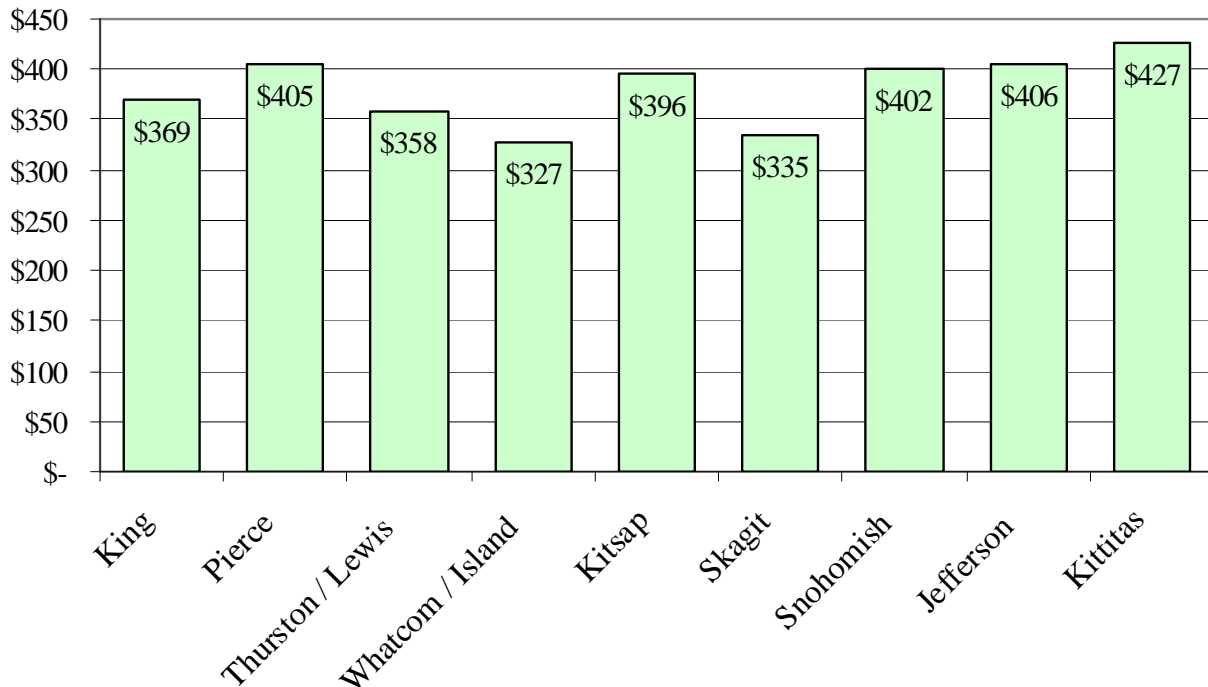
Demographics of Customer Households

The average level of HELP benefits to each qualifying low income household is approximately \$370 for the 2005-2006 program year. The table and chart below show the approximate average benefit per household for the various counties in PSE's service territory.

Average HELP Benefits Awarded per Qualifying Household by County

King	\$369
Pierce	\$405
Thurston / Lewis	\$358
Whatcom / Island	\$327
Kitsap	\$396
Skagit	\$335
Snohomish	\$402
Jefferson	\$406
Kittitas	\$427

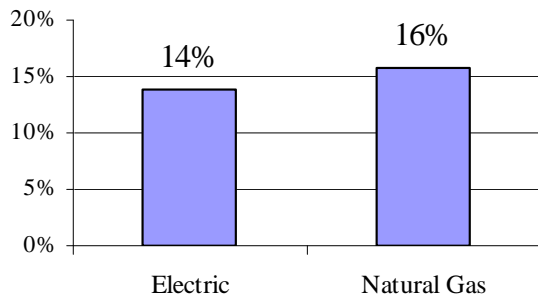
Average HELP Benefit Amount per Household



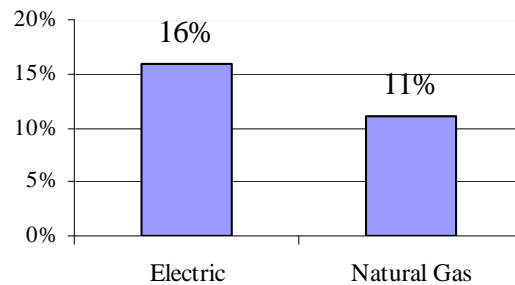
Benefit Impacts

The two charts below compare the percentage of customers who received some sort of billing assistance during the program year and were also disconnected during the program year. Keep in mind these charts only show what happened to customers during the program year, this data does not tell us which event occurred first, namely the receipt of billing assistance or the disconnection. The first chart highlights the percent of customers who received some bill assistance and were also disconnected during the program year. Overall, 14% of customers receiving bill assistance also were disconnected sometime during the program year. For electric customers it was about 14% and for natural gas customers it was about 16%. The second chart highlights the percent of customers who were disconnected and who also received some bill assistance. Overall, about 14% of disconnected customers also received some bill assistance. For electric customers it was about 16% and for natural gas customers it was about 11%.

Percent of Customers Receiving Bill Assistance Who Were Disconnected



Percent of Disconnected Customers Who Received Bill Assistance

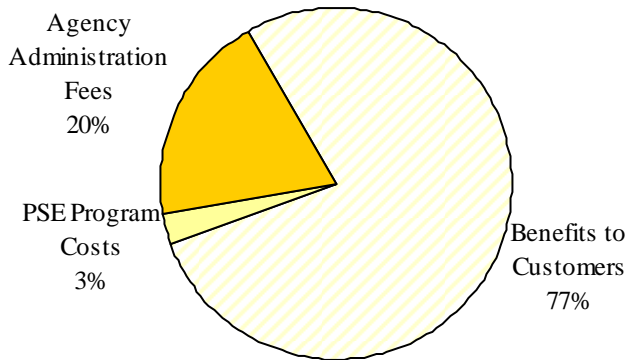


Administration of Program

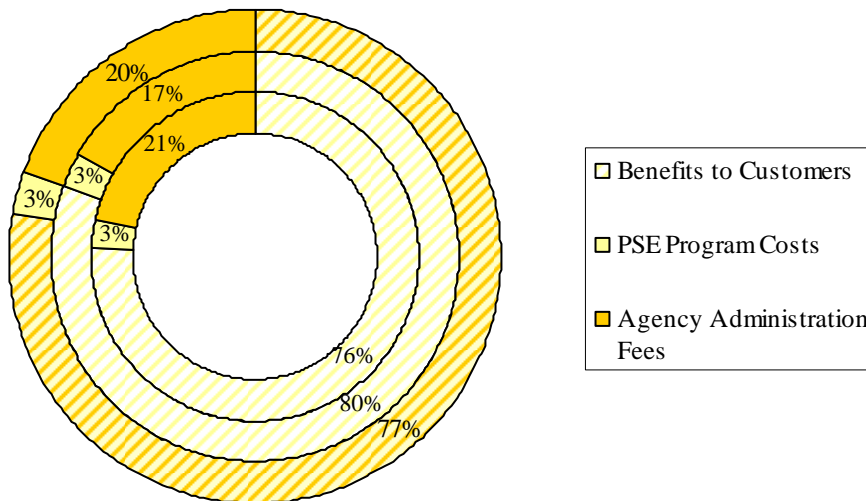
During the program year, twelve Low Income Agencies became Qualifying Organizations to help PSE administer the HELP program.

The chart below illustrates that the Agency Administration Fees, on average, comprised about 20% of the total program costs. This is up from 17% from the previous program year. The Agencies use these fees for program services, which includes: administration services, education services, and support services.

Allocation of Costs of HELP Program
2005 Program Year



Allocation of Costs of HELP Program
2005 Program Year (Outer Ring) Compared to 2004, 2003 (Inner Ring)



Marketing of PSE HELP Program

The following are some highlights regarding the marketing of the HELP program during the program year.

- Updated multilingual brochures (English, Spanish, Russian, Korean and Vietnamese) with information about income eligibility and assistance centers.
- Provided a multilingual recorded telephone line (866 223-5425) about the program and options for local agency contact information (English, Spanish, Russian, Korean and Vietnamese)
- October 2005 PSE news release on conserving energy, lowering bills, and getting HELP energy assistance. News release distributed throughout PSE service territory.
- August 2006 PSE news release on the increase in funding for the HELP program. News release distributed throughout PSE service territory.
- PSE field personnel were re-familiarized with the program and provided brochures for distribution.
- Development of a Frequently Asked Questions brochure that was completed in June 2006. It was distributed to all 12 agencies and PSE customer service representatives. The brochure helps answer questions about payment of the PSE HELP grants and impacts on subsequent bills.
- Bill Insert "Energy Assistance for PSE customers" has run from October 1, 2005 through March 30, 2006 in all bills.
- Bill insert "Need Help Paying Your PSE Gas or Electric Bill" inserted from October 1, 2005 through June 30, 2006 in all credit notices.
- October 2005 EnergyWise customer newsletter, sent to all PSE customers, included article, "MORE energy assistance".
- December 2005 EnergyWise customer newsletter, sent to all PSE customers, included article, "Bill-assistance program HELPs ease rising energy costs".