

Monthly Promotions

October 2014 Puget Sound Energy bill inserts and information

Included in your electronic or mailed statement is information on ways to save energy and manage costs, as well as safety tips.

Download Inserts

- [The Voice customer newsletter](#)
- [Electric safety](#): How to stay shock free
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
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THE VOICE OF myPSE



PUGET
SOUND
ENERGY

The latest news on what's powering our neighborhoods

Ready. Set. Upgrade.

Want to lower the energy bill for your home or business this fall? There are lots of easy, free things you can do to shave off just enough to make a difference. Plus, if you want to go a step further and save even more, PSE offers discounts on upgrades for all kinds of efficient products, from light bulbs to windows to industrial HVAC equipment.

pse.com/save



Try these tips for saving on your energy bill:

- Upgrade your lighting with PSE instant discounts
- Program your thermostat
- Let PSE recycle your old appliances for free
- Seal gaps around doors and windows

Not sure where to start? Get a free HomePrint™ Assessment from PSE.

pse.com/homeprint



Special deals from PSE

Don't miss out on these special offers from PSE on efficient products:

- LEDs under \$6
- Discounts on showerheads
- Up to \$100 off new appliances or \$25 back when you recycle old appliances
- Up to \$1,500 off home and water heating systems
- Up to \$1,850 off windows and insulation upgrades

Limited time offers are good while supplies last. Eligibility requirements may apply.

pse.com/deals

Stormy weather is coming

If you see a downed power line, stay away and call **888-CALL-PSE** or **9-1-1**. Lose power at your home or business? Contact PSE to report your outage.



Manage your company's bottom line

Do you cringe every time you send your energy bill to your bookkeeper? Let PSE help! We're also a business, and we get it. Our team of experts can help you upgrade your lighting, HVAC and appliances to streamline your resource use. Lower bills are just part of the equation. PSE grants and rebates also shorten pay-back times and your company's out-of-pocket. Win-win!

pse.com/mybusiness





PUGET
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HOW TO STAY SHOCK FREE



DO THE SAFE THING.
BE SMART AROUND POWER LINES

Digging? Call 811 first!

If you don't like the thought of getting shocked through your shovel, call **811** at least two business days before digging to have your underground utilities located. The day you call doesn't count. The law requires you to have all utilities marked before digging on private, public and commercial property. Always use a hand tool when digging within 2 feet of buried lines. You'll know where they are by the paint or flags left by the locator who responds to your **811** call.



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Work safely around overhead lines.

Always keep at least 10 feet – more for high voltage lines – between you and power lines. That goes for any equipment you're using, too. Avoid placing ladders near power lines, especially if they are aluminum. (Wood can also conduct electricity, but not as well.) If you need to trim trees around the line attached to your house, call the power company to de-energize it before you trim.



See downed lines? Stay away!

There's no sure way to tell if downed lines are energized or "hot," so treat them, and anything they touch, as if they could kill you. Fences, tree limbs, telephone lines and even the ground around a downed line can electrocute you if they're in contact with a power line. And did you know power lines can look just like telephone lines? Take no chances: Call the power company and stay away!

Car touching a downed line? Wait for help to arrive.

If you find yourself in a vehicle that is touching a downed line or electrical equipment, and you're not in imminent danger, stay put. Call **911**, if you can, and wait until the power company can de-energize the line. Even if there's no sign of sparking, the vehicle and the ground around could electrocute you as you try to leave. The same is true for anyone who tries to approach you from outside the vehicle. Don't approach to help unless the power company has verified that the line is de-energized.

Let that kite go!

Don't fly kites near overhead power lines. If a kite or Mylar-coated balloon should become entangled in a power line, or in a tree near a power line, let it be! Wood can conduct electricity, so building a tree house near a power line is also dangerous.





PUGET SOUND ENERGY

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Bellevue, WA 98009-9734*

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PSE.com



This envelope is recyclable.

For information on PSE's power supply fuel mix, please visit PSE.com



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BELLEVUE, WA 98009-9269





PSE PUGET SOUND ENERGY

1045 • 09/12

Customer service — guaranteed

We make 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.



PSE.com/guarantees



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October 2014 bill print messages

Summary section

Residential and some business customers with natural gas service

On Oct.1, your natural gas rate was decreased due to lower costs for the PSE HELP low-income assistance program.

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on September 16 at hour ending 2100.

Detail section

All customers--electric and natural gas--on monthly and bi-monthly billing

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect.

Ways to Pay Your Bill

Puget Sound Energy offers several payment options:

- **Online Payment and Paperless Billing**
- **Automatic Payment** from your bank account
- **Immediate Payment Online or by Phone** (transaction fee applies)
- **By mail to:** Puget Sound Energy, Payment Processing BOT-01H, P.O. Box 91269, Bellevue, WA 98009-9269
- **Budget Payment Plan** helps even out bills
- **In person** at an authorized pay station, see PSE.com, or call 1-888-225-5773 for payment locations

Ways to Reach Us

- **PSE Customer Service 1-888-225-5773**
- **TTY** For hard of hearing/speech disorders **1-800-962-9498**
- **TRS** Telecommunications Relay Service **1-866-831-5161**
- **PSE Customer Construction Services 1-888-321-7779**
Business hours: 7 a.m.–5 p.m. Monday–Friday
- **PSE Energy Advisors 1-800-562-1482**
Business hours: 8 a.m.–5 p.m. Monday–Friday

Bill Statement Codes

- **ESTM** — *Estimated*
- **CORR** — *Corrected/Adjusted*
- **PRRT** — *Prorated*
- **ACTL** — *Actual*

Emergency or Power Outage

Dial 1-888-225-5773

To report a natural gas or electric emergency or a power outage, 24 hours a day, call **1-888-225-5773**

Para informar sobre la emergencia del fallo de gas o electricidad 24 horas al día, llame **1-888-225-5773**

若欲報告有關煤氣或電力故障，或停電，每天24小時均可致電 **1-888-225-5773**

Чтобы сообщить об аварии, связанной с природным газом или электроэнергией, или о перерыве в подаче электроэнергии, звоните по телефону **1-888-225-5773** круглосуточно

We can translate for other languages. Call **1-888-225-5773**.

Customer Service Guarantees

Appointments: You will receive a \$50 credit on your PSE bill if we do not keep a set appointment to install new or reconnect existing service or inspect natural gas equipment. Exceptions apply during major storms or significant events beyond our control.

Electric service restoration: 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 after you report the outage or request the credit within seven days of the outage. Certain conditions beyond our control will cause the guarantee to be suspended.

Questions about Your Bill or Service

If you have questions or concerns or a dispute regarding your energy bill or service, please call us during business hours Monday–Friday, 7:30 a.m. to 6:30 p.m. at 1-888-225-5773. Any necessary corrections will be made promptly. If further follow-up is required, ask a PSE Customer Services supervisor to assist you. Every effort will be made to resolve disagreements and misunderstandings. If you are dissatisfied with the resolution, you may contact the Consumer Affairs section of the Washington Utilities and Transportation Commission at 1-800-562-6150 or complete an online complaint form at www.utc.wa.gov. Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at PSE.com.

Late Payment Fee

Your bill is due and payable upon delivery. A late payment fee of 1 percent per month will be assessed on balances which remain unpaid for more than 10 business days after the due date on the bill. A 30-day delay of the late fee will be granted to low-income customers who notify PSE that they have applied to a low-income organization for financial aid. Customers participating in the Budget Payment Plan will be exempt from any late payment fee as long as the agreed-upon payment terms are kept current.

Explanation of Terms Used

Basic Charge

The basic charge covers a portion of the costs for billing, meter reading and other related fixed costs. These fixed costs do not vary with the amount of electricity or natural gas used or the number of days covered by the bill.

Delivery Charge

This charge is for the construction, operation and maintenance of natural gas pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you, based on the amount of natural gas used.

Electric/Natural Gas Conservation Program Charge

Every customer helps pay for the costs of weatherization and conservation programs.

Energy Exchange Credit

This credit applies to residential and qualified small farm electricity customers only. It is a pass-through of the Federal Columbia River Benefits supplied by BPA. These benefits are from low-cost power generated by federal hydroelectric dams.

kWh

A kilowatt hour is a measure of 1,000 watts of electricity consumed in 1 hour. A 100-watt light bulb consumes 1 kWh of electricity over 10 hours.

Btu Factor

British thermal unit is a measure of heat content. The Btu factor is an adjustment factor based on the actual heat content of the natural gas.

CCF

CCF stands for hundreds of cubic feet, a measure of the volume of natural gas used.

Therm

A therm is a unit of heat that equals 100,000 Btu. A therm is the volume of gas (CCF) that when multiplied by the Btu factor equals 100,000 Btu. A natural gas stovetop burner on for 10 hours would use approximately one therm of natural gas. One therm of natural gas is equivalent to 29.3 kWh of electricity.