

Your customer rights and responsibilities

Puget Sound Energy wants to make sure you know your rights and responsibilities regarding your electric and/or natural gas service.

Protecting your privacy

We follow Washington state regulations that require the company to obtain our customer's written or electronic permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products. Review PSE's privacy policy at [pse.com](https://www.pse.com).

Deposits

When you start service with PSE, we may ask you to pay a deposit.

A deposit will be waived for customers who have established good credit.

If you're a new residential customer, you can establish credit one of these ways:

- Provide a letter of credit from a previous utility showing continuous service for one year, no more than two delinquency notices, no disconnects for non-payment, or no unpaid overdue balances.
- Have continuous employment during the 12 months prior to applying for service and have a stable source of income, or are purchasing the premises to be served.
- Furnish a qualified guarantor who will agree to be responsible for the bill up to the amount of the deposit. A qualified guarantor is a current PSE residential customer in good credit standing. The form is available by contacting PSE's Customer Care Center at **1-888-225-5773**.

Businesses and other non-residential customers can furnish an irrevocable letter of credit or surety bond.

If credit cannot be established under these guidelines, a deposit will be required.

Making a deposit

You have the option to pay all or part of the deposit before the first bill. At a minimum, half of the deposit is due when your service is connected, with the remaining balance due in equal payments during the first two months of service.

If you are unable to pay the required deposit, call us at **1-888-225-5773** to review your options.

Getting your deposit back

PSE will refund your deposit with interest when we've received 12 consecutive months of satisfactory payments, unless we have issued three or more past-due notices or initiated disconnection action for non-payment.

When you close service, the deposit plus interest will be applied to your account to cover any unpaid charges and any remaining balance will be refunded. To guarantee refunds are received, please be sure to provide a forwarding address at close of service.

If you move within PSE's electric or natural gas service area and are required to pay a deposit for a new account, we can transfer the balance from your previous deposit.

Changing or closing your service

You may change or close service by using the online application available at [pse.com](https://www.pse.com) or by contacting PSE's Customer Care Center at **1-888-225-5773**. Service requests should be made a minimum of three business days prior to your desired change or close date.

As long as you provide us proper notice, you won't be responsible for usage after the requested date for closing service. If you move from a service address and don't request a discontinuation of service, you will be responsible for paying for service provided at that address until PSE can confirm either that you have vacated the premises or that a new party is taking service and is now responsible for PSE payments.

Even out your payments with the Budget Payment Plan

The Budget Payment Plan spreads your estimated costs over a 12-month period. Based on your current energy costs and actual usage from the previous 12 months, we estimate your usage for the next 12 months and then average the estimate to determine your Budget Payment Plan amount. To sign up, visit [pse.com](https://www.pse.com) or call **1-888-225-5773**.

You may qualify for bill-payment and weatherization assistance

Depending on your income and household size, you may be eligible for assistance with the payment of your energy bill as well as free energy-efficient improvements to your home. If you need help, please contact your local energy assistance center listed on [pse.com/assistance](https://www.pse.com/assistance).

If you are having difficulty paying your PSE bill, don't wait. Contact us immediately at 1-888-225-5773 and together we can work on a solution.

Be aware of due dates, late fees and delinquent charges

Bills are due by the date specified on the bill. A late payment fee of 1 percent will be assessed on balances which remain unpaid for more than 10 business days after the due date. A 30-day delay of the late fee will be granted to income-eligible customers who notify PSE that they have applied to a community agency 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.

Understand why we may disconnect your service

PSE may discontinue your natural gas or electric service for any of the following reasons:

- Unpaid regulated charges, including unpaid deposit.
- Violating regulations, service agreements or tariffs.
- Dangerous wiring or equipment that does not meet safety standards.
- Tampering with the meter or other PSE equipment.
- Using equipment that interferes with service to others.
- Denying PSE reasonable access to your property to make repairs or read a meter.
- Fraudulently obtaining service.

Our procedures for disconnecting service

We will not discontinue energy service without advance notice, except in the case of danger to life or property or fraudulent use of service. Prior to disconnecting service for nonpayment, we will send two notifications by mail and make a good faith effort to reach you by phone.

Except to protect life or property, PSE will not disconnect service on Saturdays, Sundays, legal holidays or any other day when service cannot be reestablished within 24 hours.

We will charge a fee to restore service that has been disconnected for non-payment. For additional information, contact PSE's Customer Care Center at **1-888-225-5773**.

If you have a serious health condition and receive a disconnection notice

If you or a member of your household has a serious medical condition and you receive a disconnection notice, contact us immediately at **1-888-225-5773**. We can postpone disconnection or reinstate customer utility service after we have been informed that there is a medical emergency situation in the home. Once you notify PSE about the medical emergency, within five business days you must provide a medical emergency certificate from a medical professional who provides your health care and pay a minimum of 10 percent of the past-due balance and agree to pay the remaining balance within 120 days along with subsequent bills when due.

Third party notification

You may designate a third party receive notification of termination or other information concerning your energy service. PSE will delay disconnection five business days after the original disconnection date and after notifying the third party. Contact PSE's Customer Care Center at **1-888-225-5773** for additional information.

Our commitments to appointments and service

We stand behind our service to you. We constantly track our performance and use your feedback to make improvements. We'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-consecutive-hour non-major storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee

Conditions apply. [pse.com/guarantees](https://www.pse.com/guarantees).

Resolving disputes

If you have a complaint or dispute with your PSE bill or service, please call us at **1-888-225-5773**. If you are not satisfied with the response or outcome, ask to speak with a supervisor. If you are still not satisfied, the supervisor must inform you of your right to contact the Consumer Protection Section of the Washington Utilities and Transportation Commission (UTC) by phone at **1-888-333-9882** or send an email to consumer@utc.wa.gov.

Service will not be discontinued while you are pursuing any remedies with a PSE representative or with the UTC.

Any amounts not in dispute must be paid when due. Any conditions posing a danger to health, safety and property must be corrected.

How to reach us

PSE Customer Care Center for billing and account inquiries: 1-888-225-5773

Hours: 7:30 a.m.- 6:30 p.m., Monday-Friday

TTY (hearing / speech impaired): **1-800-962-9498**

TRS (telecommunications relay service): **1-866-831-5161**

By email: customercare@pse.com

Online account: [pse.com](https://www.pse.com)

Translation assistance

Translator services are available for other languages by contacting PSE's Customer Care Center at **1-888-225-5773**.

Emergency numbers, available 24 hours a day:

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

It's the law. Remember to call 811 before you dig.

Mailing address:

Puget Sound Energy
P.O. Box 91269
Bellevue, WA 98009-9269