

Monthly Promotions

June 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information (see interactive version [here](#))

The latest news on what's powering our neighborhoods



Look up, look out for overhead lines!

PSE customer Jae Park

Summer activities can bring you dangerously close to overhead power lines. Flying a kite? Stay away from power lines. Celebrating with helium-filled Mylar balloons? Tie them to a weight to prevent them from flying away, and never attempt to retrieve them from a utility pole or wire. Working on your roof? Keep the ladder at least 10 feet away from overhead lines. And never climb trees near power lines even if the lines are not touching the trees.

pse.com/safety



Follow us on the myPSE Pit Stops: Wind Power Tour

This month we're hitting the road to take you behind the scenes at our three wind facilities: Wild Horse Wind and Solar Facility and Renewable Energy Center, Hopkins Ridge, and Lower Snake River Wind Facility. Tune in at [@psetalk](https://twitter.com/psetalk) or pse.com/wind.

2013 Service Quality Report Card

Key measurement	Benchmark	2013 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Access Center services, based on survey	At least 90 percent	91 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	95 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.25	✓
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	66 percent	*
Operations Services			
Frequency of non-major-storm power interruptions, per year, per customer	Less than 1.30 interruptions	0.86 interruptions	✓
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	4 hours, 7 minutes	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	53 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	32 minutes	✓
Percent of service appointments kept	At least 92 percent	99 percent	✓

Each year Puget Sound Energy measures how well we deliver our services to you and all of our customers in three key areas: Customer Satisfaction, Customer Services and Operations Services.

2013 Performance Highlights

In 2013 we met eight of the nine service metrics (see chart above.) The area where we fell short was in the percent of your calls answered live within 30 seconds.

* For the first five months following our April 2013 conversion to an advanced customer information and billing system, some customers experienced longer-than-usual wait times for their calls as our employees grew more proficient with the new software. By October, we returned to normal operations and met the performance target. PSE requested full mitigation of the \$648,000 penalty for missing the live-call target. The Utilities and Transportation Commission granted the request, finding that PSE's preparedness and response was reasonable.

Through our two Service Guarantees —keeping scheduled appointments and restoring power interruptions as soon as we can— we provide a \$50 credit on your bill. In 2013, we credited customers a total of \$18,050 for missing 361 of our total 81,545 scheduled appointments.

Every day our employees continually aim to achieve new levels of providing safe, dependable and efficient service to meet your expectations of us.



PUGET SOUND ENERGY

*P.O. Box 97034
Bellevue, WA 98009-9734*

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

Go paperless with online statements.

Sign up for Puget Sound Energy's free online services to manage your account and pay online at PSE.com.

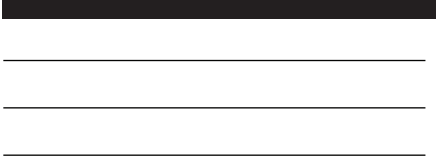


PSE.com



This envelope is recyclable.

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



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit PSE.com for more information.

BELLEVUE, WA 98009-9269





1045 • 03/13

RE-ENERGIZE WITH
GREEN
POWER

Choose Green Power* and support locally-produced electricity and our environment for as little as \$4 per month. Visit PSE.com/GreenPower, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. to sign up today.

PSE.COM/GREENPOWER



* For PSE electric or combined electric and gas customers only.



This envelope is recyclable.

June 2014 bill print messages

Summary page

For electric-service customers on bi-monthly schedule

On May 1, your rates were adjusted to reflect a change in the Conservation Program Charge listed on your bill and to accommodate the annual adjustments made through the existing Revenue Decoupling Adjustment and the Property Tax Tracker rate mechanisms.

Detail section

For electric residential and electric small-farm customers

Your bill this month reflects a pass-through of a higher amount of the federal energy exchange credit, reducing your monthly bill for one year, from June 2014 through May 2015.

For electric customers customers on bi-monthly schedule

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

For electric service customers, on bi-monthly schedule, City of Renton

A May 1 change in rates is the result of the City of Renton's increased city tax. The city tax rate on your electric bill is 7.05%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

For electric transmission customers

Puget Sound Energy's monthly transmission system peak occurred on May 8 at hour ending 2100.

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.

June 2014 bill print messages

Summary page

For electric-service customers on bi-monthly schedule

On May 1, your rates were adjusted to reflect a change in the Conservation Program Charge listed on your bill and to accommodate the annual adjustments made through the existing Revenue Decoupling Adjustment and the Property Tax Tracker rate mechanisms.

Detail section

For electric residential and electric small-farm customers

Your bill this month reflects a pass-through of a higher amount of the federal energy exchange credit, reducing your monthly bill for one year, from June 2014 through May 2015.

For electric customers customers on bi-monthly schedule

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

For electric service customers, on bi-monthly schedule, City of Renton

A May 1 change in rates is the result of the City of Renton's increased city tax. The city tax rate on your electric bill is 7.05%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

For electric transmission customers

Puget Sound Energy's monthly transmission system peak occurred on May 8 at hour ending 2100.