

Monthly Promotions

June 2013 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

- [Promotion](#): Find the right contractor for you with the Contract Alliance Network; Get your FREE Home Print Assessment today!
- [Promotion](#): Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads with free shipping in June; Retrofit your home with everyday instant discounts from PSE.
- [Promotion](#): Discover the benefits of living in a Northwest ENERGY STAR[®] Home; Know the facts before you buy a home
- [Promotion](#): Save money with rebates on new ENERGY STAR[®] refrigerators, freezers, or clothes washers; Get FREE pickup and up to \$50 when you recycle your old fridge or freezer
- [Promotion](#): Get a \$1,200 rebate for an energy-efficient ductless heat pump system or get a \$1,500 rebate when you upgrade with an air-source heat pump system.
- [Report](#): 2012 Service Quality Report Card
- [Promotion](#): Join PSE's Green Power Program and be entered to win a 1 kW solar photovoltaic system for your home.
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

FINDING THE RIGHT CONTRACTOR IS RE-ENERGIZING

Puget Sound Energy's Contractor Alliance Network can save you the time and hassle of finding the right contractor.

Member contractors are:

- Licensed, bonded and insured
- Knowledgeable on current energy codes, high efficiency equipment and product applications
- Continually trained and educated on the latest technology

Get referrals on: heating and cooling, solar, water heating, natural gas conversion, weatherization, windows, home performance evaluation, roofing and generators.

To set up your own referral with a qualified contractor, visit **PSE.com/CAN**. For more information; call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail **energyefficiency@pse.com**.





The Lawson family,
PSE customers of Skagit County

HAVING A HOMEPRINT™ ASSESSMENT IS RE-ENERGIZING

Get a FREE overview on making your home more energy efficient

Receive practical recommendations on how your home could operate more efficiently with **Puget Sound Energy's HomePrint Assessment**. Provided by an independent PSE-Qualified Specialist, this FREE in-home service will give you a better understanding of your home's energy consumption, and cost-effective ways to use less energy - all designed to improve the comfort and efficiency of your home. You'll even get FREE compact fluorescent light bulbs installed (up to 50, a \$250 value), and high performance showerheads (up to 2 per qualifying home) provided as well!

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; scan code with your Smartphone, e-mail **energyefficiency@pse.com**, visit **PSE.com/Rebates**, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

Who qualifies? PSE electric customers living in an existing single-family residential property or attached housing with four units or less. One (1) rebate per household.

5133 05/13



HomePrint™
Assessment



PSE customer Wendy Priest and her daughter Maddie – Bremerton

GETTING DEALS IS RE-ENERGIZING

DON'T MISS OUT
Free shipping on all orders and a \$2 LED
bulb trial during the month of June!

Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads.

Looking to reduce your water bill or switch to more efficient bulbs, but don't have time to pick them up? Check out our new online store at **[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)**.

Quickly access the best efficient shower heads and light bulbs with PSE rebates of up to **60% off**.

[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)

USING LESS TO DO MORE IS RE-ENERGIZING

Retrofit your home with everyday instant discounts from Puget Sound Energy on these efficient products!

- Efficiency kits starting at only \$5; kits include bulbs, showerhead and other energy-saving products
- Up to \$16 off original purchase price on qualified efficient lighting
- Free basic model showerhead with free shipping
- Up to \$10 off original purchase price on qualified showerheads

For more information on how to save with efficient products, visit [PSE.com/Rebates](https://www.pse.com/rebates) or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

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PUGET SOUND ENERGY

The Energy To Do Great Things



PSE customer Jane Braukus – King County



BEING COMFORTABLE IN YOUR HOME IS RE-ENERGIZING

You can't see comfort. But you can see all the details that go into creating it. If you're looking to be more comfortable living in your home, it's time to check out a Northwest ENERGY STAR® Home. These homes are built from the ground up to be the most efficient buildings possible.

The benefits of living in a Northwest ENERGY STAR Home:

- **Better for your pocketbook.** Homes are at least 15 percent more efficient than homes built to code, making them some of the most energy-efficient homes on the market today.
- **Increased comfort.** From the low U-factor windows and mastic-sealed ductwork to the high-performance heat pump and properly installed insulation, your home will have a feeling of coziness and comfort.
- **Healthier indoor air.** Providing proper ventilation, minimizing air leaks and installing point source ventilation in bathrooms and laundry rooms for moisture management ensures clean, healthy indoor air and better for the environment.

PSE.COM/BuyANewHome



Saving energy is good for you and the environment. PSE can help you get started.

For a list of ENERGY STAR® home builders in the area or to learn more information on the benefits of buying an ENERGY STAR qualified home, return this completed form with your bill payment or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

Name _____ Signature _____
(please print)

Service Address _____ City _____ State _____ ZIP _____

Mailing Address (if different) _____ City _____ State _____ ZIP _____

Phone _____ PSE Account No.

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(optional)

E-mail _____ Yes! Sign me up for PSE's free Re-Energize Your Home e-newsletter.

KNOW THE FACTS

BEFORE YOU BUY

Talk to your builder today about the benefits of purchasing an **ENERGY STAR qualified home**, and take one step closer to saving energy and money in a comfortable new home!





The Braukus family, PSE customers of Redmond

GETTING PAID TO SAVE IS RE-ENERGIZING

Get up to \$50 rebate on an ENERGY STAR® refrigerator, \$25 rebate on an ENERGY STAR freezer, or \$50 rebate on a more efficient clothes washer!

In the market for new appliances? PSE will help you pay for that more efficient model you've been eyeing with a rebate toward the purchase of qualifying new refrigerators, freezers or clothes washers. A new efficient appliance uses up to one third less energy than standard models, which means lower electric bills.

For more information on how to save with efficient appliances, visit **PSE.com/Appliances** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

*Who qualifies? PSE residential electric customers. This offer is separate from PSE's \$25 recycling rebate for refrigerators or freezers. For a full list of qualifications, download the rebate application at **PSE.com/Appliances**.*

RECYCLING YOUR OLD FRIDGE OR FREEZER IS RE-ENERGIZING

Get **FREE** pickup and up to **\$50** from **Puget Sound Energy**.

Your old refrigerator or freezer could be costing you as much as **\$200 each year** on your electric bill. If you recycle your old fridge or freezer with PSE, we will pick it up, recycle it for free and give you a rebate!

- Units that are 20 years and older = **\$50 rebate**
- Units less than 20 years old = **\$25 rebate**

To schedule your free pickup, visit **PSE.com/Recycling** or call **1-877-577-0510**.

*Who qualifies? PSE residential electric customers. For complete guidelines, visit **PSE.com/Recycling**. Additional qualifications apply. A certified technician will determine the age of the appliance at the recycling center after it is collected.*

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PUGET SOUND ENERGY

The Energy To Do Great Things





GOING DUCTLESS IS RE-ENERGIZING

Get a \$1,200 rebate from Puget Sound Energy for an energy-efficient ductless heat pump system

Ducts? Who needs 'em? With an efficient ductless heat pump system you stay warm in the winter, cool in the summer and save energy all year round. PSE offers a **\$1,200 rebate** when you Re-Energize your electric heating equipment by upgrading to a ductless heat pump.

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information e-mail **energyefficiency@pse.com**, visit **PSE.com/Rebates** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

*Who qualifies? Residents living in an existing property with four units or less, heated mainly by electricity from PSE. Must install AHRI-certified equipment that is at least 1.0 ton in heating mode and uses inverter technology. **Additional qualifications apply.***

MORE EFFICIENT HOME HEATING IS RE-ENERGIZING

Get a \$1,500* rebate when you upgrade with an air-source heat pump system

When you replace your forced-air electric furnace with a qualifying energy-efficient heat pump system you can stay warm in the winter, cool in the summer and save energy all year round. You will also enjoy the satisfaction of helping the environment and lowering your utility bill.

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information e-mail **energyefficiency@pse.com**, visit **PSE.com/Rebates** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

**Written pre-approval is required. Qualifying products must be installed in a single-family property or attached housing with four units or less. Additional qualifications apply.*

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PUGET SOUND ENERGY

The Energy To Do Great Things



The Dumaoal family,
PSE customers of Sammamish

2012 Service Quality Report Card

PSE.COM



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. Combined, these areas represent nine specific service-quality indexes. Based on customer surveys and other measurements, we match our performance against a set of benchmarks. (See chart.)

2012 Performance Highlights

In addition to meeting all nine of the service metrics, we are pleased to report improvements from the prior year in five of the measurements. The better scores included:

- faster restoration of non-major storm power outages
- fewer customer complaints registered with the Washington Utilities and Transportation Commission (UTC)
- fewer non-major storm power outages
- more phone calls were answered live within 30 seconds or less
- greater satisfaction on how we responded and completed your field-service requests

Compared to a year ago, we maintained the same level of service in three areas and slipped by 1 minute in our 30-minute average response time to natural gas emergencies.

Through our two Service Guarantees, we commit to keeping scheduled appointments and to restoring power outages as soon as we can. If we don't keep an

appointment or if electric service is out for 120 consecutive hours or longer, subject to certain conditions, we provide a \$50 credit on a customer's bill.

In 2012, following mid-January's heavy snow, freezing rain and wind that caused extensive damage and prolonged power outages, we issued a \$50 credit to more than 48,000 customers who were without electric service for five or more days. The January storm event was the most damaging weather event since the 2008 implementation of PSE's 120-consecutive-hour power outage service guarantee. The paid-out restoration service guarantee credit amounted to \$2.4 million and was paid by PSE owners.

Also in 2012, we credited customers a total of \$23,500 for missing 470 of our total 120,424 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.

2012 Service Quality Report Card

PSE.COM



Key Measurement	Benchmark	2012 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Access Center services, based on survey	At least 90 percent	95 percent	<input checked="" type="checkbox"/>
Percent of customers satisfied with field services, based on survey	At least 90 percent	98 percent	<input checked="" type="checkbox"/>
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.24	<input checked="" type="checkbox"/>
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	79 percent	<input checked="" type="checkbox"/>
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	0.92 outages	<input checked="" type="checkbox"/>
Length of power outages per year, per customer <small>By approval of the UTC, the 2012 performance result excludes outages associated with the January 2012 storm event.</small>	Less than 5 hours, 20 minutes	4 hours, 5 minutes	<input checked="" type="checkbox"/>
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	51 minutes	<input checked="" type="checkbox"/>
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	30 minutes	<input checked="" type="checkbox"/>
Percent of service appointments kept <small>Represents rounding to nearest whole percentage</small>	At least 92 percent	100 percent	<input checked="" type="checkbox"/>

Puget Sound Energy • 1-888-225-5773 • TTY: 1-800-962-9498 • CustomerCare@PSE.com • PSE.com

Twitter.com/PSETalk • Facebook.com/PugetSoundEnergy • Flickr.com/PugetSoundEnergy • YouTube.com/PugetSoundEnergy





Susan Swan
2011 Solar Sweepstakes Winner
Bellingham, Washington

WINNING SOLAR IS RE-ENERGIZING

Join PSE's Green Power Program and be entered to win!

A brighter, cleaner future is reason enough to join PSE's Green Power Program but when you sign up by September 30, 2013 you will be automatically entered to win a 1 kW solar photovoltaic system¹ for your home valued at \$10,000. When you join the Green Power Program, for as little as \$4 more per month in addition to your monthly electric bill, you support independent energy producers in our region, using renewable sources such as wind, biogas and solar.

Just complete the form on the other side and mail it with your bill payment or learn more at PSE.com/SolarSweepstakes.

¹A 1 kW system is made up of approximately five solar panels.
No purchase required to win – see PSE.com/SolarSweepstakes for contest rules.



Sign up today for your chance to win solar for your home!

Choose how much green power you want to buy each month[†]:

100 percent. Green all of your monthly electricity use for only \$0.0125 per kWh extra—usually about \$10 to \$12 additional per month for the average customer.

OR

Choose a dollar amount below to be added monthly to your bill. Each \$2 increment supports 160 kWh of renewable energy.
___\$4.00 ___\$6.00 ___\$8.00 ___\$10.00

Complete this form: Name: _____

Service Address: _____ City: _____

ZIP: _____ Daytime Phone or E-mail: _____

PSE Account Number (12 digits - optional): _____

Return this form with your bill payment. The amount of your Green Power purchase will be added to your bill each month and support regional renewable energy development projects. Available to PSE electric customers only. You may cancel participation at any time without penalty.

[†]PSE does not make a profit on the Green Power Program

GREEN POWER PROGRAM FACTS:

- Supports wind (74%, from WA, OR, ID), dairy methane (12%, from WA, OR), low impact hydro (10%, from WA), and solar (4%, from WA, CA, OR, ID)
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit (www.green-e.org)



For more information, 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.



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





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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 2013 bill print message

Summary page bill-print message for electric service customers on bi-monthly schedule

On May 1, your bill was adjusted to reflect a May 1 change in the Conservation Program Charge itemized on your statement.

Electric detail section bill-print message for electric service customers on bi-monthly schedule

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 that they were in effect.

Copies of the rate schedules are available upon request.

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.