

Monthly Promotions

May 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

The latest news on what's powering our neighborhoods

Clearing a blocked sewer? Call PSE first

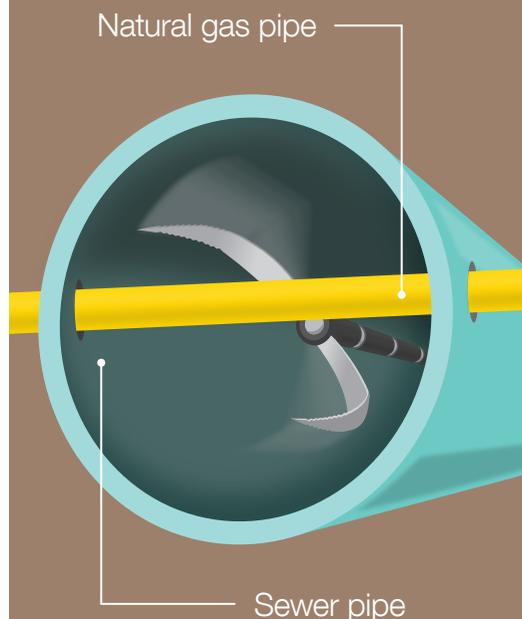


PSE service partner Hydromax USA inspecting for cross bores

In neighborhoods where natural gas was installed without digging trenches, there's a small chance that a gas pipeline was inadvertently inserted through a sewer. Called "cross bores," these gas lines are safe unless damaged. A cutting tool used to clear a blocked sewer is capable of rupturing a cross-bored gas line, allowing gas to enter your home and endanger your safety.

Even homes not served by natural gas can have cross bores from pipelines in the street or serving a neighbor's home. Before anyone clears an exterior blockage, call PSE at **1-888-225-5773** to make sure the sewer is safe to clear. As soon as you call, and at no cost, PSE will dispatch a technician to meet with you or your plumber — usually within 60 minutes — to make sure it is safe.

pse.com/sewersafety



Natural gas energy efficiency report card

Your efforts in saving natural gas resources in 2012 and 2013 helped to make Puget Sound Energy customers leaders in energy efficiency. Every other year, we evaluate how effective we are at doing our part to encourage you to save energy. We match the amount of energy saved against set goals. Over the 2012-2013 period, your efforts exceeded the goals. Here are the results:

Key Measurement	Target	2012-2013 Performance	Achieved
Natural gas savings	9.55 million therms	11.7 million therms of first-year savings, as reported at the customer meter—enough gas to serve more than 14,500 homes in one year	

During the last two years — 2012-2013 — Puget Sound Energy was required by state regulators to meet a certain threshold of cost-effective natural gas savings. In either year, PSE could have incurred a penalty of up to \$750,000 for missing the savings goals.

If disaster strikes, will you be ready?

PSE is teaming up with the American Red Cross, Fred Meyer, Radio Disney and KING 5 for the Safe in the Sound: Passport to Preparedness event. Join us Saturday, June 14 from 10 a.m. to 2 p.m. at the Redondo Fred Meyer store (25250 Pacific Highway in Kent) for preparedness education sessions, live demonstrations and more!

safeinthesound.org



American Red Cross

2013 Green Power Program Resources

In 2013, participants of PSE's voluntary Green Power Program purchased more than 380,434 megawatt-hours of renewable energy. These resources are in addition to, and independent from, renewable energy generated by PSE.

The average mix of resources supplying PSE electric customers includes: hydroelectric (42%), coal (30%), natural gas (18%), wind (8%), nuclear (1%), and other (1%) based on information published by the Washington Department of Commerce, July 2013, with 2012 data reported by PSE in April 2013.

pse.com/greenpower

Wind	75% (WA/OR/ID/CA)
Livestock methane	11% (WA/OR)
Low impact hydro	10% (WA)
Solar	3.5% (WA/OR/CA)
Landfill gas	0.5% (WA)
Total	100%



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



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**Know what's below.
Call before you dig.**

**Determina lo que está bajo tierra.
Llama antes de excavar.**



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May 2014 bill print messages

Summary page bill-print message for all May 2014 statements

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 bill-print message for all May 2014 statements

(For all customers--electric and natural gas--on monthly and bi-monthly billing)

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.

Bill-print message for electric service customers, City of Renton

The 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.

Bill-print message for natural gas service customers, City of Renton

The May 1 change in rates is the result of the City of Renton's increased city tax. The city tax rate on your natural gas bill is 6.75%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

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.