

Monthly Promotions

October 2016 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](#)
- [How to stay shock free](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Customer service guarantees

We stand behind our service to you. We're continually tracking how we're doing and using your feedback to improve. And we'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-hour power outage restoration guarantee*
- 120-hour power outage restoration guarantee**

Qualifications apply.
pse.com/guarantees

* Effective Jan. 1, 2017.
Excludes major storm or other events.

** Electric service must be out for 120 consecutive hours or longer.



Be prepared. Stay connected.

Download the latest version of the myPSE app to track power outages in your neighborhood, report your outage and check status and restoration times.

pse.com/app

Convenient payment options

Looking for an easier way to make your bill payments? We offer a complete range of payment options—including by credit or debit card, now with no fee for most customers.

pse.com/payoptions

Winterize your home, lower your bill

The weather is changing, and now is the time to prepare for the onset of colder temps.

Take advantage of our new online resource, Winterize Your Bill, at pse.com/lower. It's loaded with information to help you reduce your heating costs during the cold months ahead. You'll find tips, offers, resources and other solutions to get you, your home—and your bill—prepared for winter.



Electric energy efficiency report card

Your efforts in saving electricity in 2014–15 helped save money on your bill, and delay the purchase of new power resources or the need for constructing new electric generating facilities.

Every year, we evaluate how effectively we do our part to encourage you to save energy. We match the amount of energy saved against a set target. During the last two years, your efforts exceeded the target by 7 percent. Here are the results:

Key measurement	Target	2014–15 performance	Achieved
Electricity savings	621,120,000 kilowatt hours (kWh)	663,123,000 kWh saved—enough electricity to serve more than 57,000 homes. 7% above the target.	✓



*See downed lines?
Stay 35 feet 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.



*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.

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.

WARNING
PSE Buried
Electric Cables



Power outage? Keep grills outside!

Never try to heat your house with a propane or charcoal grill or heater. They create carbon monoxide which can poison you if used indoors. A gas oven running with its door open also releases carbon monoxide.

 PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/gassafety

 PUGET
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ENERGY

HOW TO STAY SHOCK FREE



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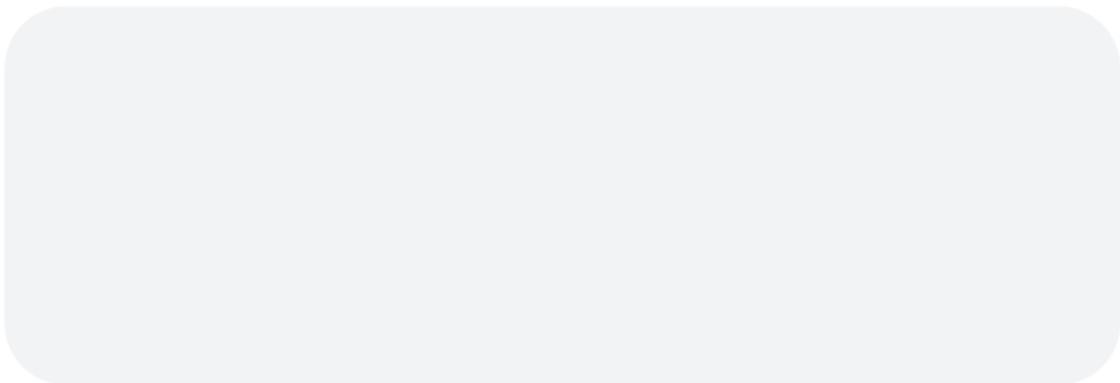
DO THE SAFE THING.
BE SMART AROUND POWER LINES



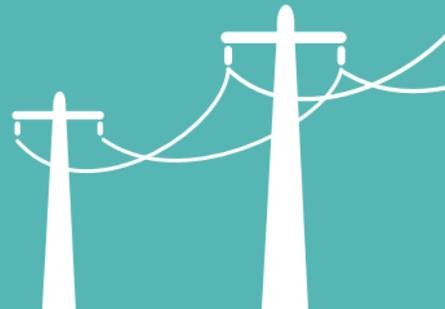
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YOUR PUGET SOUND ENERGY BILL ENCLOSED



**Inside: How to
stay safe around
power lines.**





Go paperless

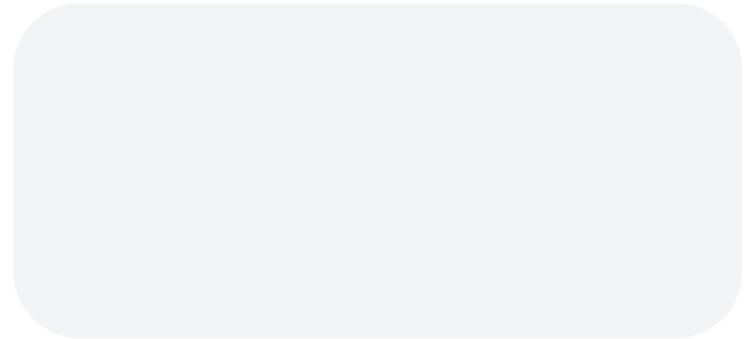
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This envelope is recyclable

October 2016 bill print messages

Summary page

For all customers

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees. pse.com/guarantees

Detail section of billing statement

Your bill reflects changes in rates that went into effect Oct. 1. The rate item that changed shows the dates, prices and charges for each portion of the bill period when they were in effect.

For transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on September 26 at hour ending 1800.

Customer
Account # 000000000000

Your energy bill

Amount due:

\$000.00

Bill due on Month 00, 2016.

[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

Note: If your PSE account is set up for automatic payment, no action is necessary. Your automatic payment to PSE has been scheduled and will be posted automatically to your account.

Winterize your bill

Now is the perfect time to get your home ready for winter and PSE wants to help you save as the weather cools.

- See how much you save by turning down your thermostat while you sleep.
- Find why replacing your furnace filters is a money saver.
- Learn how space heaters may increase your heating costs.



[EXPLORE WINTERIZING TIPS](#)

When you sign in to view and pay your bill and manage your account, link to [Important Information](#) about energy safety, emergency preparedness, customer services and ways to save energy.