

Natural gas

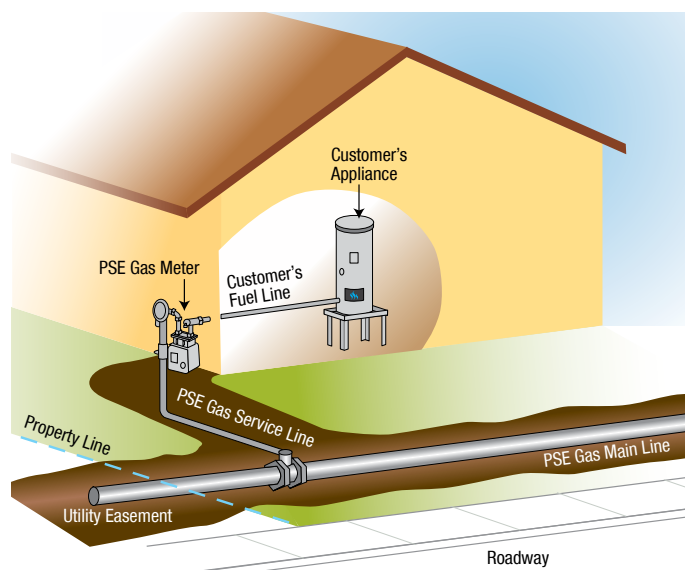
the smart choice





Natural gas service and new equipment – A joint responsibility

Bringing the benefits of natural gas to your home is a joint project between you, your contractor and Puget Sound Energy. You are responsible for the installation of your natural gas fuel line and appliances, including selecting heating and appliance contractors and obtaining all permits and inspections. PSE is responsible for installing the underground natural gas lines and meter and obtaining all permits required for utility installation in the public right-of-way. The following figure illustrates an installed natural gas system.



How are customer costs for natural gas service determined?

At PSE, we strive to add every new customer who wishes to convert to natural gas, but we must also consider the costs involved in a new natural gas line installation. We make sure that the cost of a new installation will provide revenue to PSE and that a new installation does not increase the cost of serving existing natural gas customers.

PSE will also determine whether your municipality will require extra street restoration costs when the street is cut to install natural gas service. If so, we will explain these requirements and additional costs.

PSE extends natural gas lines to new customers based on PSE's tariff Rule No. 7: Extension of Distribution Facilities, filed with the Washington State Utility Commission (UTC). To review this document, go to PSE.com/Rule7.

Natural gas distribution facilities include the main natural gas line in the street and the service line that runs from the street to your home. When a main natural gas line is already available in front of your home, a service line to your home is not costly. If a natural gas main line is

not available in the street in front of your home, we will need to install a main line extension to provide natural gas service. Costs to extend a main gas line can add up quickly for both PSE and a new customer.

However, PSE approves and constructs natural gas main line extensions based on the economic viability of each new customer request. We carefully compare the cost of extending the natural gas facilities to the estimated revenue we can expect when serving a new customer.

To determine whether there are any customer costs, PSE follows a strict formula to determine whether the estimated revenue will be worth the investment to extend a natural gas main line for a new customer. If the project does not meet PSE's minimum investment criteria, the customer is required to contribute to the cost of the construction. Customer costs, if any, and payment options will be outlined for your consideration and listed in the Gas Service Agreement.

A PSE representative calculates the cost for a main line extension after performing a field visit to assess the project scope. The following essential information helps calculate the estimated cost:

- Length of proposed line extension
- Square footage (heated) of your home
- Intended uses of natural gas, such as furnace or hot water heater
- Number of initial customers receiving natural gas service (if project requires a main line extension)
- Extraordinary costs (like street restoration or permitting) imposed by your municipality

Once the PSE representative has outlined the project scope, we can determine the amount PSE is able to invest in the natural gas line extension. Again, PSE's goal is to serve new customers as long as the project is a cost effective investment.

Remember, in some cases, the cost of bringing natural gas to your home is considered an energy-efficiency upgrade and may qualify for low-interest loans.

Customer-provided or PSE-provided utility trench

PSE or our service providers are required to install all underground natural gas facilities located in the public right-of-way, so PSE provides any utility trenching and restoration required. On your own private property you may consider providing your own utility trench and backfill; installing buried conduit and completing restoration on your own private property in order to reduce construction costs. In both cases it's PSE's responsibility to install the natural gas utility piping.

If you provide your own trench and backfill, or install conduit on your property, you are responsible for meeting the requirements detailed in the enclosed *Installation Requirements for Underground Services* (Form 3061).



Unused natural gas facility – customer charges

When PSE installs new natural gas facilities such as a service line or main line, we expect that the new customer will activate the meter and begin service within 12 months. Please know that if for some reason you decide not to use natural gas you may be held financially responsible for the full installation costs according to the PSE facility extension tariff.

PSE's service providers

PSE works with two service partner companies who provide construction and engineering services. The project manager and the employees who install your natural gas service and meter may work for these service providers on PSE's behalf.

Call 811 before you dig!

Please schedule a utility locate two business days before you plan to dig to have your dig site reviewed for underground utility lines. Once utilities are located, always dig by hand within 24 inches of the markings. The locate service is free, and it's the law.

Codes and jurisdictions

Please remember that when it comes to installing new natural gas equipment and appliances, it is your responsibility to secure all necessary permits and ensure your equipment and appliance installation project complies with all applicable codes and ordinances relating to the equipment. Your heating contractor usually obtains permits and facilitates approvals for you, but it is good that you confirm this with your contractor.



Energy Efficiency Incentives

PSE offers an array of energy efficiency programs to help reduce your home's energy consumption and save your family money. These programs range from high-efficiency equipment incentives to HomePrint™ Assessment, an innovative in-home service that will give you practical solutions toward greater energy efficiency, less environmental impact and reduced utility bills. Refer to the enclosed brochure for current energy efficiency programs.

Contractor Referral Service – Putting you in touch with quality equipment and services

These days, consumers have many energy-related considerations for their homes. The questions are endless: How do I choose an efficient heating and cooling system? Which kind of insulation is best for my home? Who can install a new roof on my home? What kind of windows will help reduce my heating bill? Where can you turn for help? We have an answer: PSE's Contractor Referral Service.

PSE created the Contractor Referral Service to assist you in the decision-making process of choosing energy efficient equipment and to help you in selecting pre-screened, independent contractors to install and maintain the most appropriate energy-efficient equipment for your needs.

PSE's Contractor Referral Service lists pre-screened, independent contractors who have satisfied 15 eligibility criteria, including knowledge and experience, financial stability, certifications and bonding, and customer satisfaction.

For more information about PSE's Contractor Referral Service, contact a PSE Energy Advisor at **1-800-562-1482**, Monday-Friday, 8 a.m.-5 p.m., or visit our website at **PSE.com /CRS**.



How to contact Puget Sound Energy

Depending on your needs, please contact the appropriate department or visit **PSE.com** for more information.

- For information about energy efficiency incentives and rebates, contact a PSE Energy Advisor at **1-800-562-1482**, Monday-Friday, 8 a.m.-5 p.m.
- For utility installation requirements, new project applications and scheduling, contact PSE Customer Construction Services at **1-888-321-7779**, Monday-Friday, 7 a.m.-5 p.m.
- For natural gas emergencies, meter activation, scheduling appointments to repair equipment and general billing questions regarding your account, please call Customer Service toll free at **1-888-225-5773**, 24 hours a day, 7 days a week.