

# Monthly Promotions

## May 2012 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

- [EnergyWise newsletter](#)
- **Promotion:** Save \$10 off premium-efficient showerheads; Learn more about saving water and energy
- **Promotion:** Help save the environment and support local farmers by signing up for Green Power
- **Promotion:** \$1200 rebate on ductless heat pump system; \$1500 rebate for upgrading to an air source heat pump system
- **Report Card:** Check out our PSE Service Quality Report Card for scores and performance highlights
- **Report Card / Promotion:** Read the Natural Gas Energy Efficiency report to see how your efforts added up to savings in 2010-11; Discover rebates and how you can save more on natural gas.
- **Promotion:** Save up to \$750 with window rebates; Learn how to save more money with a free HomePrint Assessment
- **Promotion:** FREE pickup and \$20 when you recycle your old fridge or freezer; \$35 rebate on a new efficient refrigerator or \$50 to \$100 off a new ENERGY STAR® clothes washer!
- [Envelope messaging](#) for current month's bill
- [Back of bill](#) information (see interactive version [here](#))
- [Bill print messages](#)





MAY - JUNE 2012

## IN THIS ISSUE

- Look up, look out for hazards
- Great deals offered on LED bulbs
- "Lines to sky" to reduce outages



### Safety tips for summer

Nothing is more important than your safety. PSE offers these tips as you get ready for summer.

- ✓ Planting trees or other vegetation too close to power lines is dangerous. Plant the right tree in the right place.
- ✓ Before you or your contractor begin a digging project, remember to call 811 two business days ahead for the free utility locate service to help prevent serious injuries or hazards caused by striking or damaging underground utility lines.

Puget Sound Energy  
1-888-225-5773  
TTY: 1-800-962-9498

PSE.com • Manage your account and pay online.

## Alternative-fueled vehicles: Maximizing their potential

Puget Sound Energy actively supports the 2012 Washington State Energy Strategy calling for increased transportation efficiency by providing resources



*PSE's all-electric Leaf.*

to help customers meet alternative fuel requirements for vehicles. Transportation accounts for nearly 45 percent of Washington's greenhouse gas emissions. Natural gas- and electric-powered vehicles are a low-cost, low-emissions option that significantly reduces greenhouse gas emissions and urban smog.



*Allied Waste operates nearly 100 NGV waste trucks in the Puget Sound region.*

Call a PSE Energy Advisor at 1-800-562-1482 for more information.

### Fact box

#### Electric vehicles (EVs)

- ▶ Nearly 500 PSE customers own an electric Nissan Leaf or Chevrolet Volt.
- ▶ PSE's fleet includes 53 hybrid and two all-electric vehicles.
- ▶ In support of the West Coast Electric Highway Project, PSE will deliver electricity to four quick recharging stations along I-5.

#### Natural gas vehicles (NGVs)

- ▶ Nearly 400 fleet vehicles in Western Washington, including 23 in PSE's fleet, run on clean-burning natural gas.
- ▶ In 2011, NGV fleet operators in PSE's service area saved approximately 5.5 million gallons of gasoline.
- ▶ Natural gas as a vehicle fuel costs about \$2 per gallon.
- ▶ NGVs emit 25 to 60 percent fewer nitrogen oxide emissions and 25 percent fewer carbon dioxide emissions.



### **Level out your utility bill**

Thinking about enrolling in our Budget Payment Plan? Summer is a great time to do so. The plan spreads your estimated winter heating costs over a 12-month period, helping you level your bill and plan your energy costs into your budget. When you sign up, PSE estimates your usage for the next 12 months based on current energy costs and your actual usage from the previous 12 months. We then average the estimate to determine your Budget Payment Plan amount. To sign up, visit [PSE.com](http://PSE.com) or call 1-888-225-5773.

### **Wind power now 10% of PSE's electricity**

In 2011, Washington state's wind-power facilities ranked sixth in the U.S. for total wind-energy capacity. Contributing to the state's ranking are PSE's three, large wind farms—the Hopkins Ridge Wind Facility in Columbia County, the Wild Horse Wind and Solar Facility in Kittitas County and the Lower Snake River Wind Facility in Garfield County. Ten percent of the electricity PSE provides customers is wind-generated.



In March, during its first full month of operation, the Lower Snake River facility, Washington's newest and largest wind farm, generated about 9 percent more power than anticipated in the forecasts.

## **Look up, look out for safety hazards**

When working outdoors, make sure any tools, equipment or activities are clear of overhead power lines to avoid a hazardous situation. Watch out for overhead power lines when doing any of these activities:

- ✓ Trimming trees
- ✓ Working on a roof
- ✓ Installing or removing an antenna or satellite dish
- ✓ Using a long-handled pool skimmer
- ✓ Using and carrying metal ladders
- ✓ Moving a boat with a mast

Also, if your kite or balloon drifts near a power line, let it go. Never try to retrieve anything caught in a power line or from a tree located near a power line. Questions? Call PSE at 1-888-225-5773 or visit [PSE.com/Safety](http://PSE.com/Safety)



## **Bill-payment assistance is available**

Cool temperatures this spring may be causing your high heating bills to linger. If you are having trouble paying your winter heating bills, you may be eligible for assistance from two long-standing programs—LIHEAP (Low Income Home Energy Assistance Program) and PSE's HELP (Home Energy Lifeline Program). To locate an agency in your area, call 1-866-223-5425.

If you don't qualify for bill-payment assistance but still need help paying a PSE bill, please call us at 1-888-225-5773 or send an e-mail to [customer-care@pse.com](mailto:customer-care@pse.com).

We can make payment arrangements and share information about energy-saving tips and rebates.





## Pipelines are underground... but where?

PSE and other utilities and pipeline companies place markers to indicate the approximate location of buried high-pressure natural gas pipelines. Even so, the underground locations of natural gas pipelines are not always obvious. Everyone must call 811 prior to digging.



## Earth Day and Arbor Day 2012: PSE volunteers help communities "spruce up"

More than 100 TeamPSE employee volunteers turned out in late April to plant trees, remove invasive plants and help clean up a beach area. Some of the activities included:



Tree planting in Tenino

- Celebrating North Bend's designation as a Tree City USA by the Arbor Day Foundation
- Replacing damaged trees from January's ice storm with 12 flowering crabapple trees at Tenino City Park (photo)
- Cleaning up the beach and land area of the Swinomish Tribal Reservation near LaConner
- Planting western red cedars in Rochester

Thanks to our "crews" for helping to green our communities!

## Upgrades keep lights on and gas flowing

Crews this spring are upgrading, strengthening and modernizing our energy system. From left to right: A worker creates a "living wall" with plantings on the 10-foot high exterior wall of the new Ardmore substation in Bellevue; dirt and gravel fill a trench holding a newly installed natural gas pipe in Seattle's International District to make way for the new First Hill streetcar; installation of new 7-foot-diameter water pipes (penstocks) at PSE's Snoqualmie Falls Hydroelectric Project Plant 2 power house is part of a major redevelopment of the 113-year-old facility.

## New tree-trimming pilot in Kitsap County

In spite of our crews' efforts to keep trees and limbs trimmed away from our power lines, trees remain the No. 1 cause of power outages.

This summer, PSE is launching a pilot program to remove all overhanging branches above power lines. The "lines to sky" pruning technique will be tested in densely forested areas of Chico, Seabeck, Crosby and Holly in Kitsap County. With monitoring by PSE's certified arborists, the program will track the number of tree-related power outages, if any, along the 54-mile-long power line to determine how effective the preventive trimming techniques are.



# Guarantees

## Customer service — guaranteed

Good to know: PSE makes two service guarantees to you. First, we commit to keeping scheduled appointments, and second, we commit to restoring power outages as soon as we can.

- If we fail to keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment, you'll receive a \$50 credit on your PSE bill.
- 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.

These service guarantees are in addition to nine service quality measures that track PSE's performance. Note that these are subject to certain conditions and may be suspended during unusual and exceptional circumstances. For more information, visit [PSE.com/Guarantees](http://PSE.com/Guarantees).



## Rock the Bulb™ is back!

This June, PSE brings back our Rock the Bulb™ "tour." The tour will visit four communities, Yelm, North Bend, Cle Elum and Lynden, one per month through September. Residential electric customers can exchange old incandescent light bulbs for energy-saving CFL bulbs of their choice. Watch for details on exact dates and locations.

## Great deals on LED lighting

- Purchase a two-pack of Greenlite LED bulbs with PSE logo at Walgreens, Lowe's and McLendon Hardware for \$7, a \$40 value.\*
- Purchase three Philips Ambient LED bulbs and a Lutron Maestro Occupancy Sensor for \$40 at Home Depot stores, an \$85 value.\* (Offer begins May 15.)
- Purchase a Philips L Prize LED bulb for \$40 at Home Depot stores, a \$50 value.
- Receive an instant rebate, up to \$10 off, for ENERGY STAR®-qualified LED bulbs at participating retailers. Visit [PSE.com/LEDs](http://PSE.com/LEDs) to find a retailer who carries PSE rebated LED bulbs.



\* Limited time offer

## Changes expected in electric and natural gas rates

Washington state's Utilities and Transportation Commission following press time is expected to establish new electric and natural gas rates. The rates will help recover the cost of work to improve the reliability of the utility system and for the investment in the new Lower Snake River Wind Facility in Garfield County. For an update about new rates call 1-888-225-5773 (TTY: 1-800-962-9498), visit [PSE.com](http://PSE.com), or send an e-mail to [customer-care@pse.com](mailto:customer-care@pse.com).

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[YouTube.com/PugetSoundEnergy](https://youtube.com/PugetSoundEnergy)



Visit our local  
customer service offices

Most offices are open M-F, 9 a.m.- 5 p.m.

**Bellingham** — 1329 N. State St.  
**Ellensburg** — 207 N. Pearl St.  
**Freeland** — 1794 Main St.  
**Oak Harbor** — 231 SE Barrington Dr. #101  
**Olympia** — 2711 Pacific Ave. SE  
**Port Townsend** — 181 Quincy St. #101  
**Vashon Island** — 18125 Vashon Hwy. SW

For information about rates and your rights and responsibilities, please call or visit us online.





# SHOWERING IN SAVINGS IS RE-ENERGIZING

**Get \$10 off a premium-efficient showerhead from Puget Sound Energy!**

Make every drop count by installing WaterSense-labeled showerheads in your home. You'll get an **instant rebate of \$10** from PSE on your purchase and save money on your water and energy bills.

With a variety of models to choose from, you can order online and have your new showerhead delivered directly to your home or visit a participating retailer and take it home today!

Visit **[PSE.com/Showerheads](https://www.pse.com/showerheads)** for more information.

# Heating water is the #2 energy user in your home

- By saving water, you also save the energy needed to heat it for things like hot showers.
- Only the best products qualify for the EPA's WaterSense label.
- WaterSense showerheads can save you money on your water and energy bills without sacrificing style, quality or comfort.
- PSE also offers rebates on efficient clothes washers and water heaters. Learn more at **PSE.com/ReEnergize**

*Must be a PSE customer living in an existing single-family property or attached housing with four units or less and heat your water with electricity or natural gas from PSE. Limit two (2) rebates per household.*

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# SAVE MORE WATER

To get yours, visit  
**PSE.com/Showerheads.**

Have a question? Contact  
a PSE Energy Advisor at  
**1-800-562-1482**, Mon.  
through Fri., 8 a.m. to 5 p.m.





## Andy Werkhoven

Qualco Contributing Farmer  
Green Power supported since 2008

# HAVING THE POWER TO GO GREEN IS RE-ENERGIZING

**Green power gives you the choice to support local farmers, like Andy Werkhoven, and a cleaner environment.**

Qualco Energy, a nonprofit organization, represents farmers of the Sno/Sky Agricultural Alliance, the Tulalip Tribes, and local environmental groups. They make what is known as “cow power” which turns waste from farms, like Werkhoven Dairy, into clean renewable energy. In addition to producing electricity, the process preserves the environment by keeping runoff from escaping into streams.

Qualco is only one of several projects supported by Green Power Program participants. Sign up today and support a brighter, cleaner future.

**[PSE.COM/GREENPOWER](http://PSE.COM/GREENPOWER)**



# Sign up today for Green Power!

## 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 \_\_\_\$6 \_\_\_\$8 \_\_\_\$10

**Complete this form:** Name \_\_\_\_\_

Service Address \_\_\_\_\_ City \_\_\_\_\_

ZIP \_\_\_\_\_ Daytime Phone or E-mail \_\_\_\_\_

PSE Account Number (10 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.



## GREEN POWER PROGRAM FACTS

- Supports wind (61%), biogas (20%), biomass from waste wood (8%), low impact hydro (10%) and solar (1%) energy from our region
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit ([www.green-e.org](http://www.green-e.org))



For more information, visit **[PSE.com/GreenPower](http://PSE.com/GreenPower)** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



# 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.

For more information; scan code with your Smartphone, 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. or e-mail us at **energyefficiency@pse.com**.

*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.***



Download a  
free reader at  
Neoreader.com



# 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.

For more information; scan code with your Smartphone, 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 or e-mail us at **energyefficiency@pse.com**. 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**



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 on other side.)

## 2011 Performance Highlights

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

- fewer customer complaints registered with the state Utilities and Transportation Commission
- faster restoration of power outages
- faster response time to natural-gas emergencies
- faster response time to electric-service 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 and

the customer notifies PSE of the outage, subject to certain conditions, we provide a \$50 credit on a customer's bill.

In 2011, we credited customers a total of \$14,400 for missing about 300 of our total 126,156 scheduled appointments. There were no qualifying outage events or customers in 2011 under the power restoration guarantee.

Our employees aim to continue their success in delivering and improving high standards of customer service to meet your expectations of us.



KEY MEASUREMENT	BENCHMARK	2011 PERFORMANCE	ACHIEVED
<b>CUSTOMER SATISFACTION</b>			
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	96 percent	<input checked="" type="checkbox"/>
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.28	<input checked="" type="checkbox"/>
<b>CUSTOMER SERVICES</b>			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	77 percent	<input checked="" type="checkbox"/>
<b>OPERATIONS SERVICES</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.02 outages	<input checked="" type="checkbox"/>
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	4 hours, 41 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	29 minutes	<input checked="" type="checkbox"/>
Percent of service appointments kept	At least 92 percent	100 percent*	<input checked="" type="checkbox"/>
* Represents rounding to nearest whole percentage			

Puget Sound Energy • 1-888-225-5773 • TTY: 1-800-962-9498 • [CustomerCare@PSE.com](mailto:CustomerCare@PSE.com) • [PSE.com](http://PSE.com)

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# NATURAL GAS ENERGY EFFICIENCY REPORT CARD

Your efforts in saving natural gas resources in 2010 and 2011 helped to make Puget Sound Energy a leader 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 2010-2011 period, your efforts exceeded the goals. Here are the results.

Key Measurement	Target	2010-2011 Performance	Achieved
Natural gas savings	9.1 million therms	10.2 million therms of first-year savings, as reported at the customer meter—enough natural gas to serve more than 13,500 homes in one year	

During the last two years—2010-2011—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.



# NATURAL GAS REBATES ARE RE-ENERGIZING

Save money and energy with natural gas rebates from PSE

## Heating systems

- |                                  |       |                                   |       |
|----------------------------------|-------|-----------------------------------|-------|
| • ENERGY STAR® boiler            | \$350 | • Fireplace                       | \$200 |
| • ENERGY STAR forced-air furnace | \$250 | • Integrated space and water heat | \$800 |

## Insulation (50 percent of the cost)

- |                    |             |                               |             |
|--------------------|-------------|-------------------------------|-------------|
| • Floor insulation | Up to \$400 | • Wall insulation             | Up to \$400 |
| • Attic insulation | \$200-\$400 | • Duct insulation and sealing | Up to \$500 |

## Showerheads

- |  |            |
|--|------------|
| • WaterSense® labeled showerheads      | Up to \$10 |
| • Basic premium efficiency showerheads | Free       |

For more information and to see if you qualify, 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.

*Qualifying products must be installed. Some products are specific to single-family or attached housing with four units or less. Additional qualifications apply.*

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 **PUGET SOUND ENERGY**



# A CLEAR VIEW ON SAVINGS IS RE-ENERGIZING

## Window rebates for fully insulated homes from Puget Sound Energy

Tired of getting a draft even when your windows are closed? It could be time to replace those old leaky windows. Luckily, PSE offers a rebate of \$5 per square foot, **up to \$750** when you upgrade to energy-efficient windows.

Energy-efficient windows reduce drafts and window condensation, keeping the elements outside where they belong. They also allow for better internal temperature control - increasing both the comfort level, and value, of your home.

To see if you qualify; scan code with your Smartphone, visit **PSE.com/Rebates**, talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail us at **energyefficiency@pse.com**. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

*Who qualifies? Customers living in an existing single family residential property with four units or less, heated by electricity from PSE. Homes must have a minimum of: over six inches of attic insulation, over one inch of wall insulation, and over four inches of floor insulation.*

*Must upgrade from existing single-pane wood or metal framed windows or double-pane metal framed windows to energy-efficient windows with .30 U-factor or lower certified by the NFRC.*



Download a free reader at [Neoreader.com](http://Neoreader.com)





# 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!

For more information; scan code with your Smartphone, e-mail [energyefficiency@pse.com](mailto:energyefficiency@pse.com), visit [PSE.com/Rebates](http://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.*

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Download a free reader at [Neoreader.com](http://Neoreader.com)

## HomePrint™ Assessment





# RECYCLING YOUR OLD FRIDGE OR FREEZER IS RE-ENERGIZING

**FREE pickup and \$20 from Puget Sound Energy when you recycle your old fridge or freezer.**

That old refrigerator or freezer in your home isn't just taking up space. It 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 **\$20!** Getting paid to save energy? Now that's Re-Energizing.

To schedule your free pickup, visit **[PSE.com/Recycling](https://www.pse.com/Recycling)** or call **1-877-577-0510**.

*Who qualifies? PSE residential electric customers. For complete guidelines, visit [PSE.com/Recycling](https://www.pse.com/Recycling). Additional qualifications apply.*



**PUGET SOUND ENERGY**



# GETTING PAID TO SAVE IS RE-ENERGIZING

Get a \$35 rebate on a new efficient refrigerator, or \$50 to \$100 off a new ENERGY STAR® 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 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 \$20 refrigerator recycling rebate for refrigerators or freezers. For a full list of qualifications, download the rebate application at PSE.com/Appliances.*

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**PUGET SOUND ENERGY**

***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**





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

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



**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](http://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.

## ***May 2012 bill print messages***

### **Summary section of billing statement**

#### Bill-print message for electric service customers

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

### **Detail section of billing statement**

#### Bill-print message for all electric-service customers

On May 1, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections, since these periods were billed differently.

### **Summary section of statement**

Bill-print message on all statements.

*Your bill reflects a rate increase that went into effect on May 14.*

### **Detail section of statement**

Bill-print message on all statements:

*On May 14, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections, since these periods were billed differently.*