

Monthly Promotions

June 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 on LED bulbs; Learn more about saving money by using LED's
- [Promotion](#): Get your Rock The Bulb backstage pass here; See all the Rock The Bulb locations and dates
- [Report Card](#): Check out our PSE Service Quality Report Card for scores and performance highlights
- [Promotion](#): Get your free HomePrint assessment; \$1200 rebate on ductless heat pump system
- [Promotion](#): \$1200 rebate on ductless heat pump system; \$1500 rebate when you upgrade to an air-source heat pump system
- [Promotion](#): Get a \$1700 rebate on home insulation; \$500 rebate on an ENERGY STAR® heat pump water heater
- [Promotion](#): Benefits of living in a Northwest ENERGY STAR home; Get in touch with home builders
- [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 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



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.

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.



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.

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!

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.



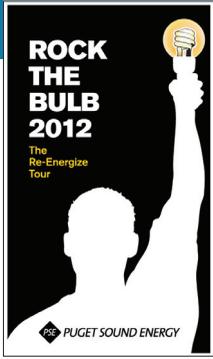
Guarantees

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.



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 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, or send an e-mail to customer care@pse.com.

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

PSE.com
[Twitter.com/PSETalk](https://twitter.com/PSETalk)
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[Flickr.com/PugetSoundEnergy](https://flickr.com/PugetSoundEnergy)
[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.





BRIGHT IDEAS ARE RE-ENERGIZING

Get up to \$10 in instant discounts on LED bulbs from PSE

Brighten your home and reduce your energy use with energy-efficient LED bulbs. They are the most efficient bulbs you can buy, using 80 percent less energy than an incandescent bulb. PSE residential electric customers can receive up to **\$10 in instant discounts** on a variety of LED bulbs that meet ENERGY STAR® criteria*.

**Products may or may not have an ENERGY STAR label but meet qualifying criteria and quality performance tests.*

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

More reasons to switch to energy-efficient LED bulbs

- They're the latest in efficient, dimmable lighting technology
- They last 25 years, saving on replacement costs and time
- They save you up to \$150 per year if you change 25 incandescent bulbs to LEDs
- They will have you showing off light bulbs to your friends

Go to **PSE.com/LEDs** for more information on LED lighting and to find a participating retailer near you.

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LASTING SAVINGS



For help choosing LED bulbs, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



PSE PUGET SOUND ENERGY presents

ROCK THE BULB™

THE RE-ENERGIZE TOUR 2012

4 towns 8 days 15 free CFL bulbs

Coming to your community **June through September**

Must be a PSE residential **electric** customer to exchange bulbs.

YOUR BACKSTAGE PASS

For faster checkout, fill out the below and bring to the event near you.

Customer name

PSE residential account number (top right corner of billing statement)*

Email address Get special email deals from PSE that save energy and money

* Must be a PSE residential electric customer to exchange bulbs. Limit two bonus bulbs per customer.

Save hundreds on your PSE electric bill



Bring up to 15 incandescent bulbs and exchange them for your choice of up to **15 free CFL bulbs** at these events. Plus, learn more ways to **lower your energy use** through fun, family-friendly activities and prizes! Bring in this pass and get an additional 2 bonus bulbs for a total of 17!

June 23-24 **North Bend**

10 a.m. to 4 p.m.

Ace Hardware, 330 Main Ave S

July 20-21 **Lynden**

12 p.m. to 6 p.m.

Ace Hardware, Fairway Shopping Center

Aug. 18-19 **Yelm**

10 a.m. to 4 p.m.

Goodwill, Sunbird Shopping Center

Sept. 29-30 **Cle Elum**

10 a.m. to 4 p.m.

Lot next to Pioneer Coffee, at Main and Pennsylvania

YOUR BACKSTAGE PASS

Bulbs Exchanged : _____

CFL bulbs chosen:

Soft White Spiral: _____ Bright White Spiral: _____

Globe: _____ A-line: _____ Reflector: _____

____ Bonus bulbs

____ Total bulbs





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
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	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"/>
CUSTOMER SERVICES			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	77 percent	<input checked="" type="checkbox"/>
OPERATIONS SERVICES			
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 • PSE.com

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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, visit **PSE.com/HomePrint**, 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**.

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



Download a free
reader at
Neoreader.com

HomePrint™
Assessment



GOING DUCTLESS IS RE-ENERGIZING

Get a **\$1,200 rebate** 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 see if you qualify: scan code with your smartphone, visit **PSE.com/Rebates**, 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**. 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 by electricity from PSE. Must install AHRI-certified equipment that is at least 1.0 ton and uses inverter technology. Additional qualifications apply.



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PSE PUGET SOUND ENERGY



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.***



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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



WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

Get up to \$1,700 in instant rebates for insulation

If your home just never seems warm enough no matter how high you blast the heat; or cool enough, no matter how much you use the AC, you may need to weatherize.

If your home was built before 1990, there's a good chance you've got some room for improvement in the insulation department. Puget Sound Energy is offering **up to \$1,700** in instant rebates for qualifying weatherization upgrades.

50 percent of the cost, up to \$400 each for	Floor insulation	Attic insulation	Wall insulation
50 percent of the cost, up to \$500 for	Duct sealing and insulation		

Note: Income-eligible customers may qualify for free upgrades.

For more information; scan code with your Smartphone, visit **PSE.com/Rebates**, 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**. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

Insulation rebates available only to customers with homes built before 1990. Work must be completed by an independent contractor pre-authorized by PSE. Additional qualifications apply.



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Neoreader.com



SAVING ON WATER HEATING IS RE-ENERGIZING

Get a **\$500 rebate** on an **ENERGY STAR®** heat pump water heater

If your electric water heater has been around for 12 years or more, it's probably costing you more than you think every time you turn that tap to "H". An **ENERGY STAR heat pump water heater** is twice as efficient as a standard model and can save you up to \$200 a year in electricity costs. You can receive a **\$500 rebate** when you upgrade to an energy-efficient heat pump water heater.

For more information; scan code with your Smartphone, visit **PSE.com/Rebates**, 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**. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

*Qualifying products must be installed in the unconditioned space of a single-family property or attached housing with four units or less.
Additional qualifications apply.*

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PSE PUGET SOUND ENERGY



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](https://www.pse.com/BuyANewHome)

NORTHWEST



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



PUGET SOUND ENERGY

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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.



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.

Summary section of billing statement

Bill-print message for all customers

Your bill was adjusted to reflect changes in rates that went into effect May 14.

Bill-print message for electric-service and for natural gas-service customers on budget payment plan

For customers on the Budget Payment Plan, June is the “true-up” month. Your June statement shows a new monthly budget amount, and may include an adjustment to bring your account balance to zero, depending on your use for the past year. For information or payment arrangements, call **1-888-225-5773** or send an email to **customercare@pse.com**. For those on the Automatic Funds Transfer program, your new statement amount will be deducted from your bank account on the date shown.

Bill-print message for electric-service customers on bi-monthly billing schedule

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 14, changes 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.

Bill-print message for all natural gas-service customers

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.

Bill-print message for electric service customers on bi-monthly billing schedule

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.