

Monthly Promotions

July 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:** Discover the benefits of living in an ENERGY STAR® home; Learn more about ENERGY STAR home builders in your area
- **Promotion:** Get up to \$750 in window rebates when you upgrade to energy-efficient windows; Get your free HomePrint assessment
- **Promotion:** Find additional savings on energy-efficient refrigerators by Whirlpool; Recycle your old fridge or freezer and get a free pickup and \$20 from PSE
- **Promotion:** Get a \$10 instant showerhead rebate; Learn more about saving energy and water
- **Promotion:** Get up to \$20 in rebates for LED lamps; Learn more about commercial rebates on LED products
- **Promotion:** Check out PSE's Contractor Alliance Network; Get up to \$1,700 in insulation rebates
- **Promotion:** Learn more about Green Power; Sign up for Green Power
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information (see interactive version [here](#))





JULY - AUGUST 2012

IN THIS ISSUE

- Summer safety reminders
- New rates set
- Protect electronic equipment
- Earn cash back with rebates
- "Safe at Home" Mariners game

Call **811** before you dig.

Call before you dig

Call 811 **two business days** before digging to help prevent serious injuries or potential hazards



from striking or damaging underground utility lines. Washington law requires all digging projects on private, public and commercial property to have utilities marked. For more information about "Call Before You Dig," visit www.call811.com.

**Llame 811
antes de cavar.**

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

PSE.com • Manage your account and pay online.



Efforts to boost salmon runs enable customers to receive clean hydroelectricity

At our Baker River Hydroelectric Project in Skagit County, we are building a second floating surface collector on the Baker River, this time to aid the downstream migration of juvenile salmon and trout around our 285-foot-high Lower Baker Dam.

The work is the latest in a series of fish-enhancement projects by PSE at the two-dam, 170-megawatt hydroelectric facility. The two dams generate enough electricity from clean, free-falling water to power the homes of 130,000 PSE customers.

The new technologically-advanced collector will help young fish move past Lower Baker Dam. The new facility largely mirrors the heralded fish collector (above) PSE completed in 2008 on Baker Lake, upstream of Upper Baker Dam.

Our fisheries initiatives, resulting from a renewed, 50-year operating license from federal regulators for the hydropower facility, are paying off. In 2011, a record run of adult sockeye salmon—10 times the historic average—returned to the river to spawn. The new Lake Shannon fish collector is scheduled to be operational by spring 2013.

Summer energy tips to stay cool:

- Close blinds and drapes to block direct sunlight.
- When possible, use a fan instead of an air conditioner.
- Add insulation to make your home more energy efficient throughout the year.
- If operating an air conditioner, set the thermostat no lower than 78 degrees.



Ways to pay online

PSE's online billing and payment feature provides an email notification with specific information about the amount of your bill and the due date embedded in the message. Log on to PSE.com and sign up for "My PSE Account" to enroll. Other online payment options include electronic payment through your bank or automatic withdrawal from your bank account, at no charge. Payment by credit or debit card incurs a \$4.95 fee to a third-party processing service. You also may sign up for a free doxo account at www.doxo.com/PSE to securely receive, pay and file your PSE bills.

New rates set

In mid-May, state regulators set new rates for electricity and natural gas following an 11-month review. Electricity rates for PSE residential customers increased 2.8 percent, while natural gas rates increased 1.3 percent.

The increased rates recover investments made in our Lower Snake River Wind Project in Garfield County, which went into service in February, and costs associated with infrastructure upgrades, operations and PSE's capital structure.

Know how to recognize a PSE employee



All PSE employees and contractors have identification badges bearing their name, photograph and identification number and are required to display their badge if asked. Our field employees wear clothing and uniforms (see photos) bearing the Puget Sound Energy name and logo. If you are unsure about an employee's identification, or want to verify the nature of the work, call us at 1-888-225-5773.

Summer safety reminders

Now that summer has finally arrived, make sure your outdoor projects are done safely around overhead utility lines. Keep these important tips in mind:

- Never climb trees near power lines, even if the power lines are not touching the trees.
- Keep balloons, kites and toys, such as remote control aircraft, away from overhead electric lines.
- Never try to retrieve any type of balloon, kite or toy that becomes caught in a power line. Leave it alone and immediately call PSE at 1-888-225-5773.
- Make sure that there's at least a 10-foot clearance from overhead power lines when using ladders or long-handled tools for painting, roofing, tree-pruning or cleaning a pool.

**Think Safe.
Be Safe.**





Surge protection for home electronics

To help protect expensive home electronic equipment, like computers, televisions, printers and other devices, consider a surge suppressor or surge arrester. Surges can originate either inside or outside your home or building. A surge suppressor, commonly a power strip, helps protect equipment from potentially damaging voltages. A surge arrester, which is installed in or near a home's main electric service panel, close to the electric meter, helps protect all the circuits in a house or office from spikes in voltage of up to 20,000 volts. Surge suppressors are available at hardware and home improvement stores. Surge arresters should be installed by a licensed electrician. Check your homeowners insurance policy for coverage of power surges.

Suspect a natural gas leak? Leave the area, then call.

In a natural gas emergency, call Puget Sound Energy toll free at 1-888-225-5773 from a safe distance. We respond 24 hours a day, seven days a week, at no charge.

En el evento de una emergencia ocasionado por gas natural, favor de llamar sin cobro a Puget Sound Energy al tef. 1-888-225-5773 lugar seguro. Responderemos a su emergencia las 24 horas del dia, 7 dias por semana sin costo alguno.



“Safe at Home”: \$8 Mariners tickets

Join us at the *Safe at Home* Mariners game on September 7. Bring your family and friends to the ballpark to learn about being safe around natural gas and electricity. Participate in a safety quiz, with the chance to win an emergency preparedness kit.

**Friday Sept. 7, 7:10 p.m.
Athletics vs. Mariners
Safeco Field**

Purchase your discounted \$8 ticket in the View Reserved section by going to seattlemariners.com/PSEsafeathome.

Please note: The online ticket offer is for PSE customers only and is not available at Seattle Mariners team stores or box office outlets.

The screenshot shows the Puget Sound Energy website interface. At the top, there are navigation links for 'Accounts & Services', 'Safety', 'Savings & Energy Center', 'In Your Community', and 'About PSE'. A search bar is visible on the right. The main content area features a 'Your Account' section with links to 'Understand Your Bill', 'Ways to Pay', 'Low Income Assistance', and 'Pay Stations Map'. Below this is a 'Your Bill' section with a photo of a family and a 'Pay Your Bill Online' button. To the right, there is a 'Ways to Pay' section and a 'What's in Your Bill?' section. On the far right, there is a 'Sign In' form with fields for 'Username' and 'Password', and a 'Sign In' button. Below the sign-in form, there are links for 'Forgot Password or Username?' and 'New User Sign Up'.

**Go Paperless
Save time and postage
PSE.com**

Earn cash back for your summer projects



If your summer projects include cleaning out your garage or remodeling your kitchen, Puget Sound Energy is here to help. We have rebates up to \$370 for high-efficiency appliances and a recycling program for old refrigerators or freezers.

Extra refrigerator? Get rid of that old energy-wasting refrigerator or freezer; it could be costing you up to \$200 a year on your PSE bill. Our recyclers will come to your house, unplug your old refrigerator and freezer, haul them away for free and

give you \$20 for each old appliance. Residential electric customers can sign up at PSE.com/Recycling or call toll free at 1-877-577-0510.

Remodeling your kitchen? Take advantage of rebates on ENERGY STAR®-qualified refrigerators. Go online at PSE.com/Appliances for a \$50 rebate for the purchase of qualifying high-efficiency Whirlpool, KitchenAid, Maytag and Gladiator refrigerators. Also, PSE customers qualify for an instant \$300 discount with an online purchase of the new ENERGY STAR Gladiator Chillerator.® The only refrigerator designed specifically for the garage, it uses less energy than a 40 watt light bulb. Your purchase will qualify for the \$50 rebate, found online. Call a PSE Energy Advisor at 1-800-562-1482 or visit PSE.com/Appliances for more information.



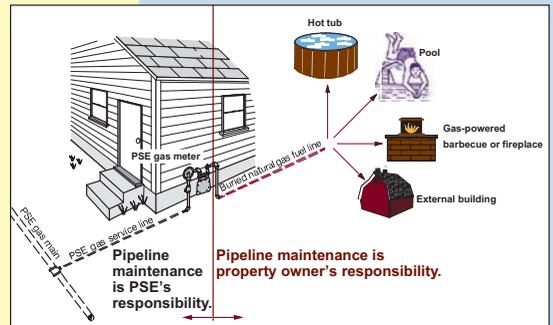
Customers save money and reduce energy use

With a focus on helping customers save on energy costs, PSE has budgeted \$111 million this year to bring energy efficiency measures to local communities, residential customers, multifamily housing units and municipal buildings as well as to schools, businesses and industries. Your efforts to save energy pay off. In 2011, your energy-efficiency efforts helped lower electricity and natural gas bills by more than \$160 million.

Check your natural gas piping

PSE regularly inspects the underground natural gas pipelines in the street and to your meter to make sure they are operating properly and safely. If you have buried piping to pools, hot tubs, natural gas barbecues or detached buildings, the piping is usually not maintained by PSE. *(There are a few special cases where PSE installed and agreed to maintain the piping.)*

Buried piping may leak or corrode if it is not maintained. It should be periodically inspected by a licensed plumbing contractor and repaired if any unsafe condition is discovered.



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

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



PSE.com
[Twitter.com/PSETalk](https://twitter.com/PSETalk)
[Facebook.com/PugetSoundEnergy](https://facebook.com/PugetSoundEnergy)
[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



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





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.



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free reader at
Neoreader.com



PUGET SOUND ENERGY



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, and, if you qualify, some free energy-saving showerheads will be provided as well!

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

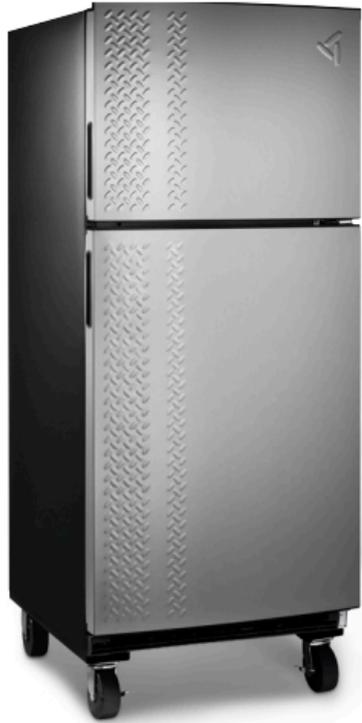
Who qualifies? PSE electric customers living in an existing single-family residential property or attached housing with four units or less. One (1) rebate per household.

4745 06/12



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Neoreader.com

HomePrint™
Assessment



HEARING ABOUT DEALS IS RE-ENERGIZING

PSE electric customers can get additional savings this summer on energy-efficient refrigerators by Whirlpool!

Save up to \$370 on the new Gladiator Chillerator[®], the only refrigerator designed for your garage, with a special offer through Sept. 31.

- \$300 online instant rebate when you order yours from gladiatorgarageworks.com, and combine with \$70 in PSE rebate offers below.
- \$50 PSE-Whirlpool rebate on qualifying new energy-efficient refrigerators by Whirlpool, KitchenAid, Maytag, and Gladiator.
- \$20 to recycle your old fridge with free haul-away and recycling (see reverse for details).

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.

No recycling necessary to qualify for new appliance rebates. \$50 PSE-Whirlpool rebate available while funding lasts, afterwards \$35 PSE rebate applies. Qualifying refrigerators include select Whirlpool, KitchenAid, Maytag and Gladiator models.



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.

5010 06/12



PUGET SOUND ENERGY



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.

4403 01/12



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.





RE-ENERGIZE YOUR COMMERCIAL LIGHTING

Get a rebate for up to \$20 per LED lamp installed

Did you know that PSE offers rebates for LED lighting? White-light LED lamps are now widely available for common commercial lighting applications. They can last over twenty years while consuming significantly less energy than incandescent lamps, resulting in lower utility bills for the same amount of use.

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

Rebates for LEDs are Re-Energizing

PSE offers commercial rebates on qualifying LED products:

LED type	Rebate amount
Decorative Lamps	\$5
Conventional Bulb Shape	\$15
Directional R30 Floods	\$15
Directional R38 or 40 Floods	\$20

Customers must purchase electricity from PSE at the site where the LED lamps are installed. Please see PSE.com for information on qualifying LED products and more commercial lighting rebate offers.

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HERE'S A BRIGHT IDEA

Visit **PSE.com/ForYourBusiness** or call a PSE Energy Advisor at **1-800-562-1482** for more information on qualifications and to learn how to receive instant in-store rebates on commercial LED lighting products.





RE-ENERGIZE YOUR NEXT HOME IMPROVEMENT PROJECT

Puget Sound Energy's Contractor Alliance Network can save you the time and hassle of finding the right contractor.

Member contractors are:

- **Licensed, bonded** and **insured**
- **Knowledgeable** on current energy codes, high efficiency equipment and product applications
- Continually **trained** and **educated** on the latest technology

Get referrals on: heating and cooling, solar, water heating, natural gas conversion, weatherization, windows, home performance evaluation, roofing and generators.

For more information; scan code with your Smartphone, visit **PSE.com/CAN**, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or email us at **energyefficiency@pse.com**



Download a free reader at Neoreader.com.





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.

4631 06/12



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PUGET SOUND ENERGY

REWARDS FOR GOING GREEN ARE RE-ENERGIZING

Choose green power and receive a stainless steel water bottle as a thank you gift.

Signing-up your home for PSE's Green Power Program is a simple way to preserve our region's natural beauty. Green power is clean power generated here in the West by independent electricity producers using sources such as wind, solar, and biomass. By participating in our Green Power Program you can support locally-produced electricity and our environment for as little as \$4 per month.

See the other side for details on signing up today!

PSE.COM/GREENPOWER



I'M
RE-ENERGIZED
WITH
GREEN POWER



PSE.COM/GREENPOWER



Sign up today and receive a stainless steel water bottle as a thank you gift.*

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.

3978 01/12 *Choose Green Power between January 1 and March 31 to receive your stainless steel water bottle.



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)



For more information, 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.



PUGET SOUND ENERGY

1045 • 06/12

**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.



This envelope is recyclable.

Customer service — guaranteed

We make 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.



PSE.com/guarantees



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

Summary section of billing statement - July

Bill-print message for electric service customers on bi-monthly billing schedule, through Cycle 9
Your bill was adjusted to reflect changes in rates that went into effect May 14.

Detail section of billing statement

Bill-print message for electric-service customers on bi-monthly billing schedule through Cycle 9
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 natural gas-service customers currently with leased equipment
Your bill this month includes a credit adjustment, listed as Gas Merger Credit. It reflects the amount of credit accumulated since February 2009 on the payments of your rental equipment. A final credit adjustment for your rental-equipment payments will appear on your next month's statement.

Bill-print message for natural gas-service customers on Schedule 41:
This month's bill includes an updated calculation of the natural-gas Natural Gas Demand Charges for your rate. The calculation is based on your company's highest daily natural-gas use in January 2012. The revised demand charges will apply for the next 12 months.

Bill-print message for natural gas-service customers on Schedule 41 - Transportation:
This month's bill includes an updated calculation of the natural-gas Transportation Delivery Demand Charge for your rate. The calculation is based on your company's highest daily natural-gas delivery in January 2012. The revised demand charges will apply for the next 12 months

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.