

Monthly Promotions

October 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](#): Learn more and sign up for Carbon Balance
- [Promotion](#): Get additional rebate funds from PSE when you recycle your old fridge or freezer; Schedule your pickup today!
- [Promotion](#): Free HomePrint assessment or up to \$1,700 in instant rebates for insulation
- [Promotion](#): Get up to \$20 in rebates for LED lamps; Learn more about commercial rebates on LED products
- [Promotion](#): Find out more information about recycling those old CFL bulbs
- [Safety brochure](#): Natural Gas and Electric Safety - We care about your safety
- [Promotion](#): Get up to \$1,700 in instant rebates for insulation; Save money and energy with natural gas rebates
- [Contest](#): Re-Energized by Design: Win great prizes by showing us how a beautiful home can also be energy efficient
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information (see interactive version [here](#))





SEPTEMBER-OCTOBER 2012

IN THIS ISSUE

- Make your home safe for winter
- Prepare for emergencies
- PSE's diverse power supply
- Focus on Thurston County

No-cost energy-savings tips

While many low-cost energy-saving improvements can pay for themselves in a year, here are two no-cost steps that will give you immediate payback on your heating bill.

Set the thermostat at the coolest, comfortable level. The heating bill drops by about 2 percent for every degree the thermostat is lowered.

Lower the thermostat at bedtime or while away. Setting the thermostat to 55 degrees while asleep can cut a heating bill by up to 10 percent.



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

PSE.com • Manage your account and pay online.



Simple steps now can lower heating bills

Fall is the perfect time to prepare for cooler weather. Following these simple steps now, including taking advantage of PSE rebates, can help you lower your heating bills.

- **Check doors and windows for leaks and drafts.** Make sure doors seal properly, and add weather stripping or caulk to keep heat from escaping.
- **Examine heating ducts for leaks.** Repair or replace damaged ducts.
- **Add attic insulation.** Insulate your attic hatch or door to prevent warm air from escaping. PSE offers up to \$1,700 in insulation rebates.
- **Close the fireplace damper** when it's not in use.
- **Have the furnace inspected and serviced** to make sure it is in proper working order.
- **Clean or replace the furnace filters.** Change or clean filters monthly during the heating season. The furnace will run more efficiently and use less energy.

Visit PSE.com/Rebates for information

Online improvements

Coming soon, you will find changes to PSE.com, providing easier access to our free and secure online services. View and pay your bill with ease, monitor your energy-use trends and get to commonly needed information. Visit PSE.com.





Make your home safe for winter

Prepare for emergencies

September is National Preparedness Month, and October is the 50th anniversary of the destructive Columbus Day wind storm that hit the Puget Sound region in 1962. Now is a good time to assemble an emergency kit for your family, home and business.

FEMA, the American Red Cross, and other organizations, including the Take Winter By Storm awareness campaign, recommend a kit that includes a three-day supply of food, water, medicines, pet supplies, flashlights, a battery-powered radio and batteries, a first aid kit and other items.



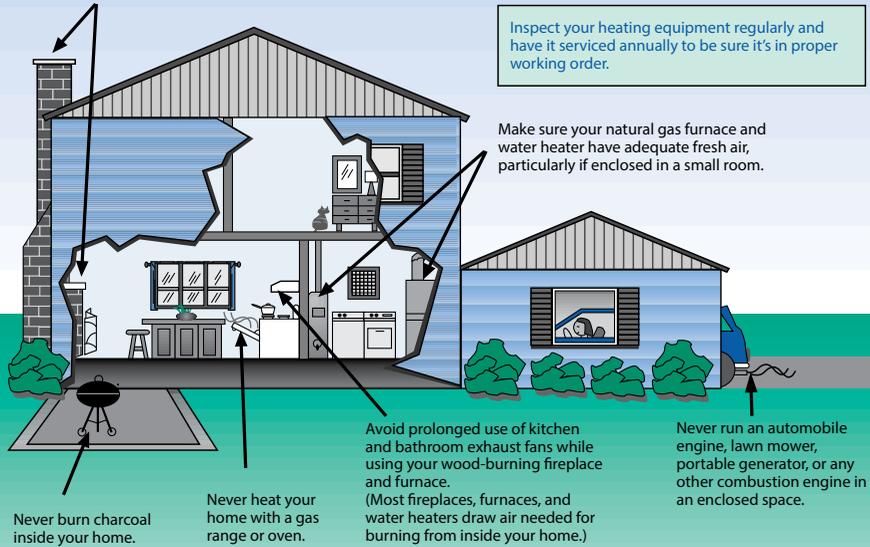
You can find more information on preparedness at PSE.com/Prepare, Ready.gov, redcrosswashington.org and TakeWinterByStorm.org.

Keep area around furnace and water heater clear

If you have a natural gas water heater, furnace or any other appliance with an open flame or pilot light, make sure you store flammable liquids and rags soaked in solvents far away from the natural gas appliances to prevent vapors from igniting. Nothing should be on, touching or near the furnace or vent pipe.



Keep flues and chimneys free of debris.



Inspect your heating equipment regularly and have it serviced annually to be sure it's in proper working order.

Make sure your natural gas furnace and water heater have adequate fresh air, particularly if enclosed in a small room.

Never burn charcoal inside your home.

Never heat your home with a gas range or oven.

Avoid prolonged use of kitchen and bathroom exhaust fans while using your wood-burning fireplace and furnace. (Most fireplaces, furnaces, and water heaters draw air needed for burning from inside your home.)

Never run an automobile engine, lawn mower, portable generator, or any other combustion engine in an enclosed space.

We troubleshoot furnace problems

If you think your natural gas furnace, water heater or other appliances are not operating safely, or if you are having problems with pilot lights, please call to schedule a PSE natural gas service technician for a free visit to diagnose the problem.

Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a participating contractor through PSE's Contractor Alliance Network program. Find a contractor by visiting PSE.com or calling a PSE Energy Advisor at 1-800-562-1482.

Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician.



THINK SAFE. BE SAFE.

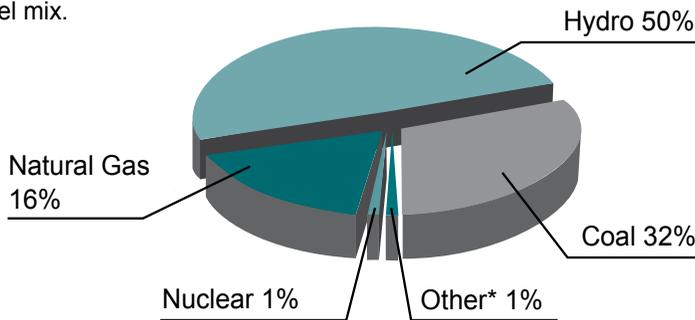


PSE's diverse power supply

PSE customers' electricity comes from a variety of sources, primarily hydroelectric dams, natural gas-fired power plants, wind farms, and a coal-fired power plant in eastern Montana. In 2011 about one-third of your power was generated at PSE-owned facilities; the rest we bought from other energy producers. The amount of power you receive from any one source varies from year to year, depending on such things as the weather, wholesale energy prices, and the retirement or acquisition of power plants. Our three wind farms together are now producing about 10 percent of our customers' total power supply.

This chart shows the state Department of Commerce's newly released "fuel mix" for the power PSE delivered last year. The chart doesn't reflect our wind farms' energy because, in 2011, PSE sold the "renewable energy credits" associated with our wind farms' output. That means we couldn't cite wind power in our 2011 fuel mix.

Fuel	Percentage
Coal	32
Hydroelectric	50
Natural Gas	16
Nuclear	1
Other*	1
Total	100



* Biomass, landfill gas, petroleum and waste.

Source of data: Published by the Washington Department of Commerce with data reported by PSE.

Adjustments to bills anticipated for October

In late August, Puget Sound Energy requested a slight increase in electric and natural gas rates to cover changes in costs for PSE's HELP (Home Energy Lifeline Program) that provides bill-payment assistance for eligible low income customers. If approved by the Washington Utilities and Transportation Commission, the change, amounting to a 21-cent and 9-cent increase on the average residential bills for electric and natural gas service, respectively, would take effect Oct. 1.

Consider a gift to the Warm Home Fund

Thanks to the generosity of our customers and PSE employees, donations to The Salvation Army Warm Home Fund for the 2011-12 heating season totaled \$551,000, assisting more than 3,600 households with their PSE bill payments. To donate to the Warm Home Fund, include a little extra in your next PSE bill payment by checking the donation box on your payment stub or online payment page. Thank you for caring,



Baker River sockeye return breaks record

Sockeye salmon returned to the Baker River this summer in record numbers, with more than 47,000 adult sockeye migrating up the Skagit and Baker rivers. The three highest Baker River sockeye returns



in history have come in the past three years. Fisheries agencies say the record runs are owed in large part to the innovative "floating surface collector" PSE built in 2008 to help juvenile salmon migrate downstream around the utility's two Baker River hydroelectric dams. PSE's Baker River Hydroelectric Project generates enough electricity to power the homes of 130,000 PSE customers.



In Your Community — Focus on Thurston County

PSE provides electricity to nearly 120,000 Thurston County homes and businesses and natural gas to 47,000.

Here are some of our Thurston County highlights:

- 90 employees and contractors work out of PSE's customer service base in Olympia, 2711 Pacific Ave. SE. We have operated from this base—a 9-acre property—since the 1960s.
- This year we are installing tree wire and pruning overgrown trees along more than 200 miles of power lines in Olympia, Lacey, Rainier, Tumwater and Yelm to boost reliability and reduce the number of tree-related power outages.
- Also this year, we have upgraded and reinforced the natural gas pipeline system in Lacey, Yelm and Olympia. Every day, we conduct routine inspections along the 865 miles of natural gas pipelines in Thurston County.



PSE lineman Elmer Woodard, who works out of PSE's Olympia customer service base, measures out a 150-foot span of new power line for a repair project. In one month, PSE installs or rebuilds an average of 2 miles of overhead power lines in Thurston County. Woodard has worked for PSE for 12 years.

Yelm customers trade out old for new

In August, at the Goodwill store in Yelm, nearly 700 PSE customers exchanged their old incandescent light bulbs for nearly 11,000 energy-saving compact fluorescent light (CFL) bulbs. By replacing their old bulbs with CFLs, these customers will save \$44,000 per year in energy.

Free LED and CFL bulbs offered at Oct. 6-7 Lacey event

Join us at our Rock the Bulb™ event in Lacey where you can exchange* up to 15 incandescent light bulbs for 15 energy-saving bulbs, including up to five light emitting diode (LED) bulbs.

LEDs use up to 80 percent less energy and can last 25 years.

**Saturday, Oct 6,
and Sunday, Oct. 7
10 a.m. – 4 p.m.**

**Fred Meyer
700 Sleater Kinney Rd. SE
Lacey**

* For PSE residential electric customers.



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

PSE.com
Twitter.com/PSETalk
Facebook.com/PugetSoundEnergy
Flickr.com/PugetSoundEnergy
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.





CHOOSING CARBON BALANCE IS RE-ENERGIZING

A new energy matching program is now available to Puget Sound Energy's natural gas customers.

For a minimal additional monthly investment, you can choose carbon offsets to match your natural gas usage and make your energy use carbon neutral.

[PSE.COM/CARBONBALANCE](https://pse.com/carbonbalance)



GETTING PAID TO SAVE IS RE-ENERGIZING

Get \$20 from PSE when you recycle your old fridge or freezer!

Don't hang onto that old energy-wasting unit; have PSE come get it.

Sign up now and get:

- Free pick up
- Free recycling
- Savings on your bill

Plus \$20 from PSE on a Visa® Prepaid Card.

Call 1-877-577-0510 today!

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

Schedule your pick up today!

Your old fridge or freezer could be costing you as much as \$200 each year on your electric bill. Older models can use up to four times more energy than new efficient models.

PSE will give you **\$20** for yours!

Schedule your pick up today! Visit **PSE.com/Recycling** or call **1-877-577-0510**.

*Who qualifies? PSE residential electric customers. For complete guidelines, visit **PSE.com/Recycling**. Additional qualifications apply.*

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**SAVING
EVERY
DAY
IS
RE-ENERGIZING**

For more energy-saving tips and offers, 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.





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 FREE water conserving showerheads will be provided to qualifying customers.

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.



Download a
free reader at
Neoreader.com

HomePrint[™]
Assessment



WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

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

Heating season is almost here, and if your home just never seems warm enough no matter how high you blast the heat, you may need to weatherize. 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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PUGET SOUND ENERGY



Download a
free reader at
Neoreader.com



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 LIGHTING

With free CFL and incandescent bulb recycling locations near you

Don't wait until your old incandescent bulbs burn out - switch today to CFL and LED bulbs. You'll save up to \$140 over the lifetime of the bulb - and change out your bulbs less often.

Bring your used incandescent and CFL bulbs to a PSE bulb recycling station and help keep them out of landfills.

PSE.COM/RECYCLING



Recycle your CFL and incandescent bulbs at participating PSE-hosted locations:

- City offices
- Chambers of Commerce
- PSE offices
- Libraries
- Community centers
- Businesses

Look for CFL bulb recycling boxes at retailer-hosted locations:

- Bartell Drugs
- Lowe's
- The Home Depot
- McLendon Hardware

For more information on CFL and incandescent bulb recycling, including a complete list of recycling locations, visit PSE.com/Recycling or call a PSE Energy Advisor at **1-800-562-1482**.



RE-USED CFL BULBS

When incandescent and CFL bulbs are recycled, they get broken down into component materials: metal, glass, and mercury phosphor powder. The glass can be used to manufacture other glass products or as cement aggregate, while the metal is recycled as scrap. Recovered mercury is purified for reuse in industry or stored in properly permitted facilities. Thanks for recycling your used CFL and incandescent bulbs with PSE.



Customer-owned buried natural gas piping

PSE regularly inspects its underground natural gas pipelines to make sure they are safe. If you own buried piping, such as piping to pools, hot tubs, natural gas barbecues or detached buildings, it is your responsibility to maintain the piping unless PSE installed and agreed to maintain it. If your piping is not maintained, it may leak or corrode. Have a licensed plumbing contractor do the inspection and any necessary repairs.



Stay clear of downed power lines

- Make sure there's at least a 10-foot clearance from overhead power lines for yourself and any equipment, such as ladders or antennas or when painting, roofing or tree-pruning.
- Never try to retrieve anything caught in a power line or from a tree near a power line.
- Always assume a downed power line is energized, and move away to safety.
- Never touch a downed power line or anything near it.
- If you are in a vehicle and come in contact with a downed power line or electric equipment, stay in the vehicle, keep your car door closed. If able, call 911.



Be prepared for emergencies

Use this checklist to plan ahead and stay safe during a major power outage or natural disaster, such as an earthquake.

- Keep flashlights handy and make sure they have fresh batteries. Also, keep extra batteries on hand.
- Obtain an emergency kit that includes a three-day supply of food, water, flashlights, battery-powered or hand-crank radio, extra batteries, medicine, pet supplies and a first aid kit.
- Have PSE's 24-hour customer service line – 1-888-225-5773 – readily available in case you need to call to report an electric or natural gas emergency.

For additional preparedness tips, visit: redcrosswashington.org



Puget Sound Energy
1-888-225-5773
TTY: 1-800-962-9498
PSE.COM/SAFETY
1611 08/12



Stay connected to PSE

Natural Gas and Electric Safety

We care about your safety



THINK SAFE. BE SAFE.

Nothing is more important to Puget Sound Energy than your safety. Learn how to recognize, react to, and prevent unsafe conditions.

 **PUGET SOUND ENERGY**

Call PSE at 1-888-225-5773 or call 911 for a natural gas or electric emergency, such as a gas leak or downed power line.

THINK SAFE. BE SAFE.

Smell natural gas?

- Leave the area and call PSE at 1-888-225-5773 or call 911.
- Do not use cell or land line phones near the leak.
- Do not touch any electric switches or use another electrical device.
- Do not smoke; light a match; use a lighter.

Your nose is not the only way to detect a natural gas leak. Blowing dirt, bubbles in a puddle or a hissing sound may indicate a leak.



Call 811 before you dig

Whether you're a homeowner or contractor, contact the 811 "Call Before You Dig" hotline two business days before digging. The law* requires anyone digging to call and have underground utilities located to avoid potential hazards. If you think you damaged an underground utility line or smell the odor of natural gas, follow the safety steps above.

*See RCW 19.122 on <http://www.leg.wa.gov>

Call 811 before you dig.
Llame 811 antes de cavar.



Safety stinks! (For good reason)

Clean burning natural gas is odorless, colorless and non-toxic in its natural state. PSE adds a distinctive sulfur or rotten-egg odor to natural gas so even the smallest leak can be detected.

Scratch this flame with your fingernail. Then sniff the flame. Make sure your family and friends also know the smell of natural gas.

If you ever suspect a natural gas leak, leave the area immediately. Call PSE at 1-888-225-5773 or call 911.

Raspe y hue la llama para reconocer el olor del gas natural. Si alguna vez sospecha que hay una fuga de gas natural, llame a Puget Sound Energy al 1-888-225-5773 ó al 911.

刮擦火焰圖案並聞一聞有何氣味，這有助於您辨別天然氣Puget Sound Energy 的氣味。如果您懷疑有天然氣洩漏，請給打電話，電話號碼是1-888-225-5773，或者打911緊急電話。

Чтобы узнать, как пахнет природный газ, сотрите покрытие и понюхайте запах пламени. Если Вы когда-нибудь заподозрите утечку природного газа, позвоните в компанию Puget Sound Energy по телефону 1-888-225-5773 или наберите 911.



Markers identify natural gas pipelines

PSE installs above-ground pipeline markers to indicate buried natural gas pipelines in the area. These are generally situated along highways and major road and railway intersections.

They display the name and phone numbers of the pipeline operator in case of an emergency. Pipeline markers and warning signs indicate only the presence of a pipeline. Call 811 to determine the exact location of the pipeline.

We troubleshoot furnace problems

If you think your natural gas furnace, water heater or other appliances are not operating safely, or if you are having problems with pilot lights, please call us to schedule a PSE natural gas service technician for a free visit to diagnose the problem.



Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a contractor. Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician.



WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

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

Heating season is almost here, and if your home just never seems warm enough no matter how high you blast the heat, you may need to weatherize. 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.



Download a
free reader at
Neoreader.com



HEATING YOUR HOME FOR LESS IS RE-ENERGIZING

Save money and energy with energy efficient natural gas rebates from PSE

Keep your home cozy and warm this winter with rebates on energy efficient natural gas heating products from Puget Sound Energy. You can get **\$350** on an ENERGY STAR® boiler, **\$200** on a fireplace and **\$250** on an ENERGY STAR forced-air furnace.

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**.

Who qualifies? PSE residential natural gas customers living in a single-family property or attached housing with four units or less. Qualifying products must be installed. Additional qualifications apply.



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PUGET SOUND ENERGY

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Heise Family, PSE customers of
Mill Creek.

RE-ENERGIZED *by Design*

Calling all PSE customers!



Are you re-energized by great design and energy efficiency?

If so, here's your chance to win great prizes by showing us how a beautiful home can also be energy efficient.



FRIGIDAIRE



PUGET SOUND ENERGY

Are you
RE-ENERGIZED
by Design?



Contestants could win great prizes supplied by our partners, including:

- GE energy smart® CFLs and LEDs for your whole home
- ENERGY STAR clothes washer with matching dryer from Frigidaire
- Frigidaire Ultra Efficient Kitchen
- Grand Prize: \$5,000!

GE energy smart® is a trademark of GE (C)2012

DO YOU...

- Believe that you don't have to sacrifice beauty and comfort for energy efficiency?
- Watch home makeover shows on TV and think, "hey, I could do that!"
- Want to compete with fellow PSE customers in room-by-room challenges to combine beauty and energy efficiency?

For details and to enter, go to
PSE.COM/ReENERGIZEDBYDESIGN

SHOW US WHAT YOU'VE GOT!

Tell us why you are Re-Energized by Design, and you could be a contestant!

Entry deadline:
October 31, 2012

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



This envelope is recyclable.

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



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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.

Summary section of billing statement - October

Bill-print message for all customers--electric and natural gas--on monthly and bi-monthly billing schedule

On Oct. 1, your bill was adjusted to reflect a slight increase in rates to cover costs for the PSE HELP low-income assistance program.

Detail section of billing statement

Bill-print message for City of Bellingham electric-service customers on monthly and bi-monthly billing schedule through Dec. 1

On Oct. 1, your bill was adjusted to accommodate changes made to the Effect of Bellingham City Tax itemized on your statement due to a recent change in interpretation of taxable items. The city tax rate on your electric bill has changed from 6.03% to 8.90% and includes the effect of state and local taxes on the city tax. Collection of the tax at the adjusted level is expected to be for one year. If you have questions about your utility service please contact PSE. If you have questions about the tax, please contact the City of Bellingham.

Bill-print message for all customers--electric and natural gas--on monthly and bi-monthly billing schedule

On Oct. 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.

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.