

Monthly Promotions

December 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

- [Promotion](#): Learn more about Carbon Balance and sign up
- [Promotion](#): Get additional rebate funds from PSE when you recycle your old fridge or freezer; Schedule your pickup today!
- [Promotion](#): Sign up for Green Power and get a free thank you gift
- [Promotion](#): Find the right contractor for you with the Contract Alliance Network; Get your FREE Home Print Assessment today!
- [Promotion](#): Get up to \$10 in instant discounts on LED bulbs; Find out how much you can save
- [Report Card](#): View the 2012 Renewable Energy Report Card
- [Assistance](#): Learn about bill-payment assistance for eligible low-income customers
- [Privacy policy](#): PSE protects customer information
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information (see interactive version [here](#))



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://www.pse.com/carbonbalance)



GETTING PAID TO SAVE IS RE-ENERGIZING

Save energy and money, plus get a rebate from Puget Sound Energy, 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~~ **\$25** 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 **\$25** 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.*

4348 10/12



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.



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



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 11/12 *Choose Green Power between November 1 and January 31, 2013 to receive your stainless steel water bottle.



GREEN POWER PROGRAM FACTS

- Supports wind (45%), biogas (28%), biomass from waste wood (4%), low impact hydro (22%) 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.



FINDING THE RIGHT CONTRACTOR IS RE-ENERGIZING

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 e-mail **energyefficiency@pse.com**. To set up your own referral, visit **PSE.com/CAN**.



Download a free reader at Neoreader.com

Ask About Our Limited Time Offers!





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, free energy-saving showerheads will be provided as well!

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**. To set up your own referral, visit **PSE.com/CAN**.

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.

5133 11/12



Download a
free reader at
Neoreader.com

HomePrint™
Assessment



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.

* When using LED products designed for dimming with a modern electronic low voltage dimmer.

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.

Puget Sound Energy 2012 Renewable Energy Report Card



In 2006, Washington state voters approved Initiative 937, or the Energy Independence Act, requiring qualifying utilities like Puget Sound Energy to obtain at least 15 percent of their electricity from renewable resources by 2020. The law requires at least 3 percent of a utility's power supply to come from renewable energy in 2012.

A utility leader in developing and generating wind power, PSE is on track to meet and exceed the required 3 percent renewable energy target by year-end 2012. The target is based on the average amount of electricity PSE customers used the prior two years.

PSE will meet the 2012 targets primarily from the renewable energy generated at PSE-owned wind power facilities, although we also buy a small amount of wind power from independent power producers. (See charts)

Puget Sound Energy 2012 Renewable Energy Target

2010 -11: average electricity use by PSE customers	21,198,606 megawatt hours
2012 renewable energy target requirement	3% of total electricity used
Amount of renewable energy to meet 2012 target	635,958 megawatt hours
2012: Amount of renewable electricity PSE generated or purchased to meet target	635,958 megawatt hours



Puget Sound Energy 2012 Renewable Energy Report Card

By Jan. 1, 2012, PSE had acquired the following wind resources to meet the 2012 renewable energy target.

Renewable Resource Name	Ownership
Hopkins Ridge Wind Facility	PSE
Wild Horse Wind & Solar Facility	PSE
Lower Snake River Wind Facility	PSE
Klondike Wind Facility	Purchased power

The incremental cost associated with renewable energy from these resources and the associated renewable energy credits for 2012 is \$27.83 million.

PSE's leadership in the development and operation of three wind farms in Washington state has led to meeting and exceeding the renewable energy target. Combined, the three facilities generate enough renewable electricity, on average, to meet the total power requirements of approximately 230,000 households.



PSE's Lower Snake River Wind Facility

Energy Assistance

For PSE Customers



You may be eligible for help with your Puget Sound Energy natural gas or electric bill

Overview of programs

Several programs are available to eligible Puget Sound Energy customers to help them manage their household utility budgets, lower their home energy usage, or receive financial help with their bills. These programs are administered by local community-services agencies under the supervision of the Washington State Department of Commerce. To find out more about the programs listed below, please contact the nearest energy-assistance office in your county. These local offices are listed on the back.

Winter Moratorium on Disconnection

From Nov. 15 to March 15, low income customers who use electricity or natural gas to heat their home and have received a final “overdue” notice for failing to pay their utility bill or deposit may be able to avoid disconnection. The customer must notify the utility of the inability to pay within five days of receiving the overdue notice and satisfy the following requirements, or if service has been disconnected PSE will restore service if the customer contacts PSE and satisfies all of the following requirements: **1)** The customer must certify to one of the agencies listed on the back of this notice the household income for the prior 12 months and apply for home energy assistance from that agency or other appropriate agencies; **2)** The agency will determine if the customer is eligible and provide an amount to PSE that is equal to 7 percent of the household income. If eligible, the customer must agree to pay by the following Oct. 15 all amounts owed to the utility as well as for continued service. The monthly amount to be paid during the winter months will

not be more than 7 percent of the customer’s monthly income, plus one-twelfth of the billing amount from the date of the application with the energy assistance center through March 15; **3)** The customer must also apply to the agency or other appropriate agencies for low-income weatherization assistance if such assistance is available for the dwelling; **4)** The customer must agree to provide documentation of the request for heating assistance and agree to pay all amounts owed, even if the customer moves.

Federal Bill-Payment Assistance (Eff. 2012-13)

Under the federal Low Income Home Energy Assistance Program (LIHEAP), residential customers of PSE may be eligible for government help paying their heating bills. To qualify, you must have a household income at or below 125 percent of the federal poverty level (e.g., \$1,164/mo. for an individual, \$2,401/mo. for a family of four).

PSE's HELP Program (Eff. 10/1/12)

Puget Sound Energy's HELP Program offers additional bill-payment aid to qualified PSE customers. In some counties, the income limit for HELP eligibility can be up to 150 percent of the federal poverty level (e.g., \$1,396/mo. for an individual, \$2,881/mo. for a family of four after qualified deductions). PSE's HELP program, like LIHEAP, is administered by the local agencies listed at right.

Warm Home Fund

This program, administered by The Salvation Army, provides emergency utility-bill assistance during the winter to qualified low income households served by Puget Sound Energy. The fund is composed of voluntary contributions from PSE customers, employees, and PSE. Contact your nearest Salvation Army office to inquire about Warm Home Fund assistance.

Weatherization Assistance

Puget Sound Energy offers no-cost weatherization and insulation improvements to qualifying income-eligible customers who own or rent their homes, apartments, or mobile homes to help them reduce their energy usage. Types of improvements offered include under-floor, wall, or attic insulation and lighting and refrigerator replacements. Call your local agency listed at right for information about weatherization assistance, or call PSE at 1-800-562-1482. TTY: 1-800-962-9488

Energy Assistance Centers

Para nuestros clientes de PSE que necesitan ayuda para pagar su cuenta de electricidad y gas natural se pueden comunicar con una de las siguiente agencias.

Island County

Opportunity Council
360-679-6577
1-800-317-5427

Jefferson County

Olympic Community Action
Programs
360-385-2571

King County

Multi-Service Center
(for South King County)
1-800-348-7144
Hopelink
(for North and East King County)
1-800-348-7144
Centerstone (for Seattle)
1-800-348-7144

Kitsap County

Kitsap Community Resources
360-479-1507
www.kcr.org

Kittitas County

HopeSource
509-962-0435 (Ellensburg)
509-674-2375 (Cle Elum)
www.hopesource.us

Lewis County

Community Action Council
of Lewis, Mason and Thurston
counties
360-736-1800
www.caclmt.org

Pierce County

Pierce County Department of
Community Connections
(county residents)
1-855-798-4328
MDC (Tacoma residents)
253-572-5557

Skagit County

Skagit County Community
Action Agency
360-428-1011

Snohomish County

Snohomish County
Human Services Department
425-388-3880

Thurston County

Community Action Council of
Lewis, Mason and Thurston
counties
360-438-1100
www.caclmt.org

Whatcom County

Opportunity Council
360-255-2192
1-888-586-7293

Call Puget Sound Energy

1-888-225-5773





Notice Concerning Customer Information

This notice describes how Puget Sound Energy handles your private information (such as your name, address, telephone number and other personal information), collected by virtue of the customer-utility relationship.

PSE's business practices are regulated by the state Utilities and Transportation Commission. The UTC has regulations which limit how PSE may disclose or sell your private customer information.

UTC regulations require PSE to obtain the customer's written or electronic permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products, not already subscribed to by the customer. In other words, before we provide your name, service address or other private information to any service or product provider who intends to market services or products to you, we must obtain your permission to do so first. If you choose not to give us permission, we will not provide any of your personal information to these third parties.

We may, however, insert marketing information into our billing packets. PSE also may share aggregated information, which does not allow you to be personally identified or contacted with third parties such as partners and advertisers, without your authorization. This information will not contain any material which could personally identify any individual person, or customer.

We respect your privacy. For more information about our privacy policies, please visit PSE.com or contact us at 1-888-225-5773. TYY: 1-800-962-9498



1045 • 10/12

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.

Help others stay warm.

- ◆ *Consider a tax-deductible donation to The Salvation Army Warm Home Fund.*
- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



PSE.com



This envelope is recyclable.

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

Summary section of billing statement - December

No bill print messages in summary section

Detail section of billing statement

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

On Nov. 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.

Bill-print message for City of Snoqualmie electric customers on bi-monthly schedule, through Dec. 30

An Oct. 29, 2012 adjustment in rates is the result of the City of Snoqualmie's change in the basis used to charge city tax. The city tax rate on your bill has changed from 5.67% to 6.69%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill-print message for City of Toledo natural gas customers

A Dec. 1, 2012 adjustment in rates is the result of the City of Toledo's change in the basis used to charge city tax. The city tax rate on your bill has changed from 5.50% to 6.64%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill-print message for City of Winlock natural gas customers

A Dec. 1, 2012 adjustment in rates is the result of the City of Winlock's change in the basis used to charge city tax. The city tax rate on your bill has changed from 5.51% to 6.69%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

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.