

Monthly Promotions

February 2013 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 money with rebates on new ENERGY STAR® refrigerators, freezers, or clothes washers; Get FREE pickup and up to \$50 when you recycle your old fridge or freezer
- [Promotion](#): Find the right contractor for you with the Contract Alliance Network; Get your FREE Home Print Assessment today!
- [Promotion](#): Save up to \$15 on qualifying energy-efficient bulbs; Find the right bulb for your home
- [Insert](#): Electricity fuel mix
- [Promotion](#): Get up to \$1,700 in instant rebates for insulation; Save money and energy with natural gas rebates
- [Report Card](#): View the 2012 Renewable Energy Report Card
- [Privacy notice](#): PSE protects customer information
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information



JANUARY-FEBRUARY 2013

IN THIS ISSUE

- Keep natural gas meters clear
- Customers go green
- Let us help you

View and pay bill online

Start the new year by going completely paper-free. Simply establish a free, online PSE account. You can schedule automatic payments, view and pay your bill and monitor your daily energy use anytime — all online. Visit PSE.com for information about paperless billing.



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

PSE.com • Manage your account and pay online.



Photo: The Olympian

We're prepared for winter's worst

With January and February typically the year's coldest months, PSE crews and emergency responders work year-round to help ensure safe, dependable energy delivery, especially during extreme weather conditions.

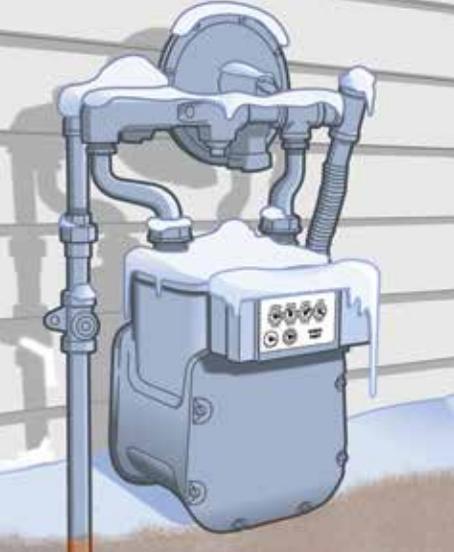
Here's how we got ready for winter

- Invested \$14 million to clear tree limbs and trees away from 3,058 miles of power lines in nine counties.
- Replaced more than 600 power poles.
- Installed about 20 miles of tree-resistant coated "tree wire."
- Ensured nearly 50 power line crews — each crew includes four people — are always available to respond to outages.
- Assigned more than 70 PSE service linemen to assess damage, make repairs to the electric system and identify more crews if needed.
- Installed nearly 35 miles of new or upgraded natural gas pipes.

Updates to PSE.com

When you visit PSE.com, you'll see a new home page with quick links to the information you want, and find easier access to our free and secure online services, like outage reporting, bill payment and energy usage information on a new MyPSE account site. Plus, it's easier to use PSE.com on your smart phone.





Keep meters clear of snow, ice

Remember to keep snow and ice buildup from covering your natural gas meter. Use a broom to gently clear snow or ice from around the meter and never shovel snow against the meter or pipes. When ice thaws, don't allow water to drip onto the meter equipment. If you see ice build-up or suspect a problem, call PSE at 1-888-225-5773.

Check your 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 conduct an inspection and make any necessary repairs.

Let us help you

PSE knows some customers have difficulty paying their heating bills, and we can help with payment arrangements. If you need help, please contact us by visiting PSE.com or calling 1-888-225-5773.



If you are having trouble paying your winter heating bills, you may be eligible to receive assistance from two long-standing programs. Depending on income and household size, a qualified low-income recipient can receive up to \$1,000 in LIHEAP (Low Income Home Energy Assistance Program) bill credits and another \$1,000 from PSE's HELP (Home Energy Lifeline Program). Call toll-free 1-866-223-5425 for the nearest energy agency.

You can help those in need

During the heating season, consider donating to The Salvation Army Warm Home Fund, which provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties. To donate to the Warm Home Fund, simply 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!



New laws for your safety

With the start of the new year, two new laws aimed to protect citizens — a requirement for carbon monoxide detectors and a strengthened *Call 811 Before You Dig* — went into effect.

Call 811 before you dig.

Llame 811 antes de cavar.

- The 2013 law requires carbon monoxide detectors in apartments, condos, hotels, dormitories and residential institutions. Owners of single-family homes built before 2009 will be required to have the detectors when their home is sold or when they apply for a remodeling permit. Carbon monoxide is a poisonous, colorless, tasteless gas, emitted by improper venting of fuel-burning equipment.
- Under the strengthened Call Before You Dig law, damages to underground utilities from digging must be reported to a central Washington state database. Fines will be levied for repeat damages and violations of the law.

THINK SAFE. BE SAFE.



Customer service: guaranteed

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 don't 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 disrupted 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. They are subject to certain conditions and may be suspended during unusual and exceptional circumstances.

For more information, visit PSE.com/Guarantees.

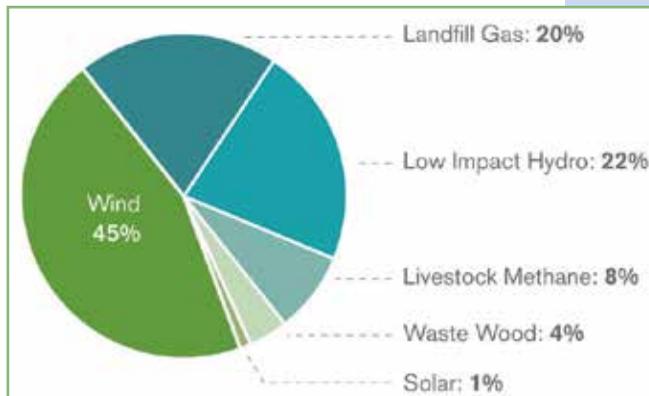
PSE customers go green

More than 34,000 PSE electric customers participate in PSE's Green Power Program, a voluntary program which gives customers a way to guarantee that all or a portion of the electricity they use is matched with clean renewable energy resources from independent producers located in the Northwest.

In 2011, Green Power Program participants purchased more than 342,500 megawatt-hours of renewable energy from the sources shown in the chart. These resources are in addition to, and independent from the wind energy generated by PSE in Eastern Washington.



2011 Green Power Program Resources



For comparison, the current average mix of resources supplying PSE electric customers includes: hydroelectric (50%), coal (32%), natural gas (16%), nuclear (1%), and other (1%) based on 2011 fuel mix as reported by PSE to the Washington Department of Commerce.

Detecting natural gas leaks

With greater natural gas usage during the heating season, PSE urges you to be aware of signs of potential natural gas leaks.

Follow these tips:

- ✓ Be aware of the possible signs of a natural gas leak, including a distinct sulfur, or rotten-egg odor added to natural gas to help identify leaks, a hissing or roaring sound, bubbles appearing in standing water, blowing dirt or dead or dying vegetation in an otherwise moist area.
- ✓ Leave the area immediately if you suspect a natural gas leak; don't turn on or off any electrical devices, including light switches, or do anything that could cause a spark.
- ✓ From a safe location, call PSE at 1-888-225-5773, or call 911.

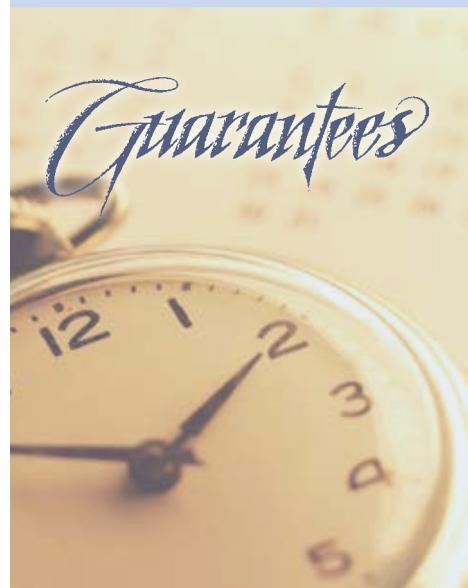




Photo: Pierce County Economic Development Board

In Your Community — Focus on Pierce County

PSE provides electricity to more than 108,000 homes and businesses and natural gas to 142,000 in Pierce County.

- More than 250 employees, or nearly 10 percent of PSE's total number of employees, work out of various operating bases and offices, including locations in Tacoma, Puyallup and Fredrickson.
- Our history in Pierce County started in Tacoma in 1884 when our predecessor, Tacoma Light and Water, began providing the area with natural gas, water and electricity.
- We operate three electric-generation facilities in Pierce County and one liquefied natural gas storage facility used to supplement the natural gas system serving Gig Harbor on cold days.
- In 2012, we installed high-strength tree wire in neighborhoods, including in the Crescent Valley area of Pierce County, to boost reliability and reduce the number of tree-related power outages.
- With demand for additional housing and facilities to serve military personnel and their families, PSE works closely with Joint Base Lewis-McChord officials to support the need for safe, dependable and efficient energy infrastructure providing electric and natural gas service.

Natural gas team helped Superstorm Sandy victims

Two dozen PSE employees in December went to New York City and Long Island to help restore natural gas service to homes and businesses damaged by Superstorm Sandy. They inspected the natural gas system for leaks and other damage. Where possible, the team relit equipment and appliances inside homes and businesses, restoring heat to people who had been without any for nearly six weeks.

When a disaster like Superstorm Sandy strikes, utilities use their mutual aid agreements to help each other to restore service to their customers.



Brandon Severson, PSE customer service field technician who operates in Seattle, inspects a New York City homeowner's natural gas service that was damaged by flood water.

Committed to contributing to a clean environment, Pierce Transit is one of the first mass-transit fleets in the U.S. to operate on clean-burning compressed natural gas (CNG). Vehicles operating on CNG reduce nitrogen oxide and carbon monoxide emissions by 90 percent, compared to diesel.



Photo: Pierce Transit

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.





The Braukus family, PSE customers of Redmond

GETTING PAID TO SAVE IS RE-ENERGIZING

Get up to \$50 rebate on an ENERGY STAR® refrigerator, \$25 rebate on an ENERGY STAR freezer, or \$50 rebate on a more efficient clothes washer!

In the market for new appliances? PSE will help you pay for that more efficient model you've been eyeing with a rebate toward the purchase of qualifying new refrigerators, freezers or clothes washers. A new efficient appliance uses up to one third less energy than standard models, which means lower electric bills.

For more information on how to save with efficient appliances, visit **[PSE.com/Appliances](https://www.pse.com/appliances)** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

*Who qualifies? PSE residential electric customers. This offer is separate from PSE's \$25 recycling rebate for refrigerators or freezers. For a full list of qualifications, download the rebate application at **[PSE.com/Appliances](https://www.pse.com/appliances)**.*



RECYCLING YOUR OLD FRIDGE OR FREEZER IS RE-ENERGIZING

Get **FREE** pickup and up to **\$50** from Puget Sound Energy.

Your old refrigerator or freezer 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 a rebate!

- Units that are 20 years and older = **\$50 rebate**
- Units less than 20 years old = **\$25 rebate**

To schedule your free pickup, 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**. A certified technician will determine the age of the appliance at the recycling center after it is collected.*

4717 01/13



PUGET SOUND ENERGY



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.

To set up your own referral with a qualified contractor, visit **PSE.com/CAN**. For more information; 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**.





The Lawson family,
PSE customers of Skagit County

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!

To create your own referral for qualified specialists, visit **PSE.com/CAN**. For more information; 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 residential property or attached housing with four units or less. One (1) rebate per household.

5133 01/13



HomePrint™
Assessment



Jade Heise,
PSE customer of Mill Creek

BRIGHTENING UP YOUR HOME IS RE-ENERGIZING

Puget Sound Energy offers up to **\$4 off** ENERGY STAR® CFL bulbs at participating retailers and up to **\$15 off** qualifying LED bulbs. ENERGY STAR qualifying CFL and LED bulbs use up to **80 percent less energy** than conventional incandescent bulbs. Visit **[PSE.com/Lighting](https://www.pse.com/lighting)** for a complete list of retail locations.

Look for the PSE logo at your local retail store to find instant discounts on efficient lighting products. Use the guide on the back to find the perfect bulbs for your home.

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

 **PUGET SOUND ENERGY**

Least Efficient

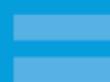
Most Efficient



	INCANDESCENT	HALOGEN	CFL	LED
ENERGY USE	60W	43W	13W	12W
LIFE SPAN	1 year	2 years	7-10 years	25 years
COLOR	WARM WHITE	WARM WHITE	WARM WHITE BRIGHT WHITE COOL DAYLIGHT	WARM WHITE BRIGHT WHITE COOL DAYLIGHT
BRIGHTNESS (Avg. amount of light)	775 LUMENS	710 LUMENS	850 LUMENS	850 LUMENS
LIFETIME OPERATING COST	\$150	\$100	\$30	\$25

COOL TWIST

Lifetime savings per bulb*



*Savings will vary based on electricity rates and typical use.

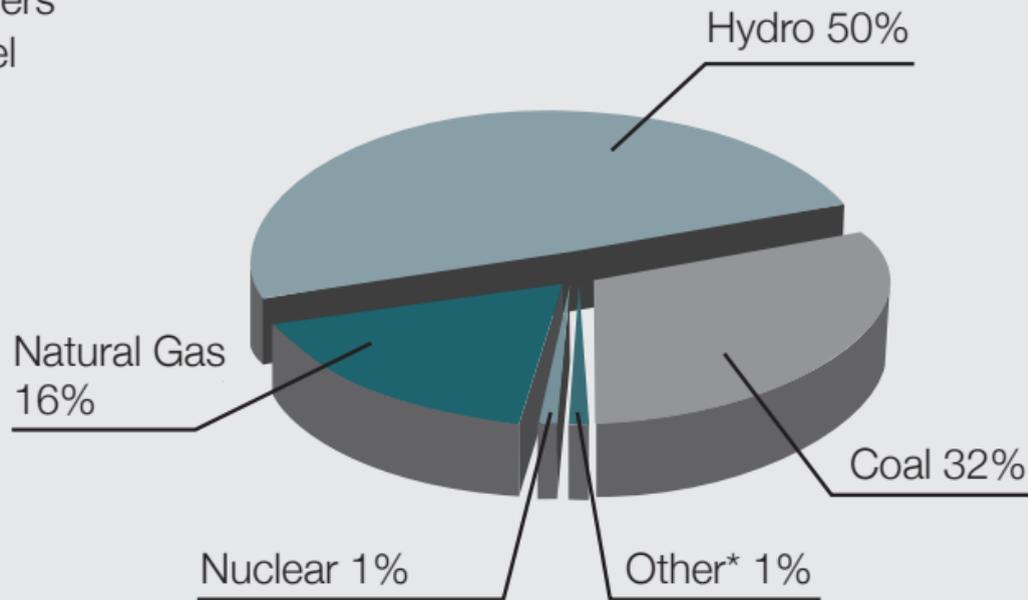
For help choosing energy-efficient bulbs, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

Go to PSE.com/Lighting for more information on bulb brightness, color, dimmability, life span and more!

Electricity Fuel Mix

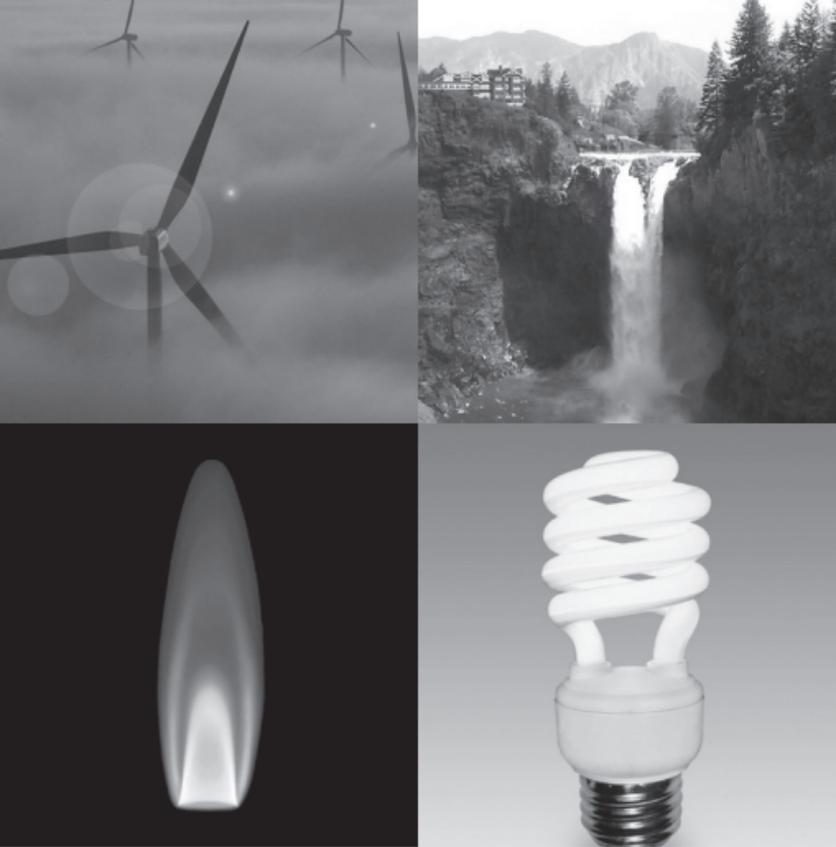
The electricity that Puget Sound Energy delivers to customers is generated using a number of different resources. The fuel mix for these resources for electricity delivered in 2011 is shown in the following table and chart:

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.



PSE is meeting our customers' long-term energy needs by:

- upgrading aging hydroelectric facilities
- operating renewable energy resources
- expanding our fleet of efficient, clean-burning natural gas-fired plants
- helping our customers be more energy efficient

Separate from the Electricity Fuel Mix published by the Washington Department of Commerce, Puget Sound Energy reports that the type and amount of renewable energy purchased in 2011 for the Green Power Program—a voluntary program that allows electric customers to buy renewable energy equal to any portion of their electricity use—represented the following: wind, 45%; landfill gas, 20%; low impact hydro, 22%; livestock methane, 8%; waste wood, 4%; solar 1%. Visit PSE.com/GreenPower for more information about PSE's Green Power Program.

Source of data: Published by Green-e Energy Certified New Renewables.





WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

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

Heating season is 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.

Floor insulation	50 percent of the cost, up to \$400
Attic insulation (R-11 to R-49)	50 percent of the cost, up to \$400
Attic insulation (R-19 to R-49)	50 percent of the cost, up to \$200*
Wall insulation	50 percent of the cost, up to \$400
Duct sealing and insulation**	50 percent of the cost, up to \$500
Performance-tested duct sealing**	50 percent of the cost, up to \$300

*Note: Income-eligible customers may qualify for free upgrades.
*For electrically heated homes only. **Measures cannot be combined.*

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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 permitted or built prior to 1990. Work must be completed by an independent contractor pre-authorized by PSE. Additional qualifications apply.



The Heise Family,
PSE customers of Mill Creek

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, **\$250** on an ENERGY STAR forced-air furnace and **\$800** for installing an integrated space and water heating system. **\$200** is also available for qualifying natural gas fireplaces.

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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.

5089 01/13



PUGET SOUND ENERGY

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



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

Difficulty paying your PSE bill?

Please call us at 1-888-225-5773 for information about payment options and assistance programs, or visit PSE.com.



PSE.com



This envelope is recyclable.

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



PSE PUGET SOUND ENERGY

1045 • 12/12

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.

February 2013 bill print messages

Summary section of billing statement:

Bill-print message for all electric-service customers:

On Feb. 1, your electric bill was lowered to reflect an increase in the credit itemized on your statement as the Federal Wind Power Credit. The credit is a pass-through of a federal grant PSE received in December for development of its Lower Snake River Wind Facility.

Bill-print message for electric-service customers on bi-monthly billing schedule through March 4:

Your bill includes an adjustment to the credit that appears as the Renewable Energy Credit as well as an adjustment to the Merger Credit, with a combined net effect of a slightly higher electric rate, effective Jan. 1, 2013.

Bill-print message for all Jefferson County customers through March 9:

On April 1, your electric service will transfer to the Jefferson Public Utility District (JPUD), which is purchasing the electric system from Puget Sound Energy. Your electric-service charges from PSE will be billed through March 9. Charges for electricity used after March 9 will appear on a JPUD billing statement for electric service. It has been a privilege serving you.

Detail section of billing statement

Bill-print messages for electric-bi-monthly customers in the City of Burien, through March 4:

The January 1, 2013 change in rates is the result of the City of Burien's change in electric city tax. The city tax rate on your bill has changed from 3.23% to 6.65%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill-print message for electric bi-monthly customers in the City of Medina through March 15:

The January 14, 2013 change in rates is the result of the City of Medina's change in city tax on electric and natural gas service. The city tax rate on your bill has changed from 3.23% to 4.36%. 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.