

Monthly Promotions

March 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

- [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](#): Learn about window rebates for insulated homes; Get your FREE HomePrint™ Assessment today
- [Promotion](#): Get a \$1,200 rebate for an energy-efficient ductless heat pump system or get up to \$800 in rebates on an energy-efficient heat pump water heater.
- [Report](#): PSE fuel mix for 2012
- [Notice](#): Jefferson County decommissioning. Final bill for PSE electric service coming soon.
- [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



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.*

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PUGET SOUND ENERGY



Andrew Hayes,
PSE customer of Olympia

A CLEAR VIEW ON SAVINGS IS RE-ENERGIZING

Window rebates from Puget Sound Energy for electrically heated, fully insulated homes

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 \$1500** 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 create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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. 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.



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!

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

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.

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HomePrint™
Assessment



The Morio family
PSE customers of Redmond

GOING DUCTLESS IS RE-ENERGIZING

Get a \$1,200 rebate from Puget Sound Energy for an energy-efficient ductless heat pump system

Ducts? Who needs 'em? With an efficient ductless heat pump system you stay warm in the winter, cool in the summer and save energy all year round. PSE offers a **\$1,200 rebate** when you Re-Energize your electric heating equipment by upgrading to a ductless heat pump.

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

*Who qualifies? Residents living in an existing property with four units or less, heated mainly by electricity from PSE. Must install AHRI-certified equipment that is at least 1.0 ton in heating mode and uses inverter technology. **Additional qualifications apply.***



SAVING ON WATER HEATING IS RE-ENERGIZING

Get up to \$800 in rebates from PSE on an energy-efficient heat pump water heater

If your electric water heater has been around for 12 years or more, it's probably costing you more than you think every time you turn that tap to "H". You can receive up to **\$800 in rebates** and save up to \$350 a year in electricity costs when you upgrade to an energy-efficient heat pump water heater.

To create your own referral for qualified contractors, visit **PSE.com/CAN**. For more information; 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. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

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

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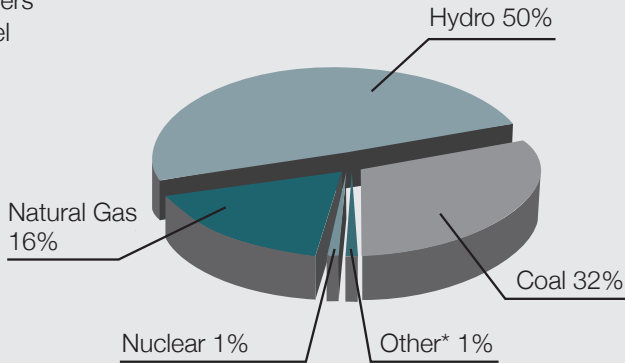


PUGET SOUND ENERGY

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.





Final Bill for PSE Electric Service

The Jefferson Public Utility District (JPUD) is purchasing the local electric system. Beginning **April 1, 2013**, JPUD will be your electric service provider in Jefferson County.

As a result, this may be the last bill you receive from PSE. It includes billing for electric service provided through **March 9, 2013**. Your next electric bill will come from JPUD and will cover the time span from **March 10** to the end of the monthly JPUD billing cycle in April.

If you have accounts in another PSE service area, you will continue to receive bills for PSE service. If you have a balance due to PSE after the changeover to JPUD electric service you will continue to receive correspondence from PSE.

If you have any questions or concerns about your final bill, please contact PSE by calling **1-888-225-5773** to discuss payment options and plans.

Thank you for being a PSE customer. It has been our privilege to serve you.



RE-ENERGIZED *by Design*

Six local contestants. Five rooms. **One big winner.**

*Great design + energy efficiency
Who has what it takes?*



Sayers Family,
Bellingham:
DIY dynamoqws
on a mission



White Family,
Redmond:
Tapping the whole
family's talent



Mendes Family,
Seattle: Bringing
their efficiency
A-game



Grafstein Family,
Shoreline: Making
a new house their
own



Bedford Family,
Seattle: Fearing
nothing - they
bought a house
from hoarders



Reilly Family,
Bellingham:
Taking their
home from
'beige' to brilliant



PUGET SOUND ENERGY

RE-ENERGIZED *by Design*

Prizes:

- GE energy smart® CFLs and LEDs
- ENERGY STAR clothes washer/dryer from Frigidaire
- Frigidaire Ultra Efficient Kitchen
- Grand Prize: \$5,000!



FRIGIDAIRE

GE energy smart® is a trademark of GE ©2013

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Tune in and watch as PSE customers compete to win at PSE.com/ReEnergizedbyDesign

- See weekly room makeover battles – and eliminations
- Learn to maximize creativity on a small budget
- Find the inspiration to combine great design and energy efficiency in your home
- Get tips and deals on energy-efficient lighting, appliances, and other ways to save energy in your home

For behind-the-scenes updates, 'like' us at [Facebook.com/Re-Energize](https://www.facebook.com/Re-Energize)



PUGET SOUND ENERGY



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**RE-ENERGIZE WITH
GREEN
POWER**

Choose Green Power* and support locally-produced electricity and our environment for as little as \$4 per month. Visit PSE.com/GreenPower, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. to sign up today.

PSE.COM/GREENPOWER



* For PSE electric or combined electric and gas customers only.



This envelope is recyclable.

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

March 2013 bill print messages

Summary section of billing statement:

Bill-print message for electric-service customers on bi-monthly billing schedule through March 31:

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. This is your last PSE statement. Charges for electricity used after March 9 will appear on a JPUD billing statement for electric service. **NOTE: If you have a lockbox that enabled PSE to gain access to the electric meter on your property, please contact PSE at 1-888-225-5773 to remove it.** 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.