

Monthly Promotions

May 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](#): Learn how to save money by choosing the right bulbs for your home
- [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](#): Earn a \$300 rebate when you choose an ENERGY STAR® or Eco-Rated manufactured home; Complete the form to find a manufactured home retailer
- [Promotion](#): Get your FREE Home Print Assessment today; Get up to \$800 in rebates on an energy-efficient heat pump water heater
- [Promotion](#): Get up to \$2,000 in instant rebates for insulation; Find the right contractor with PSE's Contractor Alliance Network
- [Promotion](#): Join PSE's Green Power Program and be entered to win a 1 kW solar photovoltaic system for your home.
- [Notice](#): May 16 public hearing on PSE requested rate increases
- [Report](#): 2012 Service Quality Report Card
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information



PSE customers, the Dumaoal family
- Sammamish

YOUR GUIDE TO CHOOSING THE RIGHT BULB

Placement choices



Spiral

- Table/Floor Lamp
- Ceiling
- Wall Sconce
- Outdoor Covered



Reflector

- Recessed Can



A-line

- Table/Floor Lamp
- Ceiling
- Wall Sconce
- Outdoor Covered



Globe

- Vanity

Color choices

Color Temperature (K)

6500 K

Daylight/
tasks/work



5000 K

4500 K

Bright white/
reading



3800 K

3000 K

Warm white/
general use



2700 K

Wattage choices

Incandescent
wattage

Approx. CFL
equivalent

Approx. LED
equivalent



40

11

8

60

13

12

75

18

17

100

23

23

Get discounts on efficient lighting from



PUGET SOUND ENERGY

The Energy To Do Great Things

CHOOSING THE RIGHT BULB IS RE-ENERGIZING

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
ANNUAL ENERGY COST*	\$6	\$4	\$1.20	\$1
25-YEAR ENERGY COST*	\$150	\$100	\$30	\$25
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

*Based on 3 hours use per day.

For more information and deals, visit

PSE.COM/LIGHTING



PUGET SOUND ENERGY

The Energy To Do Great Things





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

The Energy To Do Great Things





BUYING A NEW ENERGY-EFFICIENT HOME IS RE-ENERGIZING

Interested in a contemporary manufactured home that's built to deliver savings, comfort and value from day one?

ecorated
engineered green home



Choose an ENERGY STAR® qualified or an Eco-Rated manufactured home to take advantage of efficient features. These homes are built using engineered construction systems and deliver consistent, reliable, tested and inspected green homes, and offer excellent long-term value for buyers. For homes served by PSE's electric heating, you may also qualify to receive a rebate from Puget Sound Energy on the purchase of a new home!

Puget Sound Energy Rebate amount \$300

Know the facts before you buy!

To find a new manufactured home retailer to help you make an efficient home choice, see **PSE.com/NewManufacturedHomes** or complete this form with your bill payment. A listing of local dealers will be mailed to you, along with PSE's Rebate Application Form.

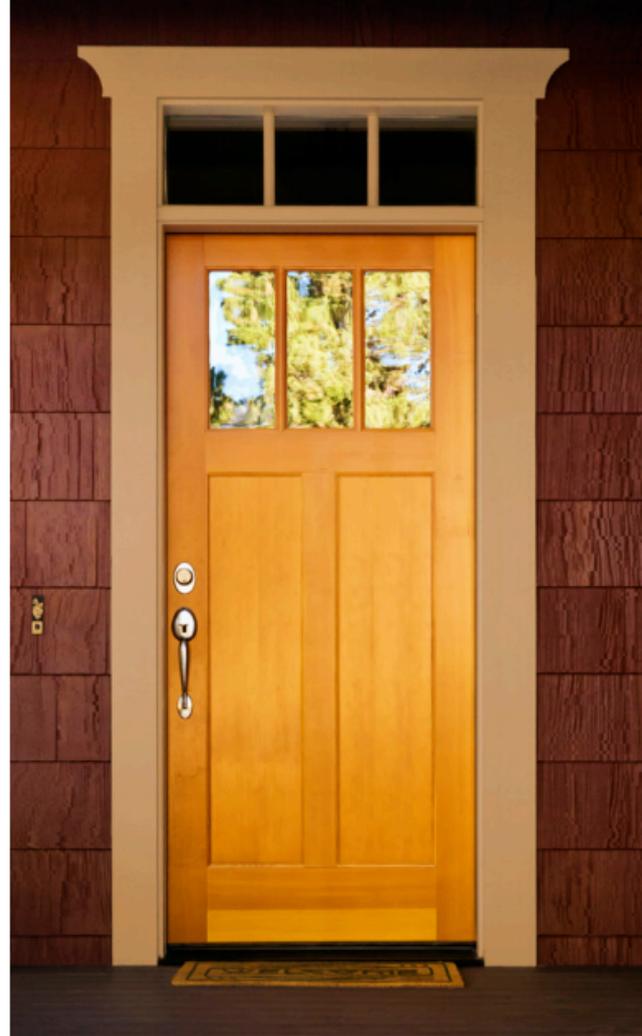
For questions regarding PSE's manufactured homes rebate program, contact Kevin Peterson by phone at **425-456-2414** or by email at **kevin.peterson@pse.com**.

Name	Mailing Address		
City	State	Zip	Phone
E-Mail (optional)			

Yes! Sign me up for PSE's free Re-Energize Your Home e-newsletter



PSE.COM/NewManufacturedHomes





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 (up to 50, a \$250 value), and high performance showerheads (up to 2 per qualifying home) provided as well!

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

HomePrint™
Assessment

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; 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. 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.





WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

Get up to \$2,000 in instant rebates for insulation

If your home just never seems comfortable enough no matter how high you blast the heat or A/C, you may need to weatherize. Puget Sound Energy is offering up to \$2,000 in instant rebates for qualifying weatherization upgrades.

Whole House Air Sealing	50 percent of the cost, up to \$300
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 (R-0 to R-13)	50 percent of the cost, up to \$400
Floor insulation (R-11 to R-30)	50 percent of the cost, up to \$400
Duct sealing and insulation** (R-0 to R-11)	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.

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**.

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Susan Swan
2011 Solar Sweepstakes Winner
Bellingham, Washington

WINNING SOLAR IS RE-ENERGIZING

Join PSE's Green Power Program and be entered to win!

A brighter, cleaner future is reason enough to join PSE's Green Power Program but when you sign up by September 30, 2013 you will be automatically entered to win a 1 kW solar photovoltaic system¹ for your home valued at \$10,000. When you join the Green Power Program, for as little as \$4 more per month in addition to your monthly electric bill, you support independent energy producers in our region, using renewable sources such as wind, biogas and solar.

Just complete the form on the other side and mail it with your bill payment or learn more at PSE.com/SolarSweepstakes.

¹A 1 kW system is made up of approximately five solar panels.
No purchase required to win – see PSE.com/SolarSweepstakes for contest rules.



Sign up today for your chance to win solar for your home!

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.

___\$4.00 ___\$6.00 ___\$8.00 ___\$10.00

Complete this form: Name: _____

Service Address: _____ City: _____

ZIP: _____ Daytime Phone or E-mail: _____

PSE Account Number (12 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.

[†]PSE does not make a profit on the Green Power Program

GREEN POWER PROGRAM FACTS:

- Supports wind (74%, from WA, OR, ID), dairy methane (12%, from WA, OR), low impact hydro (10%, from WA), and solar (4%, from WA, CA, OR, ID)
- 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.

IMPORTANT NOTICE REGARDING YOUR ELECTRIC AND GAS SERVICES



Notice of Requested Rate Increases and Public Hearing

On Feb. 1, 2013, Puget Sound Energy filed a request with Washington state's Utilities and Transportation Commission (UTC) to increase rates for all electric customer groups and decrease rates for all natural gas customer groups, effective on May 1, 2013. This request updates rates to recover utility operations costs PSE has made through June 30, 2012. The filing requests a total electric revenue increase of \$31.9 million, or 1.6 percent, and a total decrease in natural gas revenue of \$1.2 million, or 0.1 percent (1 tenth of 1 percent).

This filing also includes a request for a mechanism to adjust rates, up or down, to pass through changes in actual property taxes paid by PSE each year. The property taxes paid in 2012 are already included in rates. The effect of the proposed property tax mechanism on customers' bills is not known at this time, but initially is expected to have little or no impact. The mechanism is requested to take effect May 1, 2013.

Separately, PSE has submitted a request with the UTC for a mechanism to separate, or "decouple," a portion of PSE electric and natural gas revenues from sales of energy. The proposed date that rates would change under this mechanism is also May 1, 2013. The decoupling mechanism proposal was first submitted to the UTC on Oct. 25, 2012. This filing requests an electric revenue increase of \$21.2 million, or 1 percent, and a natural gas revenue increase of \$10.8 million, or 1.1 percent.

The net effect of all these filings on the typical residential electric customer (using 1,000 kilowatt-hours of electricity

To comment to the UTC on PSE's requested rate increase:

- in person at the public hearing (outlined in this notice)
- via UTC online comment form: www.utc.wa.gov, click on "Submit a Comment"
- by email at: comments@utc.wa.gov
- in writing: **UTC**
P.O. Box 47250
Olympia, WA 98504-7250
- by fax at: **360-586-1150**
- by telephone at: **1-888-333-WUTC (9682)**

For the rate and property tax filing, please reference docket numbers UE-130137 (electric) and/or UG-130138 (natural gas) in your comment. For the decoupling proposal, please reference docket numbers UE-121697 (electric) and/or UG-121705 (natural gas) in your comment. If you have questions about the UTC's process, please contact the UTC using one of the above methods.

Public hearing date and location

May 16, 2013 – 6 p.m.

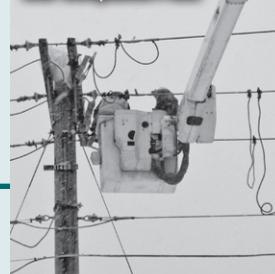
**Olympia
Washington Utilities and
Transportation Commission
Hearing Room 206,
1300 S. Evergreen Park Drive SW**

You are invited to comment on Puget Sound Energy's requested rate increases.

You may comment in person at the public hearing or, for convenience, use the online comment form at www.utc.wa.gov, click on "Submit a Comment"

For the rate and property tax filing, please reference docket numbers UE-130137 (electric) and/or UG-130138 (natural gas). For the decoupling proposal please reference docket numbers UE-121697 (electric) and UG-121705 (natural gas). (See below for all the ways you can comment.)

PSE crew repairs power line near Snoqualmie Pass.



Crews install an upgraded natural gas main.



per month) is a \$3.29 monthly bill increase, or 3.4 percent. The net effect of all these filings on the typical residential natural gas customer (using 68 therms per month) is a \$1.33 monthly bill increase, or 1.7 percent. Details are shown below.

The UTC has the authority to approve rates that are higher or lower than PSE's requests. New rates will become effective upon completion of the UTC's investigation, which is expected to be completed in June 2013.

Public comment

The UTC is committed to providing reasonable accommodation to participants with disabilities. If you need reasonable accommodation, please contact the commission at (360) 664-1132 or human_resources@utc.wa.gov.

The public is represented by the Public Counsel Section of the Washington Attorney General's Office. You can contact the office at: **Public Counsel, Assistant Attorney General, 800 5th Avenue, Suite 2000, Seattle, WA 98104-3188**, or by email at utility@atg.wa.gov.

To contact Puget Sound Energy, you may reach us in writing at:

**Puget Sound Energy
Attn.: Customer Care
P.O. Box 97034
Bellevue, WA 98009-9734**

or by email: psraterrequest@pse.com

For more information visit PSE.com or call 1-888-225-5773, press option 5.

Effects on residential customers of utility operations filing

The monthly bill effect of the utility operations filing for the typical residential electric customer using 1,000 kWh per month and for the typical natural gas customer using 68 therms per month is shown in this chart. Individual customers will see a greater or lesser increase than what is shown, depending on the amount of usage.

Electric service	Current bill⁽¹⁾	Proposed⁽¹⁾ Effective May 2013
Basic Charge	\$7.49	\$7.88
Total bill at 1,000 kWh per month	\$97.08	\$98.74

Natural gas service	Current bill	Proposed, Effective May 2013
Basic Charge	\$10.34	\$10.31
Total Bill at 68 therms per month	\$76.61	\$76.51

Summary of requested rate increases and decreases for utility operations filing:⁽²⁾

Electric Service Overall revenue increase \$31.9 million / 1.6%	
Type of Electric Service/Schedules	Percent Increase
Residential (Schedule 7)	1.7
Commercial & Industrial (Schedules 24, 25, 26, 26P, 7A, 29)	1.5
Commercial & Industrial (Schedules 31, 35, 43)	1.4
Campus Rate (Schedule 40)	0.8
High Voltage (Schedules 46, 49)	0.6
Choice/Retail Wheeling (Schedules 448, 449) ⁽³⁾	2.9
Lighting (Schedules 50-59)	2.9
Natural Gas Service Overall revenue decrease \$1.2 million / 0.1% decrease	
Type of Natural Gas Service	Percent Decrease
Natural Gas Service for schedules including cost of gas	0.1
Natural Gas Transportation Service and Rental schedules ⁽³⁾	0.3

Effects on residential customers of decoupling proposal

The monthly bill effect of the decoupling filing for the typical residential electric customer using 1,000 kWh per month and for the typical natural gas customer using 68 therms per month is shown in this chart. Individual customers will see a greater or lesser increase than what is shown, depending on the amount of usage.

Electric service	Current bill⁽¹⁾	Proposed⁽¹⁾ Effective May 2013
Basic Charge	\$7.49	\$7.49
Total bill at 1,000 kWh per month	\$97.08	\$98.71

Natural gas service	Current bill	Proposed, Effective May 2013
Basic Charge	\$10.34	\$10.34
Total Bill at 68 therms per month	\$76.61	\$78.04

Summary of rate increases in proposed decoupling proposal:

Electric Service Overall revenue increase \$21.2 million / 1.0%	
Type of Electric Service/Schedules	Percent Increase
Residential (Schedule 7)	1.6
Commercial & Industrial (Schedules 24, 25, 26, 26P, 7A, 29)	0.4
Commercial & Industrial (Schedules 31, 35, 43)	0.4
Campus Rate (Schedule 40)	0.5
High Voltage (Schedules 46, 49)	0.5
Choice/Retail Wheeling (Schedules 448, 449) ⁽³⁾	0.3
Lighting (Schedules 50-59)	2.1
Natural Gas Service Overall revenue increase \$10.8 million / 1.1%	
Type of Natural Gas Service	Percent Change
Residential (Schedules 16, 23, 53)	1.8 Increase
Commercial & Industrial (Schedules 31, 31T ⁽³⁾)	0.4 Decrease
Large Volume (Schedules 41, 41T ⁽³⁾)	0.3 Decrease
Interruptible (Schedules 85, 85T ⁽³⁾)	0.5 Decrease
Limited Interruptible (Schedules 86, 86T ⁽³⁾)	0.3 Decrease
Non-Exclusive Interruptible (Schedules 87, 87T ⁽³⁾)	0.3 Decrease
Rentals (Schedules 71, 72, 74)	2.2 Increase

(1) Current and proposed electric and natural gas total bills shown above represent all charges.

(2) Excludes the proposed property tax mechanism.

(3) Rates for retail wheeling and transportation customers do not include the cost of electricity or natural gas. The resulting percentage change is therefore on a different basis than for other customers.

2012 Service Quality Report Card

PSE.COM



Each year Puget Sound Energy measures how well we deliver our services to you and all of our customers in three key areas: Customer Satisfaction, Customer Services and Operations Services. Combined, these areas represent nine specific service-quality indexes. Based on customer surveys and other measurements, we match our performance against a set of benchmarks. (See chart.)

2012 Performance Highlights

In addition to meeting all nine of the service metrics, we are pleased to report improvements from the prior year in five of the measurements. The better scores included:

- faster restoration of non-major storm power outages
- fewer customer complaints registered with the Washington Utilities and Transportation Commission (UTC)
- fewer non-major storm power outages
- more phone calls were answered live within 30 seconds or less
- greater satisfaction on how we responded and completed your field-service requests

Compared to a year ago, we maintained the same level of service in three areas and slipped by 1 minute in our 30-minute average response time to natural gas emergencies.

Through our two Service Guarantees, we commit to keeping scheduled appointments and to restoring power outages as soon as we can. If we don't keep an

appointment or if electric service is out for 120 consecutive hours or longer, subject to certain conditions, we provide a \$50 credit on a customer's bill.

In 2012, following mid-January's heavy snow, freezing rain and wind that caused extensive damage and prolonged power outages, we issued a \$50 credit to more than 48,000 customers who were without electric service for five or more days. The January storm event was the most damaging weather event since the 2008 implementation of PSE's 120-consecutive-hour power outage service guarantee. The paid-out restoration service guarantee credit amounted to \$2.4 million and was paid by PSE owners.

Also in 2012, we credited customers a total of \$23,500 for missing 470 of our total 120,424 scheduled appointments.

Every day our employees continually aim to achieve new levels of providing safe, dependable and efficient service to meet your expectations of us.

2012 Service Quality Report Card

PSE.COM



Key Measurement	Benchmark	2012 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Access Center services, based on survey	At least 90 percent	95 percent	<input checked="" type="checkbox"/>
Percent of customers satisfied with field services, based on survey	At least 90 percent	98 percent	<input checked="" type="checkbox"/>
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.24	<input checked="" type="checkbox"/>
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	79 percent	<input checked="" type="checkbox"/>
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	0.92 outages	<input checked="" type="checkbox"/>
Length of power outages per year, per customer <small>By approval of the UTC, the 2012 performance result excludes outages associated with the January 2012 storm event.</small>	Less than 5 hours, 20 minutes	4 hours, 5 minutes	<input checked="" type="checkbox"/>
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	51 minutes	<input checked="" type="checkbox"/>
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	30 minutes	<input checked="" type="checkbox"/>
Percent of service appointments kept <small>Represents rounding to nearest whole percentage</small>	At least 92 percent	100 percent	<input checked="" type="checkbox"/>

Puget Sound Energy • 1-888-225-5773 • TTY: 1-800-962-9498 • CustomerCare@PSE.com • PSE.com

Twitter.com/PSETalk • Facebook.com/PugetSoundEnergy • Flickr.com/PugetSoundEnergy • YouTube.com/PugetSoundEnergy





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Visit PSE.com for more information.

BELLEVUE, WA 98009-9269



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.

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



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**Know what's below.
Call before you dig.**

**Determina lo que está bajo tierra.
Llama antes de excavar.**



This envelope is recyclable.

May 2013 bill print messages

Summary page bill-print message for all May 2013 statements

On May 1, your bill was adjusted to reflect a May 1 change in the Conservation Program Charge itemized on your statement.

Summary page bill-print message for electric-service customers on bi-monthly schedule

We have upgraded to a new customer information and billing system to improve our ability to serve you. The new system provides you with a new 12-digit account number, found in the upper right corner of this statement. Please consider updating your records with the new account number. Due to the upgrade to the new system, any payments made since your last statement will not be shown on this bill, but are reflected in the "Balance Forward" amount shown.

Summary page bill-print message for electric-service customers on budget payment plan and bi-monthly schedule

With the new system, since your electric service is on a bimonthly billing schedule, you will receive six statements, rather than 12 statements per year. Please note: Your payments to PSE will cover a two-month period on your Budget Payment Plan.

Electric detail section bill-print message for all statements

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period.

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.