

# Monthly Promotions

## August 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](#): Find the right contractor for you with the Contract Alliance Network; Get your FREE Home Print Assessment today!
- [Promotion](#): Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads; Retrofit your home with everyday instant discounts from PSE.
- [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.
- [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](#): Join PSE's Green Power Program and be entered to win a 1 kW solar photovoltaic system for your home.
- [Safety brochure](#): Natural Gas and Electric Safety - We care about your safety
- [Safety](#): Avoid a gas emergency. Call PSE before you clear a blocked sewer.
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

# 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](http://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](mailto: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 high efficiency light bulbs installed (up to a \$200 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.*

5133 06/13



**HomePrint™**  
Assessment



PSE customer Wendy Priest and her daughter Maddie – Bremerton

# GETTING DEALS IS RE-ENERGIZING

Free Shipping  
and  
**FREE Showerhead**

**Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads.**

Looking to reduce your water bill or switch to more efficient bulbs, but don't have time to pick them up? Check out our new online store at **[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)**.

Quickly access the best efficient shower heads and light bulbs with PSE rebates of up to **60% off**.

**[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)**

# USING LESS TO DO MORE IS RE-ENERGIZING

Free Showerhead  
with free shipping

Retrofit your home with everyday instant discounts from Puget Sound Energy on these efficient products!

- Efficiency kits starting at only \$5; kits include bulbs, showerhead and other energy-saving products. Check out our new online store at **PSE.com/ShopPSE**.
- Up to \$16 off original purchase price on qualified efficient lighting
- Free showerhead with free shipping on select models
- Up to \$10 off original purchase price on other qualified showerheads

For more information on how to save with other efficient products, 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.

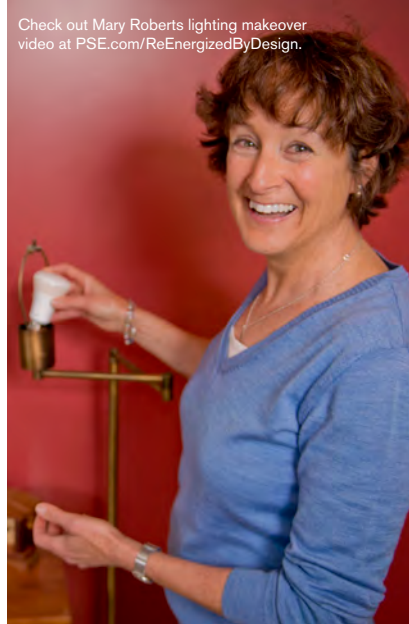
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**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

Check out Mary Roberts lighting makeover video at [PSE.com/ReEnergizedByDesign](http://PSE.com/ReEnergizedByDesign).





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**



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!**

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, recycling and **\$50** from Puget Sound Energy

**Don't miss out!** For the months of July, August and September, refrigerators and freezers of any age that meet program requirements will qualify for a **\$50** rebate when you recycle it through PSE.

To schedule your free pickup, visit [PSE.com/Recycling](http://PSE.com/Recycling) or call **1-877-577-0510**.

*Who qualifies? PSE residential electric customers. For complete guidelines, visit [PSE.com/Recycling](http://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 06/13



**PUGET SOUND ENERGY**

*The Energy To Do Great Things*





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 system<sup>1</sup> 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](http://PSE.com/SolarSweepstakes).

<sup>1</sup>A 1 kW system is made up of approximately five solar panels.  
*No purchase required to win – see [PSE.com/SolarSweepstakes](http://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<sup>†</sup>:

**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.

<sup>†</sup>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](http://www.green-e.org))



For more information, visit [PSE.com/GreenPower](http://PSE.com/GreenPower) or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.

## Customer-owned buried natural gas piping

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



## Stay clear of downed power lines

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



## Be prepared for emergencies

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

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

**For additional preparedness tips, visit: [redcrosswashington.org](http://redcrosswashington.org)**



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



Stay connected to PSE

# Natural Gas and Electric Safety

We care about your safety



**THINK SAFE. BE SAFE.**

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

 **PUGET SOUND ENERGY**

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

**THINK SAFE. BE SAFE.**

### Smell natural gas?

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

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



### Call 811 before you dig

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

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

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



### Safety stinks! (For good reason)

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

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

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

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

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

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



### Markers identify natural gas pipelines

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

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

### We troubleshoot furnace problems

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

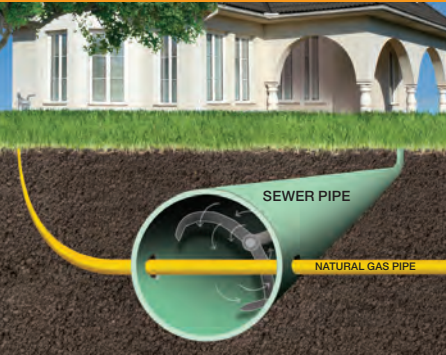


Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a contractor. Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician.

# AVOID A NATURAL GAS EMERGENCY.

Call PSE before you clear a blocked sewer.

# CROSS BORE HAZARDS ARE REAL.



## PSE CAN HELP.

In neighborhoods where natural gas lines were installed without digging a trench, there's a small chance that a line was inadvertently inserted through a sewer pipe. In these cases, using a machine to clear a blocked sewer could damage the gas line, allowing gas to enter your home and endanger your safety. Before you or your plumber clear an exterior blockage, call PSE. We'll send a technician—usually within an hour—to make sure the line is safe to clear.

**AVOID A GAS EMERGENCY.**  
**CALL 888-225-5773.**  
[pse.com/sewersafety](https://pse.com/sewersafety)



**Cross bore insert is reaching Tacoma addresses with the 98407 zip code.**





**PUGET SOUND ENERGY**

*P.O. Box 97034  
Bellevue, WA 98009-9734*

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

***Customer service — guaranteed***

*We make two service guarantees to you.  
First, we commit to keeping scheduled  
appointments, and second, we commit to  
restoring power outages as soon as we can.*



[PSE.com/guarantees](http://PSE.com/guarantees)



This envelope is recyclable.

For information on PSE's power supply fuel mix, please visit [PSE.com](http://PSE.com)



PLACE  
STAMP  
HERE

Save a stamp. Go paperless.  
Visit [PSE.com](http://PSE.com) for more information.

BELLEVUE, WA 98009-9269





1045 • 04/13



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

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



This envelope is recyclable.

## ***August 2013 bill print messages***

### Summary page bill-print message for all August 2013 statements

Please update your records with your new 12-digit account number, found in the upper right corner of this statement. If you pay through your bank, please inform your bank of the new account number to ensure prompt processing of your payment. Thank you.

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

Your bill reflects an electric rate increase that went into effect on July 1.

### Detail page for natural gas customers on Schedule 41

This month's bill includes an updated calculation of the natural gas demand charges for your rate. The calculation is based on your company's highest daily natural-gas use in January 2013. The revised demand charges will apply for the next 12 months.

### Detail page for natural gas customers on Schedule 41 Transportation

This month's bill includes an updated calculation of the natural-gas Transportation Delivery Demand Charge for your rate. The calculation is based on your company's highest daily natural-gas delivery in January 2013. The revised demand charges will apply for the next 12 months.

**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](http://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.