

Monthly Promotions

September 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

- [Customer newsletter](#): You're invited to join us during our Snoqualmie Saturday Celebrations!
- [Promotion](#): Get up to \$1,500 in savings on ENERGY STAR® windows; Get up to \$1,500 in additional savings from participating PSE Contractor Alliance Network members
- [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

THE VOICE OF myPSE



The latest news on what's powering our neighborhoods

A GRAND OPENING 115 YEARS IN THE MAKING.

SNOQUALMIE FALLS

In 1898, it was an engineering milestone: the world's first power plant built entirely underground. Actually, under 260 feet of volcanic rock at Snoqualmie Falls. This September, PSE celebrates the completion of three years renovating and improving this century-old source of clean energy. Come explore major upgrades to the public gardens and trails surrounding the Falls.



You're invited to join us during our Snoqualmie Saturday Celebrations:

September 14, 21, and 28 from 10am to 3pm.

For more information, please visit pse.com/snofalls.

EAGER TO SAVE ENERGY? WE'LL SHOW YOU HOW

If your electricity comes from Puget Sound Energy, we'll show you how to use less of it. Just ask for a free HomePrint™ Assessment. An energy expert will check your home's furnace, water heater, appliances, insulation, even the ducts. Then we'll give you a written report on how best to make your home energy efficient, plus install high-efficiency light bulbs. For your free assessment, call our **PSE Energy Advisor** hotline at **1-800-562-1482**.

GET HELP PAYING YOUR WINTER HEATING BILL

This winter, if you have trouble paying your heating bills, you could qualify for assistance from two programs. Depending on income and household size, you can receive up to \$1,000 from the federal **Low Income Home Energy Assistance Program** and up to another \$1,000 from PSE's **Home Energy Lifeline Program**.

Call toll-free **1-866-223-5425** for the nearest energy assistance center.

THREE REASONS TO RECYCLE YOUR OLD FRIDGE OR FREEZER BY SEPTEMBER 30

Here's a special offer just for PSE electric customers. Recycle your old fridge or freezer by September 30, and we will:



1. Pick up your old one for **FREE**.
2. Recycle your old one for **FREE**.
3. Give you a prepaid **\$50 PSE VISA® Card**.

Besides, getting rid of your old fridge or freezer will save you money every month on your electricity bill – up to \$200 a year. Schedule your free pickup by calling **1-877-577-0510** or visit pse.com/pickup.

YOU HAVE OUR GUARANTEE

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'll credit your account \$50. Details at pse.com/guarantees.



AN OUNCE OF PREVENTION

PSE is proud to be a founding partner of the American Red Cross' **Safe in the Sound** campaign because we know it's essential for individuals, families and communities to be prepared for emergencies. For the three easy steps you can take, visit safeinthesound.org today.

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**.





Additional Savings on Energy-Efficient Products



LIMITED TIME OFFER! Get 10% off, up to \$1,500, in additional savings from participating PSE Contractor Alliance Network members!

Now is the time to replace your old water heater, furnace or inefficient windows. For a limited time, customers who receive a referral through PSE's Contractor Alliance Network, and who purchase and install qualifying home/water heating products or windows, with PSE rebates ranging from **\$50** to **\$1,500**, can receive this additional offer of 10% off (up to **\$1,500**) from participating Contractor Alliance Network members.

For more information, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m., or email energyefficiency@pse.com.

Who qualifies? PSE electric and/or natural gas customers (depending on equipment installed) living in a single-family property or attached housing with four units or less. Additional qualifications apply.

**Energy-efficient products installed on/after August 1, 2013 may be eligible for limited time offer.*

Limited
time offer!

4731 07/13



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



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.

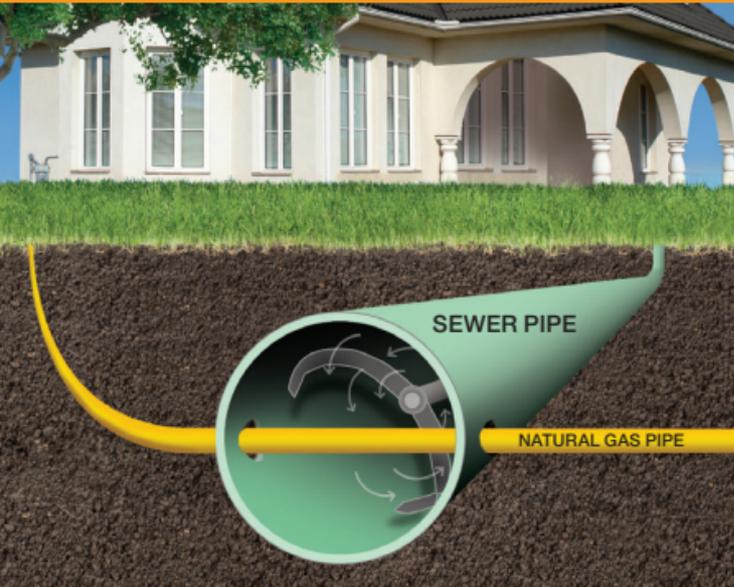


Depending on the diagnosis, the technician may make minor repairs (there will be a charge for parts and labor) or recommend you choose a contractor. Call PSE at 1-888-225-5773 to report your problem and schedule a PSE service technician.

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





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

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YOUR PUGET SOUND ENERGY BILL ENCLOSED

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



Save a stamp. Go paperless.
Visit PSE.com for more information.



PLACE
STAMP
HERE

BELLEVUE, WA 98009-9269



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



This envelope is recyclable.

September 2013 bill print messages

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

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.

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.