

Monthly Promotions

February 2014 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

- [The Voice customer newsletter](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

The latest news on what's powering our neighborhoods

Make energy efficiency your choice

Did you know that in the last year alone, PSE customers saved enough electricity to power 30,000 homes?

Curious to see how energy efficiency can help you save in 2014? Visit us online to learn about the wide variety of programs we offer — from home heating to lighting to appliances and much more. We even have services for a variety of businesses.

pse.com/save



Contractor Alliance Network

PSE's Contractor Alliance Network makes it easy for you to find pre-screened, independent contractors to help you make safe, dependable and efficient energy choices for your home or business.

pse.com/can

The Sound's greenest towns

Pat yourself on the back, Snoqualmie, you are Puget Sound's greenest town! Congrats also to Anacortes, Bainbridge Island, Kirkland and Tumwater. All five towns beat their PSE Green Power goal by more than 50 percent, earning \$20,000 for a community solar project. Snoqualmie got an extra \$20,000 for increasing green power participation in its community by 120 percent!

pse.com/greenpower



Heads up to customers who own buried natural gas piping

PSE regularly inspects the underground natural gas pipelines in the street and to your meter to make sure they are working properly and safely. 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.

pse.com/maintainpiping

Diverse resources for your electricity

The electricity generated for you uses a diverse mix of resources.

In addition to the 2012 Electricity Fuel Mix, we also report the type of renewable energy purchased in 2012 for participants of PSE's Green Power Program.

2012 Electricity Fuel Mix	
Coal	30%
Hydroelectric	42%
Natural Gas	18%
Nuclear	1%
Other*	1%
Wind	8%
Total	100%

2012 Green Power Program Fuel Mix	
Landfill Gas	5%
Livestock	9%
Low Impact Hydro	27%
Solar	1%
Wind	58%
Total	100%

*Biomass, landfill gas, petroleum and waste.

Source: Published by the Washington Department of Commerce, July 2013, with data reported by PSE in April 2013.



PUGET SOUND ENERGY

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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



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



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Help others stay warm.

- ◆ *Consider a tax-deductible donation to The Salvation Army Warm Home Fund.*
- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



PSE.com



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February 2014 bill print messages

Summary page

Electric service customers on bi-monthly schedule.

Your bill this month reflects changes in rates that went into effect Jan 1.

Detail section of billing statement

Electric service customers on bi-monthly billing schedule

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 when they were in effect.

Electric-service customers in City of Edgewood on bi-monthly schedule

The January 1, 2014 change in rates is the result of the City of Edgewood's new city tax, collected from Jan. 1-Jan. 30 2014. The city tax rate on your bill was 2.67% for this time period. This rate included the effect of state and local taxes on the city tax and deductions allowed by the city.

All statements

A late fee of 1% will apply to overdue charges, if any. Please see the reverse side for details on late payment charges.

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.