

Monthly Promotions

March 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

Have a plan, build a kit, be prepared

PSE customers the Priests

This month, make it your goal to prepare your family and your workplace. PSE and the American Red Cross can help! Visit the website for our Safe in the Sound campaign to find easy tips to prepare for disasters of any kind.

safeinthesound.org



**American
Red Cross**



How much energy are you using?

Track your energy use anytime through your myPSE account. Simply establish a free, online PSE account where you can view and pay your bill, schedule automatic payments and monitor your energy use every day.

pse.com/mypse



Spring cleaning — dump the old and get what's new

We're offering a discounted price on new Philips SlimStyle LED light bulbs. At participating Home Depot stores within our electric service territory, get an instant discount of \$5 off each bulb you purchase for a final price of \$4.97 each. PSE customers are the first to get this bulb with an instant discount, but hurry up and purchase because supplies are limited.

pse.com/deals

Is it time for a new fridge? We'll take care of the old one

Your old refrigerator or freezer could be costing you up to \$200 a year. If your fridge is ready for retirement, don't hurt your back trying to get rid of it yourself. Let us do the heavy lifting. We'll pick it up and recycle it for free and give you \$25.

pse.com/recycling

Energy generation for the next generation

With the start of spring we hope you are thinking green. Join the more than 40,000 electric customers who participate in PSE's Green Power Program — an easy way to match the electricity you use with locally produced renewable energy. Sign up today!

pse.com/greenpower



The pipeline from your house could circle the earth!

We monitor our natural gas system around the clock, and we inspect all 25,000 miles of it — enough to circle the earth — at least once every three years. Our pipelines are designed to withstand pressures five times greater than the pressure at which we operate them. Our operations and maintenance plan meets, and often exceeds, all state and federal safety requirements.

pse.com/gasinspection



PUGET SOUND ENERGY

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

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FIRST-CLASS MAIL
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PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

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



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BELLEVUE, WA 98009-9269





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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.



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March 2014 bill print messages

Bill-print message for electric service customers, City of Carbonado

The March 1 change in rates is the result of the City of Carbonado's increased city tax. The city tax rate on your bill is 6.65%. This rate includes 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.