

Monthly Promotions

August 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

Use less, save more



PSE customers the Myers family — Thurston County

Sign up for a HomePrint™ Assessment to learn how simple upgrades can increase the efficiency, comfort and value of your home – and save a lot on your energy bill. You'll get a customized summary of energy-saving recommendations from an independent, PSE-qualified specialist. Plus, if you're an electric customer, you may qualify for up to 20 free LEDs!

pse.com/homeprint



Get a referral for a pre-screened independent contractor for nearly any energy-efficient upgrade in your home through our Contractor Alliance Network. These certified energy efficiency specialists share PSE's standard of excellence and superior service along with making the rebate process easier.

pse.com/can



What happens when you call 811 before digging?

Your call to 811 triggers a notice to each utility that serves your address. PSE will send a locator who uses paint or flags to mark any buried natural gas and electric lines. For residential customers, we mark our lines all the way to the meter. You'll need a private locator to mark any lines on your side of the meter. If we can't mark within two business days after the day you call, we'll contact you. Dig carefully within two feet of the markings.

washington811.com

Save on Kohler showerheads

PSE electric customers get \$10 off high-performance Kohler showerheads, plus an extra 15 percent off and free shipping. Just enter the code "PSEDEAL" at checkout. Hurry--this offer ends Aug. 31.

pse.com/showerdeal

Helping families prepare Safe in the Sound Night

Join PSE and the American Red Cross at the Safe in the Sound Tacoma Rainiers game on Sunday, Aug. 24, 5 p.m. Take advantage of special discounted tickets available online through Aug. 23. For just \$10.50, you can watch the game and enjoy a hot dog, chips and water. Purchase your ticket here:

tacomarainiers.com/pse

Safety & energy tip: Set water heater to 120 degrees

Washington state law recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the low setting. This will prevent scalding accidents and save energy.

pse.com/waystosave





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



This envelope is recyclable.

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



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit 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 2014 bill print messages

Summary page

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on July 16 at hour ending 1800.

Detail section

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

An August 1 change in rates is the result of a change in the City of Renton's city tax on electric service. The city tax rate on your bill is 7.03%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

For electric service schedules 10, 12, 26, 31 on bi-monthly billing schedule

A rate change became effective during this billing period. The listed rate items that changed shows the dates, prices and charges for each portion of the bill period when they were in effect.

On July 1, your electric rate was lowered to accommodate an adjustment made through the existing Revenue Decoupling Adjustment mechanism.

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.