

# Monthly Promotions

## September 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](#)
- [Gas safety](#): Smell gas? Act fast!
- [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



## Is there an upgrade in your future?

PSE is hitting the streets to help customers save big on their energy bills. Watch for our Energy Upgrades street team at 13 local events between now and October. PSE customers will be given a "Golden Ticket" to redeem for a free energy-saving upgrade ranging from energy-efficient showerheads to LEDs to new appliances. Plus, customers will have the chance to get other fun upgrades, including game-day tickets, restaurant offers, transportation passes and more!

[pse.com/upgrades](http://pse.com/upgrades)



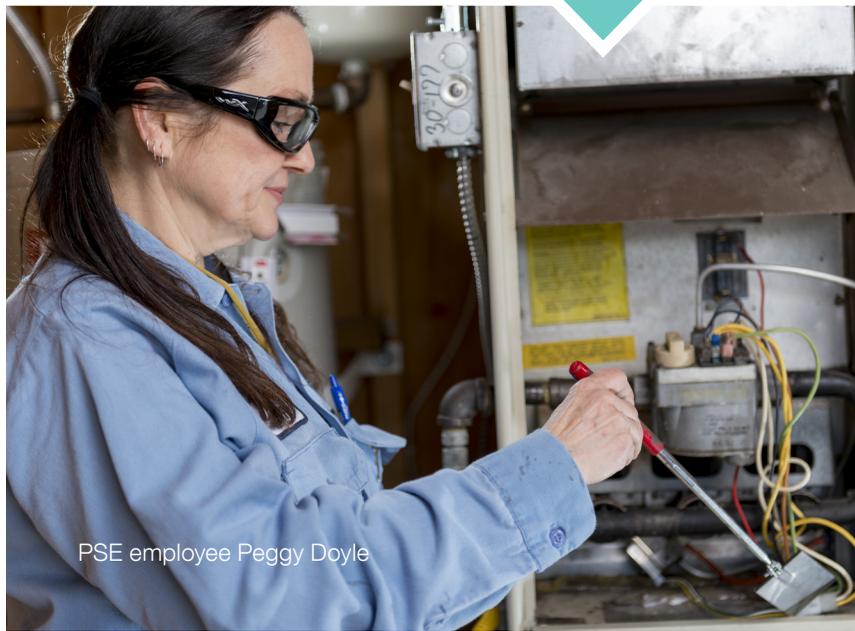
## The latest app: emergency tips!

With great apps from the Red Cross, emergency preparedness information is as close as your smartphone. There are 10 apps, including first aid, pet first aid, wild fire, earthquake, flood, hurricane, and shelter finder. Available free for iPhone and Android devices, the apps feature videos, interactive quizzes and simple step-by-step advice. Download an app today and take another step to being prepared for a natural disaster.

[safeinthesound.org](http://safeinthesound.org)

## 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 PSE at **1-888-225-5773** to schedule a natural gas service technician for a free visit to diagnose the problem. Depending on the diagnosis, the technician can perform minor repairs for a charge.



PSE employee Peggy Doyle

## Electric energy efficiency report card

Your efforts in saving electricity in 2012-2013 have helped save you money while also delaying the need for purchasing new power resources or constructing new electric generating facilities — making Puget Sound Energy customers leaders in energy efficiency. Every other year, we evaluate how effectively we do our part to encourage you to save energy.

We match the amount of energy against a set target. During the last two years, your efforts exceeded the target by 5 percent. Thank you. Here are the results:

Key Measurement	Target	2012-2013 Performance	Achieved
Electricity savings	666,000,000 kilowatt-hours (kWhs)	698,137,000 kWh saved — enough electricity to serve more than 62,000 homes in one year. 5% over the target	✓

If the 2012-2013 electric conservation target was not met, PSE could have incurred a penalty of up to \$750,000.



PUGET SOUND ENERGY

**SMELL GAS?  
ACT FAST!**



**DO THE SAFE THING,  
BE SMART AROUND NATURAL GAS**

**PSE PUGET SOUND ENERGY**

Puget Sound Energy  
P.O. Box 97034  
Bellevue, WA 98009-9734  
[pse.com/gassafety](http://pse.com/gassafety)



*How we keep  
our pipes safe*

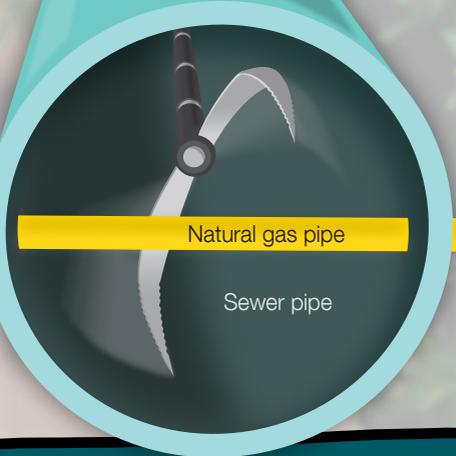
Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 25,000 miles of our system for leaks at least once every three years.

*Clearing a  
blocked sewer?  
Call PSE first!*

On rare occasions, natural gas lines have been unintentionally installed through sewer pipes. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.



Don't cause a gas leak. Always call PSE at **1-888-225-5773** before clearing a blocked sewer. We usually respond within an hour, and we do it free of charge.

Smell gas?  
Act fast!

A natural gas leak can be dangerous, so if there's even a slight chance of a leak, don't hesitate. Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

# 1 DETECT



## SNIFF

Gas doesn't smell on its own, so we add a sulfur-like rotten egg stench to help you know it's leaking.



## LISTEN

Gas can hiss or even roar as it escapes from pipes.



## LOOK

Gas may make bubbles, blow dirt, and kill plants when it's leaking from underground pipes.

# 2 LEAVE



Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do any other thing that may cause a spark.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.



Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.

# 3 CALL

Call PSE at  
**1-888-225-5773**  
or call  
**911**



## Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at [pse.com/gassafety](http://pse.com/gassafety). If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.





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

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**PSE.com**



This envelope is recyclable.

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



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HERE

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BELLEVUE, WA 98009-9269





**PSE** PUGET SOUND ENERGY

1045 • 09/12

***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.

## ***September 2014 bill print messages***

### **Summary page**

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on August 11 at hour ending 1700.

### **Detail section**

Bill-print message for electric-service customers, City of Renton, on bi-monthly schedule

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.

**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.