

# Monthly Promotions

## November 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



## Recycle your old fridge to help local families fill theirs

Jessica Meacham, Food Industry Relations Developer at Food Lifeline

Turn your old working fridge or freezer into meals for a local family. PSE electric customers, recycle your old fridge or freezer with us for free and choose to donate your \$25 rebate to Food Lifeline and we'll match it for a total of \$50 — equal to 200 meals — for local families in need. Hurry, schedule your free pickup and recycling by December 15.

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

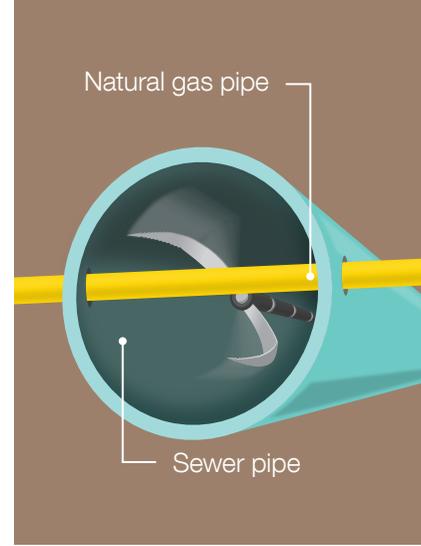


### Get help with your heating bill

Depending on income and household size, you could 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. Visit [pse.com/lowincome](http://pse.com/lowincome) for more information.

## How PSE is fixing cross bores

A cross bore is a natural gas line that was inadvertently installed through a sewer line. These are dangerous if the gas line is broken by a sewer clearing machine. PSE is addressing this problem by having Hydromax USA, our service partner, inspect sewers where this is a possibility and by asking plumbers, roter firms and do-it-yourselfers to call PSE before clearing a sewer blockage outside the building. PSE will come out — usually within an hour — to make sure it's safe to clear. Visit us at [pse.com/sewersafety](http://pse.com/sewersafety)



## Save some green in 2014

PSE's Green Power Program celebrates the holidays by opening up the Green Power Rewards program to all PSE customers through Dec. 31. Take advantage of special offers at [pse.com/gpoffer](http://pse.com/gpoffer) from Green Power Program businesses across PSE's service area. PSE's voluntary Green Power Program gives electric customers a way to guarantee that some or all of the energy they used is matched in the grid with clean electricity from wind, solar, biogas and other renewable energy sources from the West for as little as \$4 extra on your electric bill each month.

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

## 2014 Renewable Energy Report Card

From the renewable energy generated at Puget Sound Energy-owned wind power facilities as well as what is purchased from independent power producers, we are on track to meet and exceed the required 3 percent renewable energy target by year-end 2014. The target is based on the average amount of electricity PSE customers used the prior two years.

The costs associated with the generated renewable energy and renewable energy credits for 2014 are \$27.8 million.

### Puget Sound Energy 2014 renewable energy target progress report card\*

	2013	2014	Total
Target percentage	3%	3%	N/A
Approved renewable energy target	639,514 MWh	635,202 MWh	1,274,716 MWh
Available renewable energy resources	639,514 MWh	635,202 MWh	1,274,716 MWh

\* As required by the Energy Independence Act of Washington State



**PUGET SOUND ENERGY**

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***Help others stay warm.***

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- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



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



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## ***November 2014 bill print messages***

### **Summary section of billing statement**

#### Bill print message for customers (excluding Transportation) with natural gas service

On Nov. 1, your natural gas rate increased due to higher costs of natural gas supplies and the past year's costs for replacing aging natural gas pipes.

#### Bill print message for natural gas customers on Transportation schedule

On Nov. 1, your natural gas rate increased due to the past year's costs for replacing aging natural gas pipes.

### **Detail section of billing statement**

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.

**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.