

# Monthly Promotions

## February 2015 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](#)
- [Disconnect notice moratorium](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

The latest news on what's powering our neighborhoods

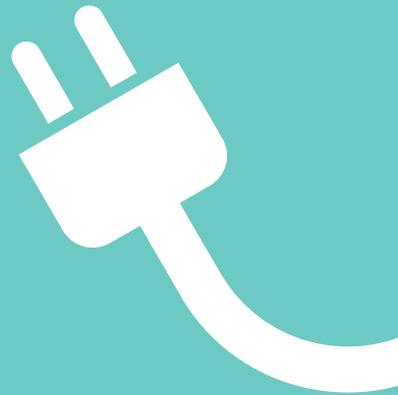
## Charge ahead with electric vehicles



Nissan Leaf at PSE's Wild Horse Wind and Solar Facility

For a limited time, PSE is offering electric customers who drive an electric vehicle a \$500 rebate when they purchase and install a qualifying Level 2 electric vehicle charger at their home. Level 2 electric vehicle chargers provide a full charge in a shorter amount of time, saving you money and energy. PSE's electric vehicle charger rebate program will help us plan for the future and help our customers and region reduce emissions.

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



### Help us help you

If you are having difficulty paying your heating bill, we can help. Please call us at **1-888-225-5773** to work out payment arrangements.

## The Sound's greenest towns

Congratulations to Redmond for winning 2014's Green Power Challenge by growing Redmond's Green Power participation by 52 percent, earning the city \$40,000 for a community solar project. Challenge cities Puyallup and Issaquah met their goals, growing Green Power participation by more than 30 percent, earning \$20,000 each for solar projects. Since 2006, Green Power has partnered with 14 municipalities, sponsoring community challenges and bringing solar projects to Puget Sound communities.

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



## You have our guarantee

We are committed to keeping scheduled appointments and to restoring power outages as soon as we can. If we don't keep an appointment or if electric service is out for 120 consecutive hours or longer, subject to certain conditions, we'll credit your account \$50.

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

## Alert: Beware of scams targeting utility consumers

Be aware of scammers and con artists who attempt to force utility consumers out of cash by posing as PSE representatives and threatening to cut off power. PSE makes several communications about your bill payment before any disruption of service. PSE never asks or requires customers who have delinquent accounts to purchase a prepaid debit card to avoid disconnection.

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

## When did you last inspect your natural gas pipe?

Some buried natural gas piping, such as piping to pools, hot tubs, barbecues and detached buildings, is owned by customers. PSE owns and regularly inspects the pipeline to your house, but maintaining customer-owned piping is usually the customer's responsibility. If your piping is not maintained, it may leak or corrode. Have a licensed plumbing contractor do the inspection and any needed repairs.

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

# Energy assistance for PSE customers

\*Inserted with service  
disconnection notices



You may be eligible for help with your Puget Sound Energy natural gas or electric bill

## Overview of programs

Several programs are available to eligible Puget Sound Energy customers to help them manage their household utility budgets, lower their home energy usage, or receive financial help with their bills. These programs are administered by local community-services agencies in partnership with the Washington State Department of Commerce. To find out more about the programs, please contact the nearest energy-assistance office in your county. These local offices are listed on the back.



PSE customers the Morios — King County

## Winter moratorium on disconnection

From Nov. 15 to March 15, low income customers who use electricity or natural gas to heat their home and have received a final “overdue” notice for failing to pay their utility bill or deposit may be able to avoid disconnection. The customer must notify the utility of the inability to pay within five days of receiving the overdue notice and satisfy the following requirements, or if service has been disconnected PSE will restore service if the customer contacts PSE and satisfies all of the following requirements: **1)** The customer must certify to one of the agencies listed on the back of this notice the household income for the prior 12 months and apply for home energy assistance from that agency or other appropriate agencies; **2)** The agency will determine if the customer is eligible and provide an amount to PSE that is equal to 7 percent of the household income. If eligible, the customer must agree to pay by the following Oct. 15 all amounts owed to the utility as well as for continued service. The monthly amount to be paid during the winter months will not be more than 7 percent of the customer’s monthly income, plus one-twelfth of the billing amount from the date of the application with the energy assistance center through March 15; **3)** The customer must also apply to the agency or other appropriate agencies for low-income weatherization assistance if such assistance is available for the dwelling; **4)** The customer must agree to provide documentation of the request for heating assistance and agree to pay all amounts owed, even if the customer moves.

## Federal bill-payment assistance (Effective 2014-15)

Under the federal Low Income Home Energy Assistance Program (LIHEAP), residential customers of PSE may be eligible for government help paying their heating bills. To qualify, you must have a household income at or below 125 percent of the federal poverty level (e.g., \$1,216/mo. for an individual, \$2,484/mo. for a family of four).

## PSE's HELP Program (Effective 10/1/14)

Puget Sound Energy's HELP Program offers additional bill-payment aid to qualified PSE customers. In some counties, the income limit for HELP eligibility can be up to 150 percent of the federal poverty level (e.g., \$1,459/mo. for an individual, \$2,981/mo. for a family of four after qualified deductions). PSE's HELP program, like LIHEAP, is administered by the local agencies listed at right.

## Warm Home Fund

This program, administered by The Salvation Army, provides emergency utility-bill assistance during the winter to qualified low income households served by Puget Sound Energy. The fund is composed of voluntary contributions from PSE customers, employees, and PSE. Contact your nearest Salvation Army office to inquire about Warm Home Fund assistance.

## Weatherization assistance

Washington state's Weatherization Assistance Program, with funding support from Puget Sound Energy, provides free weatherization to houses, apartment units and mobile homes of eligible PSE customers. Weatherization assistance can include caulking and sealing cracks and entries letting in cold air, the installation of insulation and upgraded heating equipment. Weatherization assistance can help lower energy use and costs by up to 30 percent. Call your local agency listed at right for information about weatherization assistance.

## Energy assistance centers

Para nuestros clientes de PSE que necesitan ayuda para pagar su cuenta de electricidad y gas natural se pueden comunicar con una de las siguiente agencias.

### Island County

Opportunity Council  
360-679-6577  
800-317-5427

### King County

Multi-Service Center  
(for South King County)  
800-348-7144

Hopelink  
(for North and East  
King County)  
800-348-7144

Centerstone (for Seattle)  
800-348-7144

### Kitsap County

Kitsap Community  
Resources  
360-479-1507  
kcr.org

### Kittitas County

HopeSource  
509-925-1448  
hopesource.us

### Lewis County

Community Action  
Council of Lewis, Mason  
and Thurston counties  
360-736-1800  
caclmt.org

### Pierce County

Pierce County  
Community Connections  
(county residents)  
855-798-4328  
MDC (Tacoma residents)  
253-572-5557

### Skagit County

Community Action of  
Skagit County  
360-428-1011

### Snohomish County

Snohomish County  
Human Service Dept.  
425-388-3880

### Thurston County

Community Action  
Council of Lewis, Mason  
and Thurston counties  
360-438-1100  
caclmt.org

### Whatcom County

Opportunity Council  
360-255-2192  
888-586-7293

Call Puget Sound Energy  
**1-888-225-5773**  
**TTY 1-800-962-9498**





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

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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**



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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 2015 bill print messages***

### **Summary section**

For electric service customers on bi-monthly billing schedule

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

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on January 2 at hour ending 1800.

### **Detail section**

For electric service customers, City of SeaTac , on bi-monthly schedule

The Jan.1 change in rates is the result of the City of SeaTac's adoption of a utility tax. The city tax rate on your bill is 6.25%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

For electric service customers on bi-monthly billing schedule

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

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](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.