

Monthly Promotions

March 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

The latest news on what's powering our neighborhoods



Smell something that could be gas? Call us 24/7

PSE employee Tom Ramberg

If you ever wonder if an odd smell could be a natural gas leak, don't hesitate. Call us. We'll check it out, for free, no matter when you call. Natural gas smells like sulfur or rotten eggs, but you might not be sure. Call us anyway. Dial **911** or call us at **1-888-225-5773** from outside your house and do nothing that could cause a spark. And don't worry about sending a false alarm. We won't mind it if we find a furry egg salad sandwich behind your fridge. We're just glad to put your mind at ease.

pse.com/gassafety



PSE partners with three local cities in energy-saving competition

With a grand prize of \$5 million on the line, Anacortes, Bellevue and Bellingham are advancing to the next round of the Georgetown University Energy Prize, a national competition for cities to reduce electric and natural gas use. PSE is partnering with each city to help customers become more energy efficient. The winner is announced in 2017.

Remember Fido and Fluffy when planning for disaster

Your disaster plan should cover your pets. Here are some things you'll want for your emergency kit:

- Food and water for at least seven days per pet
- Litter box, litter, scoop and garbage bags
- Medications and medical records
- Leashes and carriers
- Photos of you with your pets to help identify them if you're separated

And don't forget to prepare your people kit! You can't help your pets unless you're safe yourself.

redcross.org/pets



Warm Home Fund helps those in need

Consider donating to **The Salvation Army Warm Home Fund**, which provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties. To donate to the Warm Home Fund, simply include a little extra in your next PSE bill payment by specifying the donation amount on your payment stub or online payment page. Thank you for caring.

We patrol our gas system to keep it safe

PSE operates nearly 26,000 miles of pipeline to bring natural gas from our suppliers to your door. We inspect every bit of it for leaks at least once every three years. Here are some other things we do to provide you with safe, reliable and economical service:

- High pressure pipelines are designed so they can withstand five times the pressure at which they are operated
- High pressure pipelines are monitored 24-hours a day
- Metallic pipe is protected against corrosion
- Before putting a new pipeline in service, it is pressure tested to verify its strength and checked for leaks
- All of PSE's design specifications and standards are on file with the Washington Utilities and Transportation Commission

pse.com/gassafety



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

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FIRST-CLASS MAIL
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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



This envelope is recyclable.

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



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Save a stamp. Go paperless.
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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 2015 bill print messages

Summary section

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on February 23 at hour ending 0800

Detail section

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.