

Monthly Promotions

April 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

Must I really call 811 before digging?



Yes. The law requires it so you don't hurt yourself or damage pipes or wires. Make the call two full business days before you plan to dig. (The day you call doesn't count.) Outline your dig area in white paint so that the utilities will know where to mark. Even homeowners digging on their own property must call, if digging deeper than 12 inches. So don't take a chance. Call **811** before you dig, then dig by hand within 2 feet of the markings.

washington811.com



Spotlight on Skagit and Whatcom counties

This April we're heading north to Skagit and Whatcom counties for the myPSE pit stops: farms and flowers tour. We'll spotlight some of our favorite locations including the Skagit Valley Tulip Festival, a local dairy farm, and a manure digester. Follow us at pse.com/farms or [#psefarms](https://twitter.com/psefarms).



New look, same great offers

We've given our website a spring cleaning! Whether you're looking to upgrade an old clothes washer or inefficient heating system, install insulation or sign up for an energy assessment in your home, taking advantage of our rebates and offers is now easier than ever on pse.com. Simple icons will guide you to the product of your choice, and before you know it, you'll be saving energy and money.

pse.com/rebates

We work with you to manage your bills

Even with the warmer spring months upon us, we urge anyone having difficulty paying their PSE bill to make payment arrangements. Qualified income-eligible customers should contact their local energy-assistance agency at **1-866-223-5425** to apply for bill-payment credits and weatherization assistance provided by the federal government and PSE. If you are not eligible for assistance but have difficulty paying your bill, please call us at **1-888-225-5773** to make payment arrangements and learn about energy-saving tips and rebates.

PSE's Renewable Energy Center at Wild Horse

Get an up-close view of wind turbines and solar panels at PSE's Wild Horse Wind and Solar Facility. Located 16 miles east of Ellensburg on a 3,500-foot ridge set against the backdrop of the Cascade mountains, you can see the entire Wild Horse Wind and Solar Facility, Mount Rainer, Mount Adams and Mount Hood. To the east see the Columbia River Basin. Learn about wind and solar technology and the area's natural history at PSE's Renewable Energy Center at Wild Horse. The Renewable Energy Center is open daily 9 a.m. to 5:30 p.m. offering free guided tours at 10 a.m. and 2 p.m. With permission the property within Wild Horse is open for recreation including hunting, hiking, bird watching, horseback riding and more.

pse.com/wildhorse





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



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BELLEVUE, WA 98009-9269





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**Know what's below.
Call before you dig.**

**Determina lo que está bajo tierra.
Llama antes de excavar.**



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April 2015 bill print messages

Summary section

Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on March 4 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.