

Monthly Promotions

May 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](#)
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The latest news on what's powering our neighborhoods



Are you ready to get upgraded?

Just in time for summer, we're bringing back the Energy Upgrades campaign to help customers cut their energy bills! Between now and October, PSE teams in bright yellow T-shirts will tour the Puget Sound, delighting customers with Golden Upgrade tickets that can be redeemed for an energy efficiency prize! Saving money on your energy bill has never been easier.

Energy Upgrades is kicking off big on May 31 with a Sounders/Mariners game-day "blitz." Look for the PSE team on your commute to the games to snag a Golden Upgrade ticket, and then redeem it for an energy efficiency upgrade at one of PSE's booths near the stadiums. Visit pse.com/upgrades to learn more about special offers and other upcoming events near you.

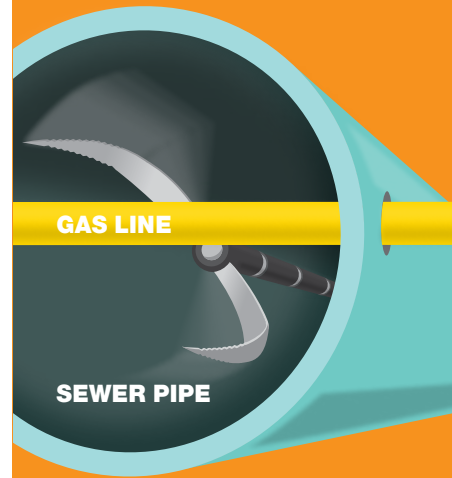


There could be a gas line in your sewer

In neighborhoods where natural gas was installed without digging trenches, there's a small chance that a gas pipeline was inadvertently inserted through a sewer or septic pipe. Called "cross bores," these gas lines are safe unless damaged. A cutting tool used to clear a blocked sewer is capable of rupturing a cross-bored gas line, allowing gas to enter your home and endanger your safety. Even homes not served by natural gas can have cross bores from pipelines in the street or serving a neighbor's home.

Before your plumber clears an exterior blockage, have them call us at **1-888-225-5773** to make sure the sewer is safe to clear. As soon as you call, and at no cost, we will dispatch a technician to meet your plumber — usually within 60 minutes — to make sure it is safe.

pse.com/sewersafety



Even out your PSE bill

The start of warmer months is a good time to enroll in our Budget Payment Plan, which spreads your estimated winter heating costs over a 12-month period and helps you plan your energy costs into your household budget. To sign up for the Budget Payment Plan, call **1-888-225-5773**.



Puget Sound cities are going green!

Did you know that for as little as \$4 more per month, you can offset a portion of your electricity footprint with renewable power sources? PSE's Green Power program enables us to buy clean energy, above and beyond I-937 requirements, on your behalf from local wind, biogas and solar companies. Cities such as Redmond, Puyallup, Issaquah and Bainbridge Island have participated in PSE's Green Power Challenge and have all met their goals in the number of Green Power signups, earning various grants and green improvements for their cities. Bellevue is the latest city to undertake the Green Power Challenge, in hopes of earning a \$40,000 grant to install a solar array. To learn more, visit pse.com/gpchallenge.



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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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May 2015 bill print messages

Summary section of billing statement

For all May 2015 statements

On May 1, your rates were adjusted to reflect a change in the Conservation Program Charge listed on your bill and to accommodate the annual adjustments made through the existing Revenue Decoupling Adjustment and the Property Tax Tracker rate mechanisms.

For customers with electric service

On May 1, your electric rate decreased due to the pass-through of the remaining share of the proceeds from PSE's sale of the electric system that previously served a portion of Jefferson County. The credit amount, itemized on your bill as *Jefferson PUD Sale Credit*, is based on electricity used May 1-31, 2015.

For transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on April 15 at hour ending 0800.

Detail section of billing statement

For all customers--electric and natural gas

A rate change 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.

A late fee of 1% will apply to overdue charges, if any. Please see the reverse side for details on late payment charges.

Bill-print message for electric and natural gas service customers, City of Renton

The City of Renton reduced the city tax, effective May 1. The city tax rate on your electric and natural gas bill is 6.65%. 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. 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.