

Monthly Promotions

September 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](#)
- [Gas safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Last chance to score an Upgrade

We've been surprising PSE customers all summer long with Golden Upgrade tickets and energy efficient prizes. It's not too late to get your upgrade! On Sept. 27, we're hosting our grand finale event at the big game at CenturyLink Field. Look for PSE teams in bright yellow at transit stops to snag a Golden Upgrade ticket. Bring it to one of PSE's booths near CenturyLink Field or at the Seattle Ferry Terminal and redeem for an energy efficient prize to help you save money and cut your bill.

pse.com/upgradenow



Don't be left in the dark

Get prepared now. Download the outage app onto your mobile device to track power outages in your neighborhood, report an outage and check status updates and estimated restoration times.

pse.com/app



Get local, renewable energy for just \$4 more per month

When you sign up for PSE's Green Power Program, you're offsetting your electricity usage with locally sourced wind, biogas, low-impact hydro and solar power. The program is voluntary, costs as little as \$4 more per month and is added directly onto your PSE bill, making it easy to support clean energy from independent producers right here in the Pacific Northwest. PSE does not make a profit from the Green Power Program. All revenue supports independent resource projects and grows voluntary demand for cleaner energy options.

pse.com/greenpower

Phone reminder helps you avoid late fees

If your current bill goes past the due date, we'll leave you a phone message reminding you to pay to avoid a late fee and keep your account from becoming delinquent.*

We offer several payment and billing options to suit your preference. Visit pse.com/waystopay.

We urge anyone having difficulty paying their PSE bill to work with us to help you manage your bills. Please call us at **1-888-225-5773** to make payment arrangements and learn about energy-saving tips and rebates.

* Please note that we never ask or require our customers with delinquent accounts to purchase a prepaid debit card to avoid disconnection.

We troubleshoot furnace problems

If you think your natural gas furnace, water heater or other appliances are not operating safely or properly, please call us at **1-888-225-5773** to schedule a PSE natural gas service technician for a free visit to diagnose the problem. Depending on the diagnosis, the technician can perform minor repairs for a charge.



Safesquatch says: "Get prepared!"

Scientists now believe the "big one" could equal the biggest earthquake the U.S. has ever experienced – so big, in fact, that even Safesquatch is getting ready. Now is the time to prepare your own kit. Include at least two weeks' worth of food, water, medicine and emergency supplies for you and your pets. Make a disaster plan, and practice it.

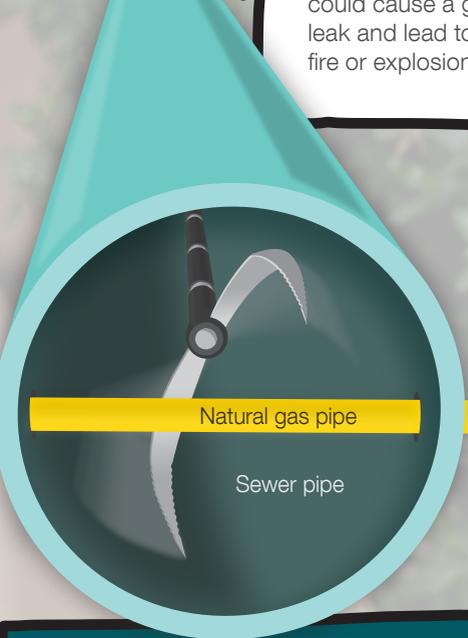
redcross.org/prepare

See more of Safesquatch's safety tips at pse.com/safesquatch.



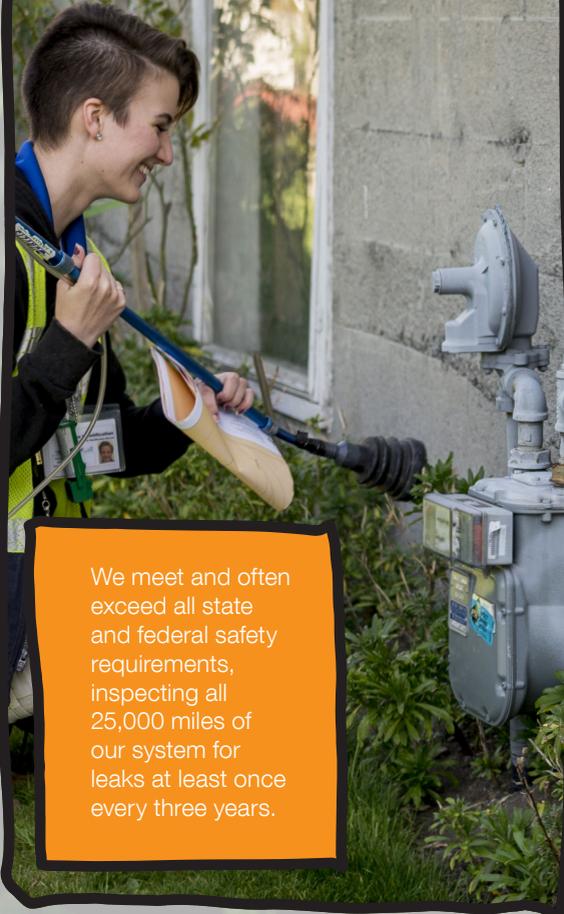
Clearing a blocked sewer? Call PSE first!

On rare occasions, natural gas lines have been unintentionally installed through sewer pipes. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.



How we keep our pipes safe

Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 25,000 miles of our system for leaks at least once every three years.

Don't cause a gas leak. Always call PSE at **1-888-225-5773** to meet your plumber on site before clearing an exterior blockage. We usually respond within an hour, no charge.

PSE PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/gassafety



**SMELL GAS?
ACT FAST!**



**DO THE SAFE THING,
BE SMART AROUND NATURAL GAS**

Smell gas?
Act fast!

A natural gas leak can be dangerous, so if there's even a slight chance of a leak, don't hesitate. Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

1 DETECT



SNIFF

Gas doesn't smell on its own, so we add a sulfur-like rotten egg stench to help you know it's leaking.



LISTEN

Gas can hiss or even roar as it escapes from pipes.



LOOK

Gas may make bubbles, blow dirt, and kill plants when it's leaking from underground pipes.

2 LEAVE



Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do any other thing that may cause a spark.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.

Digging?
Call 811 first!

Don't cause a gas leak. Call **811** at least two business days before digging to get your pipes located. The day you call doesn't count. There's no charge to locate utility-owned lines.



3 CALL

Call PSE at
1-888-225-5773
or call
911



Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at pse.com/gassafety. If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.

WARNING
PSE Buried
Gas Lines

Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.



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

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

**Inside: How to
recognize a
natural gas leak.**





Go paperless

Sign up to manage your account
and pay online at pse.com/mypse.



This envelope is recyclable

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



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit **pse.com** for more information.

BELLEVUE, WA 98009-9269





Customer service — guaranteed

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. Visit pse.com/guarantees.



This envelope is recyclable.

September 2015 bill print messages

Be prepared for power outages

It's easier than ever to report and view PSE electric-service outages and restoration efforts in your area from your smartphone or tablet.

pse.com/app

Summary page

For all customers

Be prepared for power outages

It's easier than ever to report and view PSE electric-service outages and restoration efforts in your area from your smartphone or tablet. pse.com/app

Detail section

For transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on August 19 at hour ending 1800.

For electric and natural gas service customers, City of Sumner

The City of Sumner increased the city tax, effective August 28. 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.

Dear _____,

Your [PSE bill](#) is now ready to view. Sign in to view and pay your bill, manage your account and learn tips about energy safety, emergency preparedness, and ways to save energy through our [monthly promotions](#).

Account Number: 000000000000

Amount Due: \$000.00

Payment Due Date: 00/00/2015

Note: If your PSE account is set up for [automatic payment](#), no action is necessary. Your automatic payment to PSE has been scheduled and will be posted automatically to your account.

Be prepared. Stay connected.

With fall right around the corner, now is the time to get prepared. Download the outage app onto your mobile device or tablet to track power outages in your neighborhood, report an outage and check status updates and estimated restoration times. Visit pse.com/app.

Next month this email notification will have a new look.



If you have questions about your bill, please contact us directly at 1-888-225-5773. For all other questions, please go to PSE.com/Contact Us.

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.

Thank you,

PSE Customer Service