

# Monthly Promotions

## September 2016 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](#)
- [Smell gas? Act fast!](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods

## Rotten egg smell? It could be a natural gas leak

To make a natural gas leak easy to detect, we add an odor that smells like rotten eggs or sulfur. If you ever smell this odor and suspect a leak, don't hesitate. Leave, then call us or call 911. We'll check it out, for free, no matter when you call. Dial from outside your house. Don't flip any switches, or do anything else that could cause a spark. And don't worry about sending a false alarm. We're just glad to put your mind at ease!

Learn more natural gas safety in the enclosed pamphlet.

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



## You may qualify for assistance

Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy-efficient improvements to your home. Recipients can receive up to \$1,000 in credits from the Low Income Home Energy Assistance Program (LIHEAP) and another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP). Contact your local energy-assistance agency at **1-866-223-5425**.

## We troubleshoot furnace problems

Before cooler weather sets in, now is a good time to make sure your heating equipment is operating safely. 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.

## Start saving with LEDs

For a limited time, get instant discounts on SYLVANIA LEDs only at select Lowe's stores:

- LED 3-pack as low as \$2.98
- ULTRA A-line LED for \$2.98
- BR30 flood light for \$4.73

Offers good through Oct. 30, 2016. For a list of participating stores, visit [pse.com/save](http://pse.com/save).



## 2016 Renewable Energy Report Card

From the renewable energy generated at Puget Sound Energy-owned wind and hydro power facilities as well as what is purchased from independent power producers, we are on track to meet and exceed the required 9 percent renewable energy target by year-end 2016. The target is based on the average amount of electricity PSE customers used the prior two years.

The costs associated with the generated renewable energy and renewable energy credits are \$27.8 million per year.

### Puget Sound Energy 2016 renewable energy target progress report card\*

	2014	2015	2016
Target percentage	3%	3%	9%
Approved renewable energy target	635,202 MWh	626,663 MWh	1,848,542 MWh
Available renewable energy resources	635,202 MWh**	1,089,521 MWh	1,936,017 MWh

\* As required by the Energy Independence Act of Washington State

\*\* Actual resources used for compliance



PUGET SOUND ENERGY

# SMELL GAS? ACT FAST!



DO THE SAFE THING,  
BE SMART AROUND NATURAL GAS



*Blocked sewer?  
Call PSE before  
you clear!*

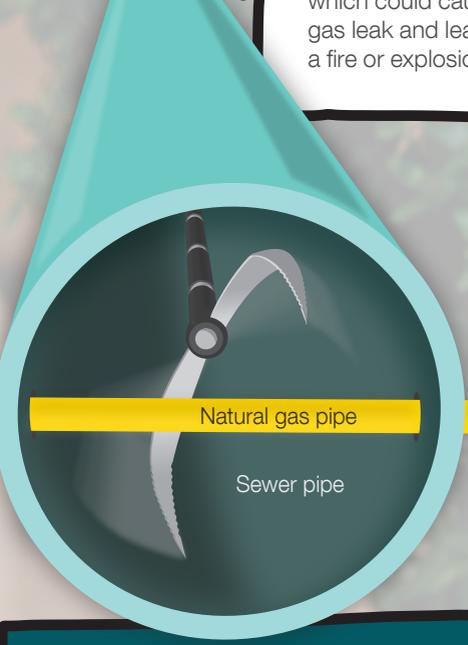
On rare occasions, natural gas lines have been unintentionally installed through sewer and septic lines. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.

*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 26,000 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](http://pse.com/gassafety)



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.

SCRATCH & SNIFF

# 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.

# 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](http://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.

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.



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](https://pse.com/mypse).



This envelope is recyclable

For information on PSE's power supply fuel mix, visit [pse.com](https://pse.com).

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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](https://pse.com/guarantees).



This envelope is recyclable.

## ***September 2016 bill print messages***

### **Summary page**

For all customers

#### **Know how to detect a natural gas leak**

Make your household familiar with the distinctive smell added to natural gas for your safety. Scratch and sniff the brochure included in this month's paper bills, or request one at [pse.com/detectaleak](http://pse.com/detectaleak).

### **Detail section of billing statement**

For transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on August 19 at hour ending 1700.

Customer  
Account # 000000000000

## Your energy bill

Amount due:

**\$000.00**

Bill due on Month 00, 2016.

[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

**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.

## Efficiency contractors ready to assist

Get a referral for safe, dependable and efficient contractors through our Contractor Alliance Network (CAN). CAN contractors are certified energy efficiency specialists who share PSE's standard of excellence and superior service. From energy assessments to upgrading your home's insulation, windows and heating system, CAN can help!



[REQUEST A REFERRAL](#)

When you sign in to view and pay your bill and manage your account, link to [Important Information](#) about energy safety, emergency preparedness, customer services and ways to save energy.