



**PUGET  
SOUND  
ENERGY**

# Welcome

+ Your guide to  
energy service with  
Puget Sound Energy

Puget Sound Energy's Wild Horse Wind Farm and Renewable Energy Center in Ellensburg, Wash. Did you know that Puget Sound Energy is the Pacific Northwest's largest utility producer of renewable energy? Learn more at [pse.com/TOGETHER](http://pse.com/TOGETHER).

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# Welcome to Puget Sound Energy

On behalf of all of us, we're delighted to be your energy partner. For more than 145 years, we've provided local service for communities across Washington and we're glad you've joined us.

This guide provides a helpful introduction to some of the tools we offer to make using your energy service as easy as possible. We encourage you to visit [pse.com](http://pse.com) to create an online account, choose billing options, set up notification preferences and more.

As part of our commitment to building a better energy future, we also provide renewable energy programs, rebates, instant discounts and tools that can help you save energy and money.

Safety is also a top priority at PSE. As we welcome you to Puget Sound Energy, we also ask that if you ever experience a natural gas or electric emergency, contact us immediately.

We look forward to serving you.

Kind regards,



Mary Kipp, president and CEO



# How to reach us

**PSE Customer Care Center for billing and account inquiries: 1-888-225-5773**

Hours: 7:30 a.m.–6:30 p.m., Mon–Fri

TTY (hearing / speech impaired):  
1-800-962-9498

TRS (telecommunications relay service):  
1-866-831-5161

By email: [customercare@pse.com](mailto:customercare@pse.com)

Online account: [pse.com](http://pse.com)

**Translation assistance**

Translator services are available for other languages by contacting PSE's Customer Care Center at 1-888-225-5773.

**Emergency numbers, available 24 hours a day:**

To report a natural gas or electric emergency or a power outage, 24 hours a day, call 1-888-225-5773.

**It's the law. Remember to call 811 before you dig.**

**Mailing address:**

Puget Sound Energy  
P.O. Box 91269  
Bellevue, WA 98009-9269

# Other helpful contacts

Have questions about PSE's green options, including energy efficiency tips and rebates, contractor referrals, electric cars and renewable energy options? We're here to help—contact an Energy Advisor:

1-800-562-1482

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

8 a.m.–5 p.m., Mon – Fri

Visit us online at [pse.com](http://pse.com) or else download the myPSE app from Google Play and the Apple app store.

We love hearing from you! Share your questions, concerns and thoughts. Like and follow us online to get the latest information. You can find us on Facebook, Twitter, Flickr, LinkedIn, Instagram and Youtube.



# Your customer rights and responsibilities

Puget Sound Energy wants to make sure you know your rights and responsibilities regarding your electric and/or natural gas service.

## Protecting your privacy

We follow Washington state regulations that require the company to obtain our customer's written or electronic permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products. Review PSE's privacy policy at [pse.com](https://www.pse.com).

## Deposits

When you start service with PSE, we may ask you to pay a deposit.

A deposit will be waived for customers who have established good credit.

If you're a new residential customer, you can establish credit one of these ways:

- Provide a letter of credit from a previous utility showing continuous service for one year, no more than two delinquency notices, no disconnects for non-payment, or no unpaid overdue balances.
- Have continuous employment during the 12 months prior to applying for service and have a stable source of income, or are purchasing the premises to be served.
- Furnish a qualified guarantor who will agree to be responsible for the bill up to the amount of the deposit. A qualified guarantor is a current PSE residential customer in good credit standing. The form is available by contacting PSE's Customer Care Center at 1-888-225-5773.

Businesses and other non-residential customers can furnish an irrevocable letter of credit or surety bond.

If credit cannot be established under these guidelines, a deposit will be required.

## Making a deposit

You have the option to pay all or part of the deposit before the first bill. At a minimum, half of the deposit is due when your service is connected, with the remaining balance due in equal payments during the first two months of service.

If you are unable to pay the required deposit, call us at 1-888-225-5773 to review your options.

## Getting your deposit back

PSE will refund your deposit with interest when we've received 12 consecutive months of satisfactory payments, unless we have issued three or more past-due notices or initiated disconnection action for non-payment.

When you close service, the deposit plus interest will be applied to your account to cover any unpaid charges and any remaining balance will be refunded. To guarantee refunds are received, please be sure to provide a forwarding address at close of service.

If you move within PSE's electric or natural gas service area and are required to pay a deposit for a new account, we can transfer the balance from your previous deposit.

## Changing or closing your service

You may change or close service by using the online application available at [pse.com](https://www.pse.com) or by contacting PSE's Customer Care Center at 1-888-225-5773. Service requests should be made a minimum of three business days prior to your desired change or close date.

As long as you provide us proper notice, you won't be responsible for usage after the requested date for closing service. If you move from a service address and don't request a discontinuation of service, you will be responsible for paying for service provided at that address until PSE can confirm either that you have vacated the premises or that a new party is taking service and is now responsible for PSE payments.

## Even out your payments with the Budget Payment Plan

The Budget Payment Plan spreads your estimated costs over a 12-month period. Based on your current energy costs and actual usage from the previous 12 months, we estimate your usage for the next 12 months and then average the estimate to determine your Budget Payment Plan amount. To sign up, visit [pse.com](http://pse.com) or call 1-888-225-5773.

## You may qualify for bill-payment and weatherization assistance

Depending on your income and household size, you may be eligible for assistance with the payment of your energy bill as well as free energy-efficient improvements to your home. If you need help, please contact your local energy assistance center listed on [pse.com/assistance](http://pse.com/assistance).

If you are having difficulty paying your PSE bill, don't wait. Contact us immediately at 1-888-225-5773 and together we can work on a solution.

## Be aware of due dates, late fees and delinquent charges

Bills are due by the date specified on the bill. A late payment fee of 1 percent will be assessed on balances which remain unpaid for more than 10 business days after the due date. A 30-day delay of the late fee will be granted to income-eligible customers who notify PSE that they have applied to a community agency 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.

Understand why we may disconnect your service

PSE may discontinue your natural gas or electric service for any of the following reasons:

- Unpaid regulated charges, including unpaid deposit.
- Violating regulations, service agreements

or tariffs.

- Dangerous wiring or equipment that does not meet safety standards.
- Tampering with the meter or other PSE equipment.
- Using equipment that interferes with service to others.
- Denying PSE reasonable access to your property to make repairs or read a meter.
- Fraudulently obtaining service.

## Our procedures for disconnecting service

We will not discontinue energy service without advance notice, except in the case of danger to life or property or fraudulent use of service. Prior to disconnecting service for nonpayment, we will send two notifications by mail and make a good faith effort to reach you by phone.

Except to protect life or property, PSE will not disconnect service on Saturdays, Sundays, legal holidays or any other day when service cannot be reestablished within 24 hours.

We will charge a fee to restore service that has been disconnected for non-payment. For additional information, contact PSE's Customer Care Center at 1-888-225-5773.

## If you have a serious health condition and receive a disconnection notice

If you or a member of your household has a serious medical condition and you receive a disconnection notice, contact us immediately at 1-888-225-5773. We can postpone disconnection or reinstate customer utility service after we have been informed that there is a medical emergency situation in the home. Once you notify PSE about the medical emergency, within five business days you must provide a medical emergency certificate from a medical professional who provides your health care and pay a minimum of 10 percent of the past-due balance and agree to pay the remaining balance within 120 days along with subsequent bills when due.

## Third party notification

You may designate a third party receive notification of termination or other information concerning your energy service. PSE will delay disconnection five business days after the original disconnection date and after notifying the third party. Contact PSE's Customer Care Center at 1-888-225-5773 for additional information.

## Our commitments to appointments and service

We stand behind our service to you. We constantly track our performance and use your feedback to make improvements. We'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-consecutive-hour non-major storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee

Conditions apply. [pse.com/guarantees](https://www.pse.com/guarantees).

## Resolving disputes

If you have a complaint or dispute with your PSE bill or service, please call us at 1-888-225-5773. If you are not satisfied with the response or outcome, ask to speak with a supervisor. If you are still not satisfied, the supervisor must inform you of your right to contact the Consumer Protection Section of the Washington Utilities and Transportation Commission (UTC) by phone at 1-888-333-9882 or send an email to [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov).

Service will not be discontinued while you are pursuing any remedies with a PSE representative or with the UTC.

Any amounts not in dispute must be paid when due. Any conditions posing a danger to health, safety and property must be corrected.

# Our commitment to keeping you safe

## Downed power lines

Keep clear of fallen utility wires. If you come across a downed utility wire of any kind, always do the following:

- **Assume it's energized and stay as far away as you can.** Energized lines can charge the ground near the point of contact and may electrocute you. If you come upon a downed line of any kind, stay at least 35 feet away. Do not attempt to rescue a person or pet.
- **Call 911 or the utility serving the location. For Puget Sound Energy, call 1-888-225-5773.** Leave everything to utility professionals and emergency personnel.
- **Do not drive over downed power lines.** Even if they're not energized, downed wires can get entangled with your vehicle and cause further damage.
- **Stay in your car.** If a power line falls on your vehicle while you're driving, do not exit until you know for sure that the line is de-energized.
- **If you must evacuate, jump away and land with both feet together.** Do not touch the vehicle while stepping on the ground, as this can create a path for electricity to run through you.
- **Shuffle away to safety.** Keep your feet together and take small, shuffling steps until you're at least 35 feet away. Taking larger steps can create a path for electricity to run through you.

## Natural gas leak

A natural gas leak can lead to a fire or explosion. If you suspect that you have a natural gas leak, leave the area immediately and call us at 1-888-225-5773 or dial **911**.

### How to know

#### Smell

In its natural state, natural gas is odorless, tasteless and non-toxic. But because it's also flammable, we add a distinctive sulfur or "rotten egg" smell to the gas that's delivered to your home or business. This odor may smell different to you.

#### Look and listen

You may also see or hear signs of a gas leak, including:

- Bubbles rising in a puddle or other pool of liquid
- Dust or dirt blowing from a hole in the ground
- Dead or dying vegetation in unexpected locations
- Hissing (from a puncture or small hole) or roaring (large break)

### What to do

If you detect or even suspect that you have a natural gas leak:

- Leave the area immediately. If you're indoors, evacuate the building.
- Call PSE at 1-888-225-5773 or call **911**, but don't use your landline phone, which may cause a spark.
- Don't do anything else that might create a spark, including flipping any switches on or off.

We will immediately dispatch a technician to check that your area is safe, at no charge.



## Call Before you Dig

Digging in your yard? 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. By law, all utilities must be marked prior to digging on private, public, and commercial property.

Once your lines have been located, always use a hand tool when digging within 2 feet of buried gas and electric lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.

[pse.com/call811](http://pse.com/call811)

## Blocked sewer?

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. To be safe, before clearing an exterior blockage, always call PSE at 1-888-225-5773, to meet your plumber on site. We usually respond within an hour, at no charge, to make sure it's safe to proceed.

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

## 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/pages/gas-shut-off](http://pse.com/pages/gas-shut-off). If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.

[pse.com/pages/earthquake](http://pse.com/pages/earthquake)

## 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.

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

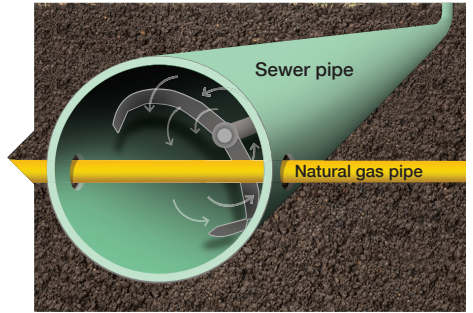


Illustration of a sewer cross bore.

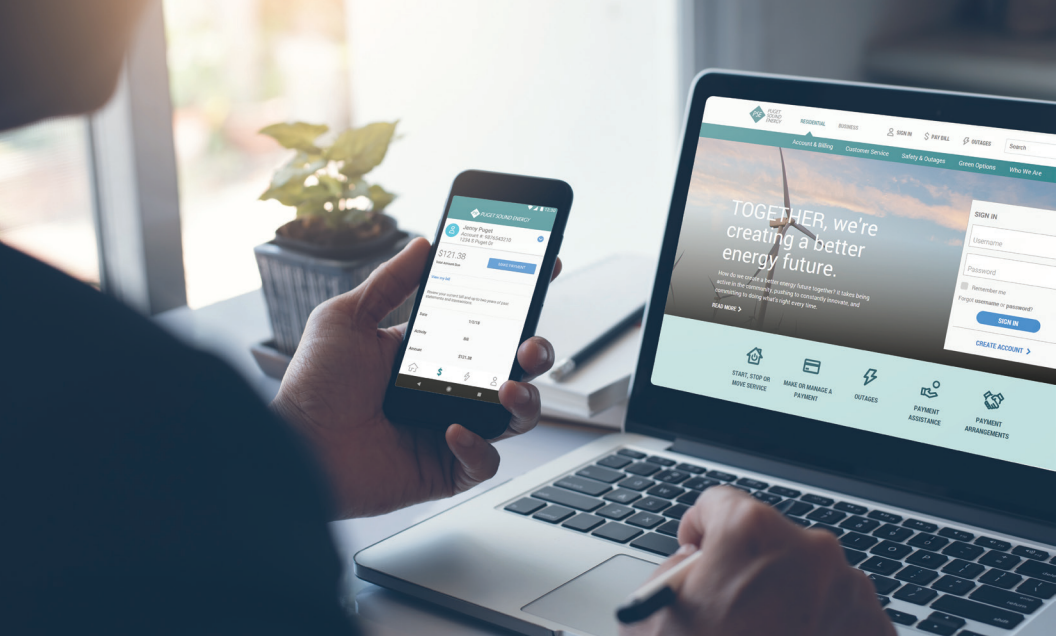
## Maintain your piping

Puget Sound Energy owns the natural gas pipelines up to your meter. From there on, they belong to you. It is your responsibility to maintain them.

For example: If any of your natural gas piping runs underground to serve a hot tub, pool, shop, other building or for a natural gas fueled standby generator—or if your meter is located away from the wall of your building—the piping needs to be maintained by you.

Buried piping that is not maintained may leak or corrode, creating an unsafe condition. Be sure to periodically inspect buried pipes, and if the piping is metal, inspect for corrosion. Make sure repairs are done immediately. A corrosion-control company or a plumbing or heating contractor can help inspect and repair it.

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



## Get your energy, your way with the PSE digital account

A PSE digital account is a way for you to oversee and understand your energy usage, receive outage notifications, plus set up billing and payment options that work for you. With around-the-clock access to your account you'll be able to:

- Manage your account. Check your balances, change your due date, set up automatic payments or even out your monthly bills with our Budget Payment Plan.
- Pay your bill. Pay online with a credit or debit card for free. There's no fee for using your debit/credit card when paying online.
- Receive outage notifications. Get notified if you lose power and when it's been restored. With your digital account you automatically get alerts suited to your preferences – phone, text or email or all three.
- Get energy saving tips. You'll have access to tools that profile your home's daily usage, helping you create a plan to conserve – kilowatts, therms and dollars.
- Switch to paperless billing. Paperless billing can help you save time, reduce clutter in your mailbox, and help you stay organized since you'll have access to two years of past bills at your fingertips.

Get started today by creating your account at [pse.com/create](https://pse.com/create) or visit the app store and download the myPSE app.





## Lighten your carbon footprint

### **Renewable energy for your home or business**

Investing in renewable energy is an easy way you can act on your commitment to the environment and reduce your carbon footprint. We offer a variety of voluntary programs designed for residential and commercial customers to keep sustainability within reach.

Visit [pse.com/renewables](https://pse.com/renewables) to learn more.

### **Green Power**

Match your monthly electricity usage with clean, renewable energy generated from sunlight, wind and biogas.

### **Carbon Balance**

Neutralize your natural gas usage with carbon offsets sourced from local projects that work to reduce greenhouse gas emissions.

### **Solar Choice**

Bring 100% sunshine home. Solar Choice matches your home's electricity use with solar power generated in the Pacific Northwest.

# Miscellaneous charges

The Washington Utilities and Transportation Commission has approved the following service fees for Puget Sound Energy customers.

- **Billing Initiation Charge**

Electric <b>or</b> natural gas only	\$ 6.10
Electric <b>and</b> natural gas service	\$ 7.50
- **Returned Check Charge** \$16.00
- **Electric Service Connection Charge\***

When arrangements for connection of service are made between 7 a.m. and 7 p.m. Monday through Friday (except holidays)	\$24.00
Subject to crew availability and PSE agreement, connections of service scheduled between 7 p.m. and 7 a.m. (the following day)	\$61.00
- **Natural Gas Service Connection Charge\***

When arrangements for connection of service are made between 7 a.m. and 7 p.m. Monday through Friday (except holidays)	\$32.00
Subject to crew availability and PSE agreement, connections of service scheduled between 7 p.m. and 7 a.m. (the following day)	\$69.00
- **Electric and Natural Gas Reconnection Charge**

When arrangements for reconnection of service are made between 7 a.m. and 7 p.m. Monday through Friday (except holidays)	\$37.00
Subject to crew availability and PSE agreement, reconnections of service scheduled between 7 p.m. and 7 a.m. (the following day)	\$74.00
- **Disconnection Visit Charge**

Assessed when a visit is required to collect payment or make payment arrangements to avoid disconnection.	\$13.00
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- **Late Payment Fee**

A 1 percent per month late payment fee will be assessed on charges that remain unpaid more than 15 days after the due date of the bill.

\* Connection charges refer to customers new to the location.  
Rates effective Nov. 15, 2003

## For residential customers

### Rates

Residential General Service	Schedule 23
Available to any residential customer. Effective date: May 1, 2020	
Total Basic Charge	\$ 11.52 per month
Total Delivery Charge	\$ 0.41949 per therm
Total Gas Charge	\$ 0.39196 per therm
<b>Other Natural Gas Charges &amp; Credits</b>	
Gas Conservation Program Charge	\$ 0.02179 per therm

### Components Included in Billing Charges

Basic Charge	
Basic Charge (Sch 23)	
Expedited Rate Filing Adj. (Sch 141)	
Excess Deferred Income Tax* (Sch 141X)	
<hr/>	
Basic Charge (Total)	

Delivery Charge	
Delivery Charge (Sch 23)	
Low Income (Sch 129)	
Property Tax Tracker (Sch 140)	
Expedited Rate Adj. (Sch 141)	
Excess Deferred Income Tax* (Sch 141X)	
Temporary Federal Income Tax Rate Credit Rate Adj. (Sch 141Y)	
Revenue Decoupling Adj. Mech. (Sch 142)	
Cost Recovery Mech. for Pipeline Replacement (Sch 149)	
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Delivery Charge (Total)	

Gas Cost	
Gas Cost / Propane Rates (Sch 101)	
Deferred Account Adjustment (Rate) (Sch 106)	
Deferred Account Adjustment (Supplemental Rate) (Sch 106)	
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Gas Cost (Total)	

Other Natural Gas Charges & Credits	
Gas Cons. Program Charge (Sch 120)	
* Schedule 141X - Protected-Plus Deferred Excess Deferred Income Tax (EDIT) Reversals Rate Adjustment	

### Description of Charges

Basic charge
Applied regardless of the amount of gas use and covers a portion of the costs of meter reading, billing and other related fixed costs.

Delivery Charge
This charge is for the construction, operation and maintenance of pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you. This also includes the cost of providing low income services.

Effect of City Tax
This is the amount of tax assessed on Puget Sound Energy by your city government. It is based on a percentage of your total bill.

New Customer Rate
If you request a natural gas line extension to serve your home, depending on the construction costs associated with the extension, there may be an additional charge. One option to pay some or all of this additional charge is the New Customer Rate.

Purchased Gas Adjustment (PGA)
The market cost of natural gas that PSE acquires for its customers can vary quite a bit. A PGA is a mechanism that allows for PSE to periodically adjust the amount it charges its customers, subject to approval by the Washington Utilities and Transportation Commission (WUTC). PSE is not allowed to make a profit on the cost of natural gas, but is only allowed to recover actual costs.

Cost of Gas	Schedule 101 & 106
This reflects the actual market cost of natural gas.	

Gas Conservation Program Charge	Schedule 120
Every customer helps pay for the costs of weatherization and conservation programs. This is also known as the Gas Conservation Service Tracker.	

Low Income Program	Schedule 129
This rate adjustment collects costs incurred for providing low income services.	

Property Tracker	Schedule 140
The purpose of this Schedule is to separate out the cost of all property taxes incurred by the company.	

## Description of Charges

### Expedited Rate Filing Rate Adjustment Schedule 141

The purpose of this schedule is to implement rates approved through the Expedited Rate Filing ("ERF") process.

### Protected-Plus Excess Deferred Income Tax (EDIT) Reversals Rate Adjustment Schedule 141X

The purpose of this schedule is to pass back to customers a portion of the savings related to the Tax Cut and Jobs Act and the reduction in federal corporate income tax rates on January 1, 2018.

### Temporary Federal Income Tax Rate Credit Schedule 141Y

The purpose of this schedule is to pass back to customers the tax amounts that were over-collected between January and April 2018, related to the Tax Cut and Jobs Act and the reduction in federal corporate income tax rates on January 1, 2018. This is a temporary rate adjustment that will credit customers for one year.

### Revenue Decoupling Adjustment Mechanism Schedule 142

The purpose of this schedule is to establish balancing accounts and implement a rate adjustment mechanism that decouples the company's revenues recovered from certain customers from sales of gas.

### Cost Recovery Mechanism for Pipeline Replacement (CRM) Schedule 149

The purpose of this schedule is recovery of the depreciation expense and return on the company's post October 2013 investment associated with the company's Pipeline Replacement Program Plan until such expense and return are included in base rates for gas service.

## Example

### How your residential natural gas bill is calculated

The following example is provided to help you understand how the natural gas you use is priced.

#### Residential Service Schedule 23

Natural gas customers are billed according to the number of therms of energy used. Therms are calculated by multiplying the hundreds of cubic feet, or Ccf measurement taken by the gas meter, by the relative heat content of the gas, or British thermal unit (Btu) factor. For a customer who used 64.4 Ccf during one month, billing would be based on 68 therms (64.4 Ccf x 1.056 Btu factor = 68.01 therms).

Basic Charge*	\$ 11.52
Delivery Charge* 68 therms x \$0.41949	\$ 28.53
Gas Cost* 68 therms x \$0.39196	\$ 26.65
Other Natural Gas Charges & Credits*	
68 therms x \$0.02179	\$ 1.48
<b>Subtotal</b>	<b>\$ 68.18</b>
Effect of city tax** (if any)	-
<b>Total bill</b>	<b>\$ 68.18</b>

\* See components in Billing Charges under the rate section for the schedules that are included in the totals above.

\*\* This is the effect of tax assessed on Puget Sound Energy by your city government. This rate will vary by municipality.

Please call us at 1-888-225-5773 if you need information on how your bill is calculated if natural gas service is delivered at more than 2 psi (high pressure).

All rates shown are subject to change. For information about current rates and proposals to adjust rates, or for information about our services, your rights and responsibilities or to view our latest annual performance report card, please visit us at pse.com or call us toll free at 1-888-225-5773.

## For commercial customers

### Rates

#### Commercial and Industrial General Service Schedule 31

Available to any commercial or industrial customer. Effective Date: May 1, 2020

<b>Total Basic Charge*</b>	<b>\$ 33.84</b>	<b>per month</b>
<b>Total Delivery Charge*</b>	<b>\$ 0.35528</b>	<b>per therm</b>
<b>Total Delivery Charge*</b>	<b>\$ 0.38296</b>	<b>per therm</b>

#### Other Natural Gas Charges & Credits

<b>Gas Cons. Program Charge</b>	<b>\$ 0.02179</b>	<b>per therm</b>
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\* See chart for a list of components that are included in the totals above.

#### Distribution System Transportation Service (Firm - Commercial and Industrial) Schedule 31 T

Available to customers who otherwise meet all the requirements for service under sales service Schedule 31, Commercial and Industrial General Service, Rule 29, Terms of Distribution System Transportation Service, and have executed a service agreement for transportation service. Effective Date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 364.04</b>	<b>per month</b>
<b>Total Transportation Svc. Commodity*</b>	<b>\$ 0.34027</b>	<b>per therm</b>
<b>Excess Volume Not Balanced</b>	<b>\$ 1.00</b>	<b>per therm</b>
<b>Monthly Balancing Overrun</b>	<b>\$ 2.00</b>	<b>per therm</b>

> 10% Overrun Charge

\* See chart for a list of components that are included in the totals above.

#### Large Volume High Load Factor Service Schedule 41

Available to commercial or industrial customers who use gas at a consistent level and have executed a service agreement. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 113.40</b>	<b>per month</b>
<b>Total Monthly Minimum*</b>	<b>\$ 123.48</b>	<b>per month</b>

#### Total Delivery Charge\*

<b>First 900 Therms</b>	<b>\$ 0.02651</b>	<b>per therm</b>
<b>Next 4,100 Therms</b>	<b>\$ 0.15403</b>	<b>per therm</b>
<b>Over 5,000 Therms</b>	<b>\$ 0.12915</b>	<b>per therm</b>

<b>Total Gas Cost*</b>	<b>\$ 0.28526</b>	<b>per therm</b>
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#### Other Natural Gas Charges & Credits

<b>Gas Cons. Program Charge</b>	<b>\$ 0.02179</b>	<b>per therm</b>
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<b>Total Delivery Demand Charge*</b>	<b>\$ 1.16</b>	<b>per therm</b>
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<b>Total Gas Supply Demand Charge*</b>	<b>\$ 1.05</b>	<b>per therm</b>
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\* See chart for a list of components that are included in the totals above.

#### Distribution System Transportation Service (Firm - Large Volume High Load Factor) Schedule 41 T

Available to customers who otherwise meet all the requirements for service under sales service Schedule 41, Large Volume High Load Factor gas service, Rule 29, Terms of Distribution System Transport Service, and have executed a service agreement for transportation service. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 422.79</b>	<b>per month</b>
<b>Total Monthly Minimum*</b>	<b>\$ 119.35</b>	<b>per month</b>

#### Total Trans Svc. Commodity Charge\*

<b>First 900 Therms</b>	<b>\$ 0.02118</b>	<b>per therm</b>
<b>Next 4,100 Therms</b>	<b>\$ 0.14444</b>	<b>per therm</b>
<b>Over 5,000 Therms</b>	<b>\$ 0.11979</b>	<b>per therm</b>

<b>Total Transportation Delivery Demand</b>	<b>\$ 1.12</b>	<b>per therm</b>
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<b>Excess Volume Not Balanced</b>	<b>\$ 1.00</b>	<b>per therm</b>
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<b>Monthly Balancing Overrun</b>	<b>\$ 2.00</b>	<b>per therm</b>
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\* See chart for a list of components that are included in the totals above.

#### Interruptible Gas Service with Firm Option Schedule 85

Available to any non-residential customer upon execution of a service agreement. Service subject to curtailment. Unauthorized use of gas invokes a penalty in addition to basic charges. Effective Date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 595.08</b>	<b>per month</b>
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#### Total Interruptible Delivery Charge\*

<b>First 25,000 Therms</b>	<b>\$ 0.12754</b>	<b>per therm</b>
<b>Next 25,000 Therms</b>	<b>\$ 0.07243</b>	<b>per therm</b>
<b>Over 50,000 Therms</b>	<b>\$ 0.06967</b>	<b>per therm</b>

<b>Total Cost Of Gas*</b>	<b>\$ 0.32918</b>	<b>per therm</b>
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#### Other Natural Gas Charges & Credits

<b>Gas Cons. Program Charge</b>	<b>\$ 0.01830</b>	<b>per therm</b>
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<b>Total Delivery Demand Charge*</b>	<b>\$ 1.31</b>	<b>per therm</b>
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<b>Total Gas Supply Demand Charge*</b>	<b>\$ 1.05</b>	<b>per therm</b>
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#### Annual Minimum Applies

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.

# Rates

## Distribution System Transportation Service (Interruptible with Firm Option) Schedule 85T

Available to customers who otherwise meet all the requirements for service under sales service Rate Schedule 85, Interruptible Gas Service with Firm Option, Rule 29, Terms of Distribution System Transportation Service, and have executed a service agreement for transportation service. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 903.09</b>	<b>per month</b>
<b>Total Transportation Service Commodity Charge*</b>		
First 25,000 Therms	\$ 0.11459	per therm
Next 25,000 Therms	\$ 0.06228	per therm
Over 50,000 Therms	\$ 0.05961	per therm
<b>Total Firm Contract Delivery Demand Chg.</b>	<b>\$ 1.25</b>	<b>per therm</b>
<b>Excess Volume Not Balanced</b>	<b>\$ 1.00</b>	<b>per therm</b>
<b>Monthly Balancing Overrun</b>	<b>\$ 2.00</b>	<b>per therm</b>

### Annual Minimum Applies

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.

## Limited Interruptible Gas Service With Firm Option (Optional) Schedule 86

Available to any non-residential customer for steam and hot water boilers, gas engines, gas turbines or student occupied buildings. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$148.82</b>	<b>per month</b>
<b>Total Interruptible Delivery Charge*</b>		
First 1,000 Therms	\$ 0.21890	per therm
Over 1,000 Therms	\$ 0.16322	per therm
<b>Total Gas Cost *</b>	<b>\$ 0.32589</b>	<b>per therm</b>
<b>Other Natural Gas Charges &amp; Credits</b>		
<b>Gas Cons. Program Charge</b>	<b>\$ 0.01830</b>	<b>per therm</b>
<b>Total Delivery Demand Charge *</b>	<b>\$ 1.21</b>	<b>per therm</b>
<b>Total Gas Supply Demand Charge *</b>	<b>\$ 1.05</b>	<b>per therm</b>

### Annual Minimum Applies

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.

## Distribution System Transportation Service (Interruptible with Firm Option) Schedule 86T

Available to customers who otherwise meet all the requirements for service under sales service Schedule 86, Limited Interruptible Gas Service with Firm Option gas service, Rule 29, Terms of Distribution System Transport Service, and have executed a service agreement for transportation. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$ 457.76</b>	<b>per month</b>
<b>Total Transportation Service Commodity Charge*</b>		
First 1,000 Therms	\$ 0.20423	per therm
Over 1,000 Therms	\$ 0.15039	per therm
<b>Total Firm Contract Delivery Demand Chg.</b>	<b>\$ 1.17</b>	<b>per therm</b>
<b>Excess Volume Not Balanced</b>	<b>\$ 1.00</b>	<b>per therm</b>
<b>Monthly Balancing Overrun</b>	<b>\$ 2.00</b>	<b>per therm</b>

> 10% Overrun Charge

### Annual Minimum Applies

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.



**Non-Exclusive Interruptible Gas Service with Firm Option (Optional) Schedule 87**

Available to any non-residential customer whose interruptible requirement exceeds 1,000,000 therms per year. Gas need not be the exclusive fuel. Annual contract volume may be revised annually under certain conditions. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$606.50</b>	<b>per month</b>
<b>Total Interruptible Delivery Charge*</b>		
First 25,000 Therms	\$ 0.16518	per therm
Next 25,000 Therms	\$ 0.10464	per therm
Next 50,000 Therms	\$ 0.07101	per therm
Next 100,000 Therms	\$ 0.04990	per therm
Next 300,000 Therms	\$ 0.03932	per therm
Over 500,000 Therms	\$ 0.03311	per therm
<b>Total Gas Cost*</b>	<b>\$ 0.32816</b>	<b>per therm</b>
<b>Other Natural Gas Charges &amp; Credits</b>		
Gas Cons. Program Charge	\$ 0.01830	per therm
<b>Total Delivery Demand Charge*</b>	<b>\$ 1.50</b>	<b>per therm</b>
<b>Total Gas Supply Demand Charge*</b>	<b>\$ 1.05</b>	<b>per therm</b>

**Annual Minimum Applies**

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.

**Distribution System Transportation Service (Non-Exclusive Interruptible with Firm Option) Schedule 87T**

Available to customers who otherwise meet all the requirements for service under sales service Rate Schedule 87, Non-Exclusive Interruptible Gas Service with Firm Option, Rule 29, Terms of Distribution System Transportation Service, and have executed a service agreement for transportation service. Effective date: May 1, 2020.

<b>Total Basic Charge*</b>	<b>\$918.31</b>	<b>per month</b>
<b>Total Transportation Svc. Commodity Charge*</b>		
First 25,000 Therms	\$ 0.15130	per therm
Next 25,000 Therms	\$ 0.09397	per therm
Next 50,000 Therms	\$ 0.06213	per therm
Next 100,000 Therms	\$ 0.04214	per therm
Next 300,000 Therms	\$ 0.03212	per therm
Over 500,000 Therms	\$ 0.02623	per therm
<b>Total Firm Contract Delivery Demand Chg.*</b>	<b>\$ 1.42</b>	<b>per therm</b>
<b>Excess Volume Not Balanced</b>	<b>\$ 1.00</b>	<b>per therm</b>
<b>Monthly Balancing Overrun</b>	<b>\$ 2.00</b>	<b>per therm</b>

**Annual Minimum Applies**

See appropriate rate schedule for details on minimum charges.

\* See chart for a list of components that are included in the totals above.

**Components Included In Billing Charges**

	Billing Schedules				
Basic Charge	31/31T	41/41T	85/85T	86/86T	87/87T
Expedited Rate Filing Adj. (Sch 141)	31/31T	41/41T	85/85T	86/86T	87/87T
Excess Deferred Income Tax* (Sch 141X)	31/31T	41/41T	85/85T	86/86T	87/87T

**Basic Charge (Total)**

Delivery / Interruptible / Transportation Svc Commodity Chg.					
Delivery Charge & Interruptible & Trans Svc. Commodity Charge	31/31T	41/41T	85/85T	86/86T	87/87T
Low Income (Sch 129)	31/31T	41/41T	85/85T	86/86T	87/87T
Property Tax Tracker (Sch 140)	31/31T	41/41T	85/85T	86/86T	87/87T
Expedited Rate Adj. (Sch 141)	31/31T	41/41T	85/85T	86/86T	87/87T
Excess Deferred Income Tax* (Sch 141X)	31/31T	41/41T	85/85T	86/86T	87/87T
Temporary Federal Income Tax Rate Credit Rate Adj. (Sch. 141Y)	31/31T	41/41T	85/85T	86/86T	87/87T
Expedited Rate Adj. (Sch 141)	31/31T	41/41T	N/A	86/86T	N/A
Cost Recovery Mech. for Pipeline Replacement	31/31T	41/41T	85/85T	86/86T	87/87T

**Gas Procurement Charge**

Gas Procurement Charge	31	41	85	86	87
Expedited Rate Adj. (Sch 141)	31	41	85	86	87
Excess Deferred Income Tax* (Sch 141X)	31	41	85	86	87
Revenue Decoupling Adj. Mech. (Sch. 142)	31	41	N/A	86	N/A

**Balancing Service Charge**

Balancing Service Charge	31T	41T	85T	86T	87T
Expedited Rate Adj. (141)	31T	41T	85T	86T	87T

**Delivery / Interruptible / Transportation Svc Commodity Chg. (Total)**

Gas Cost Rates (Sch 101)	31	41	85	86	87
Deferred Acct. Adjustment Rate (Sch. 106)	31	41	85	86	87
Deferred Acct. Adj. (Supplemental Rate) (Sch. 106)	31	41	85	86	87

**Gas Cost (Total)**

Demand, Delivery, Transportation, Firm Contract	N/A	41/41T	85/85T	86/86T	87/87T
Expedited Rate Adj. (Sch 141)	N/A	41/41T	85/85T	86/86T	87/87T
Revenue Decoupling Adj Mech. (Sch 142)	N/A	41/41T	N/A	86/86T	N/A

**Delivery / Transportation / Firm Contract Delivery Demand Chg. (Total)**

Gas Supply Demand Charge (Sch 101)	N/A	41	85	86	87
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**Gas Supply Demand Charge (Total)**

Monthly Minimum	N/A	41/41T	N/A	N/A	N/A
Expedited Rate Adj. (Sch 141)	N/A	41/41T	N/A	N/A	N/A
Excess Deferred Income Tax* (Sch 141X)	N/A	41/41T	N/A	N/A	N/A

**Monthly Minimum (Total)**

Other Natural Gas Charges & Credits					
Gas Cons. Program Charge (Sch 120)	31	41	85	86	87

## Description of charges

### Basic Charge

Applied regardless of the amount of gas use and covers a portion of the costs of meter reading, billing and other related fixed costs.

### Delivery Charge

This charge is for the construction, operation and maintenance of pipes, gate stations, pressure regulators and other equipment necessary for the delivery of natural gas to you.

### Effect of City Tax

Schedule 1

This is the effect of the tax assessed on Puget Sound Energy by your city government. It is based on a percentage of your total bill.

### Cost of Gas

Schedules 101 & 106

The cost of gas is the charge for natural gas approved through the Purchased Gas Adjustment Mechanism (PGA).

### Gas Conservation Program Charge

Schedule 120

Every customer helps pay for the costs of weatherization and conservation programs.

### Low Income Program

Schedule 129

This rate adjustment collects costs incurred for providing low income services.

### Property Tax Tracker

Schedule 140

The purpose of this schedule is to separate out the cost of all property taxes incurred by PSE.

### Expedited Rate Filing Rate Adjustment

Schedule 141

The purpose of this schedule is to implement rates approved through the Expedited Rate Filing ("ERF") process.

### Protected-Plus Excess Deferred Income Tax (EDIT) Reversals Rate Adjustment

Schedule 141X

The purpose of this schedule is to pass back to customers a portion of the savings related to the Tax Cut and Jobs Act and the reduction in federal corporate income tax rates on January 1, 2018.

### Temporary Federal Income Tax Rate Credit

Schedule 141Y

The purpose of this schedule is to pass back to customers the tax amounts that were over-collected between January and April 2018, related to the Tax Cut and Jobs Act and the reduction in federal corporate income tax rates on January 1, 2018. This is a temporary rate adjustment that will credit customers for one year.

### Revenue Decoupling Adjustment Mechanism

Schedule 142

The purpose of this schedule is to establish balancing accounts and implement a rate adjustment mechanism that decouples the company's revenues recovered from certain customers from sales of gas.

### Cost Recovery Mechanism for Pipeline Replacement (CRM)

Schedule 149

The purpose of this schedule is recovery of the depreciation expense and return on the company's post October 2013 investment associated with the company's Pipeline Replacement Program Plan until such expense and return are included in base rates for gas service.

### Special Standby and Auxiliary Heating Service

Schedule 61

Mandatory for standby service for internal combustion engines and auxiliary heating appliances. This schedule is in addition to charges for gas consumed under any other firm schedule. Effective date: January 1, 1999

Demand charge: 10¢ per month per 1,000 Btuh per hour of rated input capacity of equipment.

### New Customer Rate

Schedule 107

If you request a natural gas line extension to serve your home, depending on the construction costs associated with the extension, there may be an additional charge. One option to pay some or all of this additional charge is the New Customer Rate.

## Example

### How your commercial and industrial natural gas bills are calculated

The example below is to help you understand how the natural gas you use is priced. Refer to the glossary for an explanation of each charge. This example uses commercial and industrial general service rates.

### Commercial and Industrial General Service

Schedule 31

Generally, natural gas customers are billed according to the number of therms of energy used. Therms are calculated by multiplying the hundreds of cubic feet, or Ccf measurement taken by the gas meter, by the relative heat content, or British Thermal Unit (Btu) factor of the gas. For a customer who used 400 Ccf during one month, billing would be based on 422 therms (400 Ccf x 1.056 Btu factor = 422.4 therms).

<b>Basic Charge</b> per month	\$ 33.84
<b>Delivery Charge</b> 422 therms x \$0.35528	\$ 149.93
<b>Gas Cost</b> 422 therms x \$0.38296	\$ 161.61
<b>Other Natural Gas Charges &amp; Credits</b>	
<b>Gas Cons. Program Charge</b> 422 therms x 0.02179	\$ 9.20
<b>New Customer Rate</b> , if applicable (therms x rate)	-
<b>Subtotal</b>	<b>\$354.58</b>
<b>Total bill</b>	<b>\$354.58</b>

\* This is the effect of tax assessed on Puget Sound Energy by your city government. This rate will vary by municipality.

\*\* See chart for list of components that are included in the totals above.

# Notice concerning customer information

This notice describes how Puget Sound Energy handles your private information (such as your name, address, telephone number and other personal information), collected by virtue of the customer-utility relationship.

PSE's business practices are regulated by the state Utilities and Transportation Commission. The UTC has regulations which limit how PSE may disclose or sell your private customer information.

UTC regulations require PSE to obtain the customer's written or electronic permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or product offerings not already subscribed to by the customer. In other words, before we provide your name, service address or other private information to any service or product provider who intends to market services or products to you, we must obtain your permission to do so first. If you choose not to give us permission, we will not provide any of your personal information to these third parties.

We may, however, insert marketing information into our billing packets. PSE also may share aggregated information, which does not allow you to be personally identified or contacted with third parties such as partners and advertisers, without your authorization. This information will not contain any material which could personally identify any individual person, or customer.

We respect your privacy. For more information about our privacy policies, please visit [pse.com](http://pse.com) or contact us at 1-888-225-5773. TTY: 1-800-962-9498.



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