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 1-866-331-5161
• 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

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.

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 electricity consumed in 1 hour. A 100-watt light bulb consumes 1 kWh of electricity over 10 hours.

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

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.

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.

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.