

Monthly Promotions

November 2012 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

- [Promotion](#): Learn about window rebates for insulated homes; Get your FREE HomePrint™ Assessment today
- [Promotion](#): Get additional rebate funds from PSE when you recycle your old fridge or freezer; Schedule your pickup today!
- [Promotion](#): Sign up for Green Power and get a free thank you gift
- [Report Card](#): Find out how you did on the Electric Energy Efficiency Report Card for 2010 - 2011!
- [Promotion](#): Get up to \$10 in instant discounts on LED bulbs; Find out how much you can save
- [Promotion](#): Get up to \$1,500 in savings on ENERGY STAR® windows; Get up to \$1,500 in additional savings from participating PSE Contractor Alliance Network members
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information (see interactive version [here](#))



A CLEAR VIEW ON SAVINGS IS RE-ENERGIZING

Window rebates for fully insulated homes from Puget Sound Energy

Tired of getting a draft even when your windows are closed? It could be time to replace those old leaky windows. Luckily, PSE offers a rebate of \$5 per square foot, **up to \$750** when you upgrade to energy-efficient windows.

Energy-efficient windows reduce drafts and window condensation, keeping the elements outside where they belong. They also allow for better internal temperature control - increasing both the comfort level and value of your home.

To see if you qualify; scan code with your Smartphone, visit **PSE.com/Rebates**, talk to a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail us at **energyefficiency@pse.com**. If you're interested in financing, ask about financing options or visit **PSE.com/EfficiencyFinancing**.

Who qualifies? Customers living in an existing single family residential property with four units or less, heated by electricity from PSE. Homes must have a minimum of: over six inches of attic insulation, over one inch of wall insulation, and over four inches of floor insulation. Must upgrade from existing single-pane wood or metal framed windows or double-pane metal framed windows to energy-efficient windows with .30 U-factor or lower certified by the NFRC.



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free reader at
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PUGET SOUND ENERGY



HAVING A HOMEPRINT™ ASSESSMENT IS RE-ENERGIZING

Get a **FREE** overview on making your home more energy efficient

Receive practical recommendations on how your home could operate more efficiently with **Puget Sound Energy's HomePrint Assessment**. Provided by an independent PSE-Qualified Specialist, this FREE in-home service will give you a better understanding of your home's energy consumption, and cost-effective ways to use less energy - all designed to improve the comfort and efficiency of your home. You'll even get FREE compact fluorescent light bulbs installed, and, if you qualify, some free energy-saving showerheads will be provided as well!

For more information; scan code with your Smartphone, e-mail energyefficiency@pse.com, visit PSE.com/Rebates, or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

Who qualifies? PSE electric customers living in an existing single-family residential property or attached housing with four units or less. One (1) rebate per household.

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HomePrint™
Assessment



GETTING PAID TO SAVE IS RE-ENERGIZING

Save energy and money, plus get a rebate from Puget Sound Energy, when you recycle your old fridge or freezer!

Don't hang onto that old energy-wasting unit; have PSE come get it.

Sign up now and get:

- Free pick up
- Free recycling
- Savings on your bill

Plus ~~\$20~~ **\$25** from PSE on a Visa Prepaid Card.


Call 1-877-577-0510 today!

[PSE.COM/RECYCLING](https://www.pse.com/recycling)

Schedule your pick up today!

Your old fridge or freezer could be costing you as much as \$200 each year on your electric bill. Older models can use up to four times more energy than new efficient models.

PSE will give you **\$25** for yours!



Schedule your pick up today! Visit **PSE.com/Recycling** or call **1-877-577-0510**.

*Who qualifies? PSE residential electric customers. For complete guidelines, visit **PSE.com/Recycling**. Additional qualifications apply.*

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SAVING EVERY DAY IS RE-ENERGIZING

For more energy-saving tips and offers, visit **PSE.com/Rebates** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



REWARDS FOR GOING GREEN ARE RE-ENERGIZING

Choose green power and receive a stainless steel water bottle as a thank you gift.

Signing-up your home for PSE's Green Power Program is a simple way to preserve our region's natural beauty. Green power is clean power generated here in the West by independent electricity producers using sources such as wind, solar, and biomass. By participating in our Green Power Program you can support locally-produced electricity and our environment for as little as \$4 per month.

**See the other side for details
on signing up today!**

PSE.COM/GREENPOWER



Sign up today and receive a stainless steel water bottle as a thank you gift.*

Choose how much green power you want to buy each month:

- 100 percent.** Green all of your monthly electricity use for only \$0.0125 per kWh extra—usually about \$10 to \$12 additional per month for the average customer. **OR** Choose a dollar amount below to be added monthly to your bill. Each \$2 increment supports 160 kWh of renewable energy.
- ___\$4 ___\$6 ___\$8 ___\$10

Complete this form: Name _____

Service Address _____ City _____

ZIP _____ Daytime Phone or E-mail _____

PSE Account Number (10 digits - optional) _____

Return this form with your bill payment. The amount of your Green Power purchase will be added to your bill each month and support regional renewable energy development projects. Available to PSE electric customers only. You may cancel participation at any time without penalty.

3978 11/12 *Choose Green Power between November 1 and January 31, 2013 to receive your stainless steel water bottle.



GREEN POWER PROGRAM FACTS

- Supports wind (45%), biogas (28%), biomass from waste wood (4%), low impact hydro (22%) and solar (1%) energy from our region
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit (www.green-e.org)



For more information, visit **PSE.com/GreenPower** or call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. to 5 p.m.

ELECTRIC ENERGY EFFICIENCY

REPORT CARD 2010-11

YOU GET AN “A”



THANK YOU - YOU DID IT!

You have been champions of energy efficiency and for that we thank you. We are pleased to report that you are making a positive impact on our clean energy future by investing in energy efficiency at your facilities. Every other year, we evaluate how effective our energy-saving efforts have been as compared to the goals set for us by the Washington Utilities and Transportation Commission. During 2010 and 2011, PSE's energy-efficiency programs helped our customers to save 636,454,000 kWh* of electricity, preventing more than 700 million pounds of greenhouse gas emissions – the equivalent of taking more than 58,000 cars off the road for one year!

*Total savings of 2.3 percent over PSE electric energy-efficiency savings goals.

PSE.COM

YOU GET AN “A”



Commercial Programs for Non-Residential Organizations – Large and Small

All types of non-residential customers have been taking advantage of PSE's Commercial Rebates and Custom Retrofit Grants. We are delighted with the success of our commercial programs, from Small Business Lighting to Data Center Efficiency, Energy Smart Grocer and the Resource Conservation Management Programs – to name just a few. We are proud to report that local school districts have been participating at a very high level, making our school buildings more energy efficient with custom grants and rebates. PSE is now supporting over 30 school districts in hiring and training Resource Conservation Managers to help with conservation efforts and energy-efficiency efforts on an ongoing basis.

For more information about our energy-saving programs and services, visit **PSE.com** or call a PSE Energy Advisor at **1-800-562-1482**. You can also like us on Facebook at **Facebook.com/ReEnergize**.

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BRIGHT IDEAS ARE RE-ENERGIZING

Get up to \$10 in instant discounts on LED bulbs from PSE

Brighten your home and reduce your energy use with energy-efficient LED bulbs. They are the most efficient bulbs you can buy, using 80 percent less energy than an incandescent bulb. PSE residential electric customers can receive up to **\$10 in instant discounts** on a variety of LED bulbs that meet ENERGY STAR® criteria*.

**Products may or may not have an ENERGY STAR label but meet qualifying criteria and quality performance tests.*

[PSE.COM/LEDs](https://www.pse.com/LEDs)

More reasons to switch to energy-efficient LED bulbs

- They're the latest in efficient, dimmable* lighting technology
- They last 25 years, saving on replacement costs and time
- They save you up to \$150 per year if you change 25 incandescent bulbs to LEDs
- They will have you showing off light bulbs to your friends

Go to **PSE.com/LEDs** for more information on LED lighting and to find a participating retailer near you.

* When using LED products designed for dimming with a modern electronic low voltage dimmer.

LASTING SAVINGS



For help choosing LED bulbs, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.



**Limited
time
offer!**

SAVING EVEN MORE ON WINDOWS IS RE-ENERGIZING

LIMITED TIME OFFER! Get up to \$1,500 in additional savings on ENERGY STAR® windows from participating PSE Contractor Alliance Network members!

Tired of getting a draft even when your windows are closed? It could be time to replace those old leaky windows. For a limited time, customers who receive a referral through PSE's Contractor Alliance Network, and who purchase/install a minimum of five ENERGY STAR windows, can now receive a promotional offer of **\$100 per window, up to \$1,500***, from participating Contractor Alliance Network members. Qualifying customers can also receive up to an additional **\$750** PSE rebate.

For more information; scan code with your Smartphone, visit **PSE.com/Rebates**, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail **energyefficiency@pse.com**.

Who qualifies? Residents living in an existing property with four units or less; PSE window rebate is for homes heated by electricity from PSE and that have a minimum of: over six inches of attic insulation, over one inch of wall insulation, and over four inches of floor insulation. Must upgrade from existing single-pane wood or metal framed windows or double-pane metal framed windows to energy-efficient Energy Star windows with .30 U-factor or lower certified by the NFRC.

**Energy-efficient windows purchased on/after August 1, 2012 may be eligible for limited time offer.*



Download a free reader at
Neoreader.com.



SAVING EVEN MORE ON HEATING IS RE-ENERGIZING

LIMITED TIME OFFER! Get up to \$1,500 in additional savings from participating PSE Contractor Alliance Network members!

Time to replace that old heating or water heating system? For a limited time, customers who receive a referral through PSE's Contractor Alliance Network, and who purchase and install qualifying home/water heating products, with PSE rebates ranging from \$50 to \$1,500, can now receive a promotional offer of up to **\$1,500** on select heating and water heating products from participating Contractor Alliance Network members.

To see if you qualify, and for a complete list of heating and water heating rebates; scan code with your Smartphone, visit **PSE.com/Rebates**, call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m. or e-mail **energyefficiency@pse.com**.

Who qualifies? PSE electric and/or natural gas customers (depending on equipment installed) living in a single-family property or attached housing with four units or less. Additional qualifications apply.

**Energy-efficient products installed on/after August 1, 2012 may be eligible for limited time offer.*



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**Limited
time
offer!**

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PUGET SOUND ENERGY

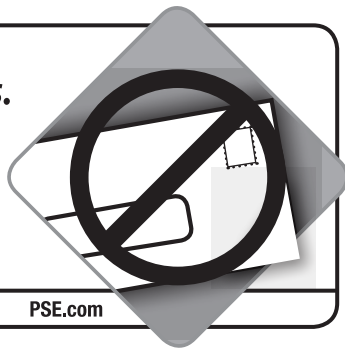


PSE *PUGET SOUND ENERGY*

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Go paperless with online statements.

Sign up for Puget Sound Energy's free online services to manage your account and pay online at PSE.com.



PSE.com



This envelope is recyclable.

Help others stay warm.

- ◆ *Consider a tax-deductible donation to The Salvation Army Warm Home Fund.*
- ◆ *Check off your donation on the enclosed payment stub or on your MY PSE Account.*



PSE.com



This envelope is recyclable.

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

Summary section of billing statement - November

Bill-print message for all natural gas customers.

On Nov. 1, your natural gas bill was lowered to reflect a decrease in rates from the lower wholesale price of the natural gas supplies purchased for PSE customers.

Detail section of billing statement

Bill-print message for City of Bellingham electric-service customers on bi-monthly billing schedule through Dec. 1

On Oct. 1, your bill was adjusted to accommodate changes made to the Effect of Bellingham City Tax itemized on your statement due to a recent change in interpretation of taxable items. The city tax rate on your electric bill has changed from 6.03% to 8.90% and includes the effect of state and local taxes on the city tax. Collection of the tax at the adjusted level is expected to be for one year. If you have questions about your utility service please contact PSE. If you have questions about the tax, please contact the City of Bellingham.

Bill-print message for natural gas customers

On Nov. 1, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections since these periods were billed differently.

Bill-print message for electric customers on bi-monthly billing schedule

On Nov. 1, a change to your bill became effective. Your usage charges for the periods before and after this date were calculated separately and are shown in separate sections since these periods were billed differently.

Bill-print message for City of Snoqualmie electric and natural gas customers on monthly and bi-monthly schedule, through December 30

An Oct. 29, 2012 adjustment in rates is the result of the City of Snoqualmie's change in the basis used to charge city tax. The city tax rate on your bill has changed from 5.67% to 6.69%. 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.