

# Monthly Promotions

## November 2013 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 newsletter](#)
- [Safety](#): Avoid a gas emergency. Call PSE before you clear a blocked sewer.
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

The latest news on what's powering our neighborhoods

## Fall tips that are too good to miss

PSE customers the Thurmans — King County

**Don't let shorter, darker days get you down.** Join the more than 1 million Northwest residents who have already switched to long-lasting LED light bulbs. With LEDs, you can flip the switch for 25 years and never see a burnt out bulb. New LED lighting is available in a variety of shapes and tones, including daylight and warm glow options. Get LEDs for as low as \$2 each in multi-packs. Look for PSE discounted LEDs at your local retailer or visit us online!

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



### HomePrint™ Assessment\*

Prepare for winter and schedule this free in-home service! You'll get energy-saving recommendations and installation of free CFL and LED light bulbs.

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

\*Must be a PSE electric customer living in an existing single-family property or attached housing with four units or less.

## Get ready for winter's punch

A “neutral” weather pattern is predicted to bring a wetter and windier winter. Indeed, some of our strongest storms have happened during “neutral” years. Here are some tips for winter weather planning:

- Assemble an emergency kit.  
Visit [safeinthesound.org](http://safeinthesound.org) for planning tips from the American Red Cross.
- Stay away from downed power lines.  
Call PSE at **1-888-225-5773** to report a fallen wire.
- If using a generator, follow the manufacturer's instructions.



PSE customers the Fowlers  
— King County



## How PSE is ready for winter's worst

By the numbers:

- 43 power line crews are always available.
- 74 PSE service linemen are first to assess damage.
- 43 tree crews are available to clear trees from power lines.

In 2013, our crews:

- Cleared trees and limbs away from 3,000 miles of power lines
- Replaced 500 power poles.
- Upgraded one mile of high-pressure natural gas pipe.

## Diverse resources for your electricity

The electricity generated for you uses a diverse mix of resources.

In addition to the 2012 Electricity Fuel Mix, we also report the type of renewable energy purchased in 2012 for participants of PSE's Green Power Program.

### 2012 Electricity Fuel Mix

|               |      |
|---------------|------|
| Coal          | 30%  |
| Hydroelectric | 42%  |
| Natural Gas   | 18%  |
| Nuclear       | 1%   |
| Other*        | 1%   |
| Wind          | 8%   |
| Total         | 100% |

### 2012 Green Power Program Fuel Mix

|                  |      |
|------------------|------|
| Landfill Gas     | 5%   |
| Livestock        | 9%   |
| Low Impact Hydro | 27%  |
| Solar            | 1%   |
| Wind             | 58%  |
| Total            | 100% |

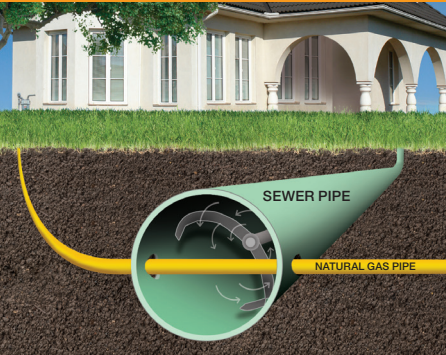
\*Biomass, landfill gas, petroleum and waste.

Source: Published by the Washington Department of Commerce, July 2013, with data reported by PSE in April 2013.

# AVOID A NATURAL GAS EMERGENCY.

Call PSE before you clear a blocked sewer.

# CROSS BORE HAZARDS ARE REAL.



## PSE CAN HELP.

In neighborhoods where natural gas lines were installed without digging a trench, there's a small chance that a line was inadvertently inserted through a sewer pipe. In these cases, using a machine to clear a blocked sewer could damage the gas line, allowing gas to enter your home and endanger your safety. Before you or your plumber clear an exterior blockage, call PSE. We'll send a technician—usually within an hour—to make sure the line is safe to clear.

**AVOID A GAS EMERGENCY.**  
**CALL 888-225-5773.**  
[pse.com/sewersafety](https://pse.com/sewersafety)



**PUGET SOUND ENERGY**

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

PRESORTED  
FIRST-CLASS MAIL  
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YOUR PUGET SOUND ENERGY BILL ENCLOSED

***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](http://PSE.com)



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BELLEVUE, WA 98009-9269



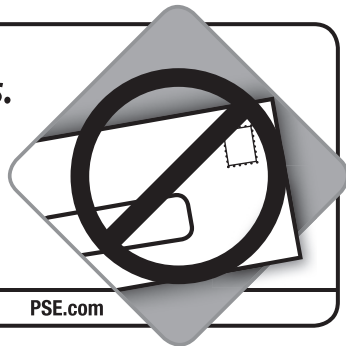




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***Go paperless with online statements.***

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



**PSE.com**



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## ***November 2013 bill print messages***

### **Summary page**

Natural gas and electric service—all customers.

Your bill this month reflects changes in rates that went into effect Nov. 1.

Residential and small farm electric-only, on bi-monthly schedule

On Oct. 1, your electric rate decreased to reflect a change in the Energy Exchange Credit listed on your bill.

Electric service customers on bi-monthly schedule

On Oct. 1, your electric rate was adjusted to cover costs for the PSE HELP low-income assistance program.

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

All billing statements--electric and natural gas--on monthly and bi-monthly billing schedule

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect.

**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](http://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.