

Monthly Promotions

July 2014 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

The latest news on what's powering our neighborhoods

It's not your grandma's power system

PSE employees — Kittitas County

Every year, PSE invests millions to update our power system, deploying new materials and technology that mean more dependable power for you, and our more than 1 million electric customers over eight counties. Over the years, we've installed hundreds of miles of tough new wires that are more resistant to falling tree limbs that can cause outages. Improved communications systems allow operators to more closely monitor and adjust the power flow on your local system from a distance.

pse.com/inyourcommunity



In 2013, PSE:

- Replaced more than 750 poles with new, stronger poles
- Installed more than 30 miles of resilient tree wire
- Upgraded substations in Whatcom, Skagit, Kittitas, Kitsap, King and Thurston counties



PSE customer Chuck Kegley —
King County

\$50 for your old refrigerator or freezer

Have an old working fridge or freezer taking up space? Your old appliance could be costing you as much as \$200 a year on your energy bill. If you're a PSE electric customer, we'll pick-up and recycle your old fridge or freezer for FREE, and for a limited time, through August 15, you'll get a \$50 prepaid VISA gift card. To schedule your free pick up call **1-877-577-0510** or schedule online.

pse.com/recycling

Know the signs of a natural gas leak!

You can detect natural gas from the odor of sulfur or rotten eggs, a hissing sound, bubbles escaping through a puddle, and dead vegetation where you wouldn't expect it. Natural gas is lighter than air and can be ignited by the spark from flipping a light switch. If you detect gas, don't hesitate! Even if you're unsure, leave the area, then call PSE at **1-888-225-5773**, TTY: **1-800-962-9498**, or call **911**.

pse.com/gassafety

Cities compete in Green Power Challenge

This year, PSE electric customers in the cities of Issaquah, Puyallup and Redmond are competing in PSE's annual Green Power Challenge. Each city who meets their individual enrollment goal will earn \$20,000 for a community solar array. The city with the highest percentage of new participants will earn an additional \$20,000 and be named 2014's Greenest Town in the Puget Sound.

pse.com/gpchallenge

You have our guarantee

We are committed to keeping scheduled appointments and to restoring power outages as soon as we can. If we don't keep an appointment or if electric service is out for 120 consecutive hours or longer, subject to certain conditions, we'll credit your account \$50.

pse.com/guarantees





PUGET SOUND ENERGY

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

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PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

Customer service — guaranteed

*We make two service guarantees to you.
First, we commit to keeping scheduled
appointments, and second, we commit to
restoring power outages as soon as we can.*



PSE.com/guarantees



This envelope is recyclable.

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



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BELLEVUE, WA 98009-9269





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RE-ENERGIZE WITH
GREEN
POWER

Choose Green Power* and support locally-produced electricity and our environment for as little as \$4 per month. 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. to sign up today.

PSE.COM/GREENPOWER



* For PSE electric or combined electric and gas customers only.



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July 2014 bill print messages

Summary Page

Transmission schedules 449, 459, NETWEC:

On June 1, your Network Integration Transmission Service Charge and Ancillary Service Schedule 1 rates were changed due to the 2014 Transmission Formula Rate Annual Update.

Transmission schedules 449EC, 449EI, 459EI NETWEC:

The past month's transmission system peak occurred on June 25 at hour ending 1800.

Electric service schedules 10, 12, 26, 31

On July 1, your electric rate was lowered to accommodate an adjustment made through the existing Revenue Decoupling Adjustment mechanism..

For all City of Buckley electric and natural gas customers

We're delighted to provide you now with PSE natural gas service. The charges for both your PSE natural gas and electric services are included on this statement.

Detail Section

For residential and small-farm electric service, bi-monthly billing schedule

Your bill this month reflects a pass-through of a higher amount of the federal energy exchange credit, reducing your monthly bill for one year, from June 2014 through May 2015.

For electric service schedules 10, 12, 26, 31

A rate change became effective during this billing period. The listed rate items 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. 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.