

# Monthly Promotions

## December 2014 Puget Sound Energy bill inserts and information

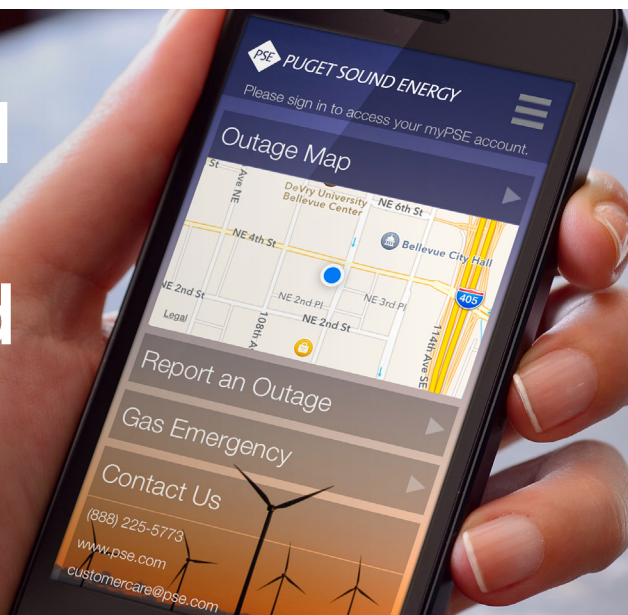
Included in your electronic or mailed statement is information on ways to save energy and manage costs, as well as safety tips.

### 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

## Be prepared for outages — download the new myPSE app



The new myPSE app, available for Apple, Windows and Android devices, makes it easier than ever to report and see outages in your area, all from your smartphone or tablet.

When you sign in to the app with your myPSE account credentials, you'll get outage info for addresses associated with your account, including initial estimated restoration times, and the option to report an outage with a single click. You can also opt to stay signed in so that you're ready if the power goes out.

The app also features an outage map, with cause information, repair status and more.

And remember, we want to hear from you when your power is out. Using the app is easiest; reports can also be made at [pse.com](http://pse.com) or by calling **1-888-CALL-PSE**.

*Data usage charges may apply.*

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



## Get upgraded this holiday!

Just in time for the holidays, PSE is helping customers lower their energy bills! Look for our booth at Southcenter Mall, Dec. 19-21, where PSE teams dressed in yellow will hand out Golden Upgrade tickets for customers to redeem for a free energy-efficient upgrade, with prizes ranging from showerheads to TVs! Prizes are limited and available on a first come, first served basis.

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



## PSE Tip

Make sure you got what you asked for. During the frantic finish of a new construction or major remodeling project, energy savings features, big and small, can be overlooked. After you've moved in, work with your commissioning agent and design team to ensure all your energy saving features are indeed keeping your energy bills as low as possible!

## 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](http://pse.com/guarantees)



## Not sure if you smell gas? Call us anyway!

If you smell something that could be a natural gas leak, but you're not sure, don't hesitate to call PSE. We'll check it out immediately, no charge, and we won't be upset if it turns out to be a false alarm. We'd rather be safe and put your mind at ease. PSE adds the odor of rotten eggs and sulfur to give natural gas its distinctive smell. If you detect anything like it, leave the area, then call **911** or **1-888-CALL-PSE**.

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



**PUGET SOUND ENERGY**

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

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***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.*



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For information on PSE's power supply fuel mix, please visit [PSE.com](http://PSE.com)



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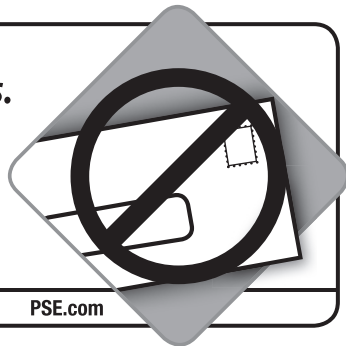




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***Go paperless with online statements.***

*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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## ***December 2014 bill print messages***

### **Summary section of billing statement**

#### Bill-print message for customers with electric service

On Dec. 1, your electric rate decreased due to lower power costs. Your bill this month also includes the itemized *Jefferson PUD Sale Credit*, which passes through a portion of the proceeds from PSE's sale of the electric system that previously served a portion of Jefferson County. The one-time credit is based on December energy-use charges.

#### Transmission schedules 449, 459, NETWEC:

The past month's transmission system peak occurred on November 30 at hour ending 1900.

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

#### Bill-print message for customers with electric service

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.