

# Monthly Promotions

## July 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

- [Promotion](#): Find the right contractor for you with the Contract Alliance Network; Get your FREE Home Print Assessment today!
- [Promotion](#): Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads with free shipping in June; Retrofit your home with everyday instant discounts from PSE.
- [Promotion](#): Get up to \$2,000 in instant rebates for insulation; Find the right contractor with PSE's Contractor Alliance Network
- [Promotion](#): Save money with rebates on new ENERGY STAR® refrigerators, freezers, or clothes washers; Get FREE pickup and up to \$50 when you recycle your old fridge or freezer
- [Promotion](#): Join PSE's Green Power Program and be entered to win a 1 kW solar photovoltaic system for your home.
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Back of bill](#) information

# FINDING THE RIGHT CONTRACTOR IS RE-ENERGIZING

**Puget Sound Energy's Contractor Alliance Network can save you the time and hassle of finding the right contractor.**

## Member contractors are:

- Licensed, bonded and insured
- Knowledgeable on current energy codes, high efficiency equipment and product applications
- Continually trained and educated on the latest technology

Get referrals on: heating and cooling, solar, water heating, natural gas conversion, weatherization, windows, home performance evaluation, roofing and generators.

To set up your own referral with a qualified contractor, visit **PSE.com/CAN**. For more information; 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**.





The Lawson family,  
PSE customers of Skagit County

# 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 high efficiency light bulbs installed (up to a \$200 value), and high performance showerheads (up to 2 per qualifying home) provided as well!

To create your own referral for qualified contractors, visit **PSE.com/CAN**. 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.*

5133 06/13



**HomePrint™**  
Assessment



PSE customer Wendy Priest and her daughter Maddie – Bremerton

# GETTING DEALS IS RE-ENERGIZING

**DON'T MISS OUT**  
In July, all orders receive  
**FREE** shipping

**Shop PSE's new online store for instant discounts on energy efficient light bulbs and showerheads.**

Looking to reduce your water bill or switch to more efficient bulbs, but don't have time to pick them up? Check out our new online store at **[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)**.

Quickly access the best efficient shower heads and light bulbs with PSE rebates of up to **60% off**.

**[PSE.com/ShopPSE](https://www.pse.com/ShopPSE)**

# USING LESS TO DO MORE IS RE-ENERGIZING

Retrofit your home with everyday instant discounts from Puget Sound Energy on these efficient products!

- Efficiency kits starting at only \$5; kits include bulbs, showerhead and other energy-saving products
- Up to \$16 off original purchase price on qualified efficient lighting
- Free basic model showerhead with free shipping
- Up to \$10 off original purchase price on qualified showerheads

For more information on how to save with efficient products, visit [PSE.com/Rebates](https://www.pse.com/Rebates) or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

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**PUGET SOUND ENERGY**

*The Energy To Do Great Things*



PSE customer Jane Braukus – King County



# WRAPPING YOUR HOME IN A BLANKET IS RE-ENERGIZING

Get up to \$2,000 in instant rebates for insulation

If your home just never seems comfortable enough no matter how high you blast the heat or A/C, you may need to weatherize. Puget Sound Energy is offering up to \$2,000 in instant rebates for qualifying weatherization upgrades.

<b>Whole House Air Sealing</b>	50 percent of the cost, up to \$300
<b>Attic insulation</b> (R-11 to R-49)	50 percent of the cost, up to \$400
<b>Attic insulation</b> (R-19 to R-49)	50 percent of the cost, up to \$200*
<b>Wall insulation</b> (R-0 to R-13)	50 percent of the cost, up to \$400
<b>Floor insulation</b> (R-11 to R-30)	50 percent of the cost, up to \$400
<b>Duct sealing and insulation**</b> (R-0 to R-11)	50 percent of the cost, up to \$500
<b>Performance-tested duct sealing**</b>	50 percent of the cost, up to \$300

*Note: Income-eligible customers may qualify for free upgrades.*

*\*For electrically heated homes only. \*\*Measures cannot be combined.*

To create your own referral for qualified contractors, visit [PSE.com/CAN](http://PSE.com/CAN). For more information, visit [PSE.com/Rebates](http://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](mailto:energyefficiency@pse.com). If you're interested in financing, ask about financing options or visit [PSE.com/EfficiencyFinancing](http://PSE.com/EfficiencyFinancing).

*Insulation rebates available only to customers with homes permitted or built prior to 1990. Work must be completed by an independent contractor pre-authorized by PSE. Additional qualifications apply.*

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The Braukus family, PSE customers of Redmond

# GETTING PAID TO SAVE IS RE-ENERGIZING

**Get up to \$50 rebate on an ENERGY STAR® refrigerator, \$25 rebate on an ENERGY STAR freezer, or \$50 rebate on a more efficient clothes washer!**

For more information on how to save with efficient appliances, visit **[PSE.com/Appliances](https://www.pse.com/appliances)** or call a PSE Energy Advisor at **1-800-562-1482**, Monday through Friday, 8 a.m. to 5 p.m.

*Who qualifies? PSE residential electric customers. This offer is separate from PSE's \$25 recycling rebate for refrigerators or freezers. For a full list of qualifications, download the rebate application at **[PSE.com/Appliances](https://www.pse.com/appliances)**.*



# RECYCLING YOUR OLD FRIDGE OR FREEZER IS RE-ENERGIZING

Get **FREE** pickup, recycling and **\$50** from Puget Sound Energy

**Don't miss out!** For the months of July, August and September, refrigerators and freezers of any age that meet program requirements will qualify for a **\$50** rebate when you recycle it through PSE.

To schedule your free pickup, 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. A certified technician will determine the age of the appliance at the recycling center after it is collected.*

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**PUGET SOUND ENERGY**

*The Energy To Do Great Things*





Susan Swan  
2011 Solar Sweepstakes Winner  
Bellingham, Washington

# WINNING SOLAR IS RE-ENERGIZING

## Join PSE's Green Power Program and be entered to win!

A brighter, cleaner future is reason enough to join PSE's Green Power Program but when you sign up by September 30, 2013 you will be automatically entered to win a 1 kW solar photovoltaic system<sup>1</sup> for your home valued at \$10,000. When you join the Green Power Program, for as little as \$4 more per month in addition to your monthly electric bill, you support independent energy producers in our region, using renewable sources such as wind, biogas and solar.

Just complete the form on the other side and mail it with your bill payment or learn more at [PSE.com/SolarSweepstakes](http://PSE.com/SolarSweepstakes).

<sup>1</sup>A 1 kW system is made up of approximately five solar panels.  
*No purchase required to win – see [PSE.com/SolarSweepstakes](http://PSE.com/SolarSweepstakes) for contest rules.*



## Sign up today for your chance to win solar for your home!

### Choose how much green power you want to buy each month<sup>†</sup>:

**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.  
\_\_\_\$4.00 \_\_\_\$6.00 \_\_\_\$8.00 \_\_\_\$10.00

**Complete this form:** Name: \_\_\_\_\_

Service Address: \_\_\_\_\_ City: \_\_\_\_\_

ZIP: \_\_\_\_\_ Daytime Phone or E-mail: \_\_\_\_\_

PSE Account Number (12 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.

<sup>†</sup>PSE does not make a profit on the Green Power Program

## GREEN POWER PROGRAM FACTS:

- Supports wind (74%, from WA, OR, ID), dairy methane (12%, from WA, OR), low impact hydro (10%, from WA), and solar (4%, from WA, CA, OR, ID)
- PSE does not make a profit on the Green Power Program
- Certified by a non-profit ([www.green-e.org](http://www.green-e.org))



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



**PUGET SOUND ENERGY**

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

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FIRST-CLASS MAIL  
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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](http://PSE.com/guarantees)



This envelope is recyclable.

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



PLACE  
STAMP  
HERE

Save a stamp. Go paperless.  
Visit [PSE.com](http://PSE.com) for more information.

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](http://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](http://PSE.COM/GREENPOWER)**



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



This envelope is recyclable.

***July 2013 bill print message***

Summary section for all electric and natural gas statements:

Your bill reflects a rate increase that went into effect on July 1.



**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.