

Monthly Promotions

April 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

PSE's Wind Facility reopens to the public



From April through October, you can get up close to wind turbines and solar panels at PSE's Wild Horse Wind and Solar Facility located about 16 miles east of Ellensburg. Visit the Renewable Energy Center, take a tour or use the property for recreation. See our web page for a list of spring events.

pse.com/wildhorse



Quake up call — be prepared

April is earthquake preparedness month and a good time to plan ahead for disasters.

pse.com/prepare



PSE customers the Marcus family

Help save the earth one showerhead at a time

Earth Day is April 22, and you can conserve water and energy with a PSE discounted luxury showerhead. Uninex's WaterSense labeled high-efficiency, high-performance showerheads will be available online beginning April 22:

- \$6.99 for fixed, \$16.99 for handheld – both include free shipping
- Five functions, durable chrome finish
- 5" diameter face
- 2.0 gallons per minute

pse.com/shoppse

Don't take chances: Call before you dig

April is Safe Digging Month, a good time to remember to call 811 two business days before beginning any work that involves digging. PSE will have its underground natural gas and electric lines marked so you can avoid injury or damage from accidentally striking them. Washington state law requires all digging projects on private, public and commercial property to have utilities marked.

washington811.com



**Know what's below.
Call before you dig.**

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

Get help with your heating bill

Depending on income and household size, you could receive up to \$1,000 from the federal Low Income Home Energy Assistance Program and up to another \$1,000 from PSE's Home Energy Lifeline Program. Call toll-free **1-866-223-5425** for the nearest energy assistance center.

pse.com/lowincome



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

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YOUR PUGET SOUND ENERGY BILL ENCLOSED

Difficulty paying your PSE bill?

Please call us at 1-888-225-5773 for information about payment options and assistance programs, or visit PSE.com.



PSE.com



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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**Know what's below.
Call before you dig.**

**Determina lo que está bajo tierra.
Llama antes de excavar.**



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April 2014 bill print messages

Summary page

Bill-print message for electric service customers on bi-monthly schedule, City Carbonado

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.

Copies of the rate schedules are available upon request.

Detail section of billing statement

Bill-print message for electric service customers on bi-monthly schedule, City of Carbonado

The March 1 change in rates is the result of the City of Carbonado's increased city tax. The city tax rate on your bill is 6.65%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

Bill print message for electric service customers on Schedules 449EC, 449EI, 459EI, NETWEC

Puget Sound Energy's Monthly Transmission System Peak occurred on March 20 at hour ending 800.

All statements

A late fee of 1% will apply to overdue charges, if any. Please see the reverse side for details on late payment charges.

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.