

# Monthly Promotions

## July 2017 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](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



## Investing in reliability year-round

We provide services you can count on. We're continually investing in and improving our system. It's why you may notice our crews making reliability improvements this summer throughout our service area. The number of reliability improvement projects are usually at their highest during the summer months as we prepare for storm season in the fall. Every year, PSE invests more than \$350 million in electric and natural gas projects in the communities it serves.

Find a project in your area: [pse.com/projects](http://pse.com/projects).

## An alarm you can smell

There's one alarm that you'll usually smell before you hear or see it: the sulfur or rotten egg odor of a natural gas leak. When you do, 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**. Natural gas is lighter than air and will rise. It can be ignited by a spark, so while evacuating, don't stop to flip any switches or operate any motors.

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

# 2016 Service Quality Report Card

Key measurement	Benchmark	2016 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	93 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	95 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.18	✓
<b>Customer Services</b>			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	77 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 interruptions	1.06 interruptions	✓
Length of power outages per year, per customer	Less than 2 hours, 35 minutes	2 hours, 28 minutes	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	55 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	31 minutes	✓
Percent of service appointments kept	At least 92 percent	100 percent*	✓

\* Percent in table rounded up from 99.6 percent result.

Each year Puget Sound Energy measures service-quality benchmarks established in cooperation with the Washington Utilities and Transportation Commission, the Public Counsel Unit of the Attorney General's Office and other parties to gauge how well we deliver our services to you and all of our customers. Failure to achieve all service-quality measurements in a reporting year would have put us at risk of a penalty up to \$12 million.

## 2016 Performance Highlights

In 2016 we met all nine service metrics (see chart above).

We had two service guarantees in 2016. We credit your bill \$50 if we fail to meet these guarantees.

- Keeping scheduled appointments
- If your power is out for 120 consecutive hours or longer

We credited customers a total of \$19,000 for missing 380, or 0.4 percent, of our total 104,163 scheduled appointments.

We credited one customer \$50 for not restoring electric service within 120 consecutive hours.

At the start of 2017, we added a new service guarantee with a \$50 credit if your power is out for longer than 24 hours, barring a major storm or a significant event.

Every day our employees continually aim to achieve new levels of providing safe, dependable and efficient service to meet your expectations of us.



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## Customer service — guaranteed.

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. For more information, visit [pse.com/guarantees](https://www.pse.com/guarantees).





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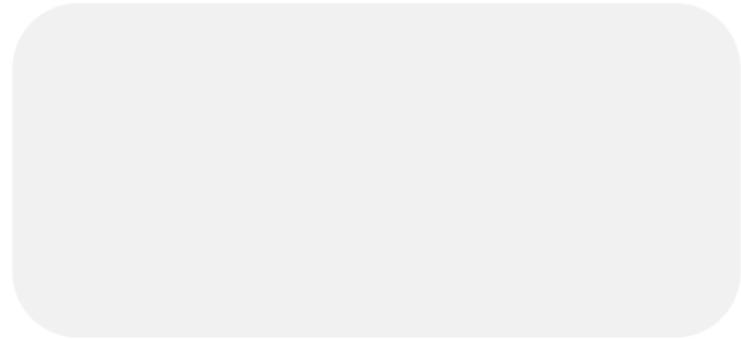
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## ***July 2017 bill print messages***

### **Summary page**

For all customers (blue bubble message)

#### **Customer service guaranteed**

Each year Puget Sound Energy measures how well we deliver our services to you in three key areas. Look for our 2016 Service Quality Report Card included in your bill.

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

### **Detail section**

For transmission schedules 449, 459, NETWEC:

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

Customer  
Account # 000000000000

## Your energy bill

Amount due:

**\$000.00**

Bill due on Month 00, 2017.

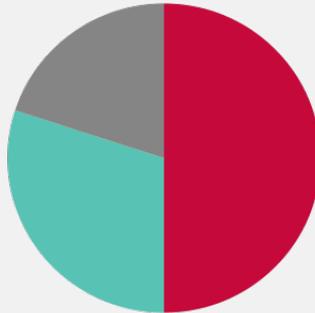
[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

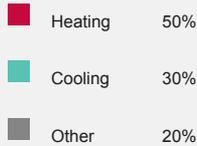
## Energy Analysis

Here's an estimate of how your home used energy this billing period.\*

Heating and cooling were 80% of your energy use.



May 1, 2017 – May 31, 2017



Want a complete breakdown? Answer a few questions about your home.

[UPDATE HOME PROFILE](#)

\*We calculate heating and cooling based on weather patterns and how your home uses energy.

Did you find this email helpful?

[YES](#)

[NO](#)