

Monthly Promotions

September 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](#)
- [Gas Safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



We're acting now to prevent storm-related outages

We know that outages are inconvenient, especially in the cold of winter. So we spend our summers strengthening our electric system against storm-caused outages. We trim away trees that could fall into the lines and install electric cable that is specially designed to resist outages caused by branches. We're also investing in new technology and communications to keep you as informed as possible.

We are dedicated to the communities we serve, to keep you safe and warm.

Find out how to be prepared at pse.com/prepare.

Customer service guaranteed

We stand behind our service to you. We'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-hour power outage restoration guarantee
- 120-hour power outage restoration guarantee

Qualifications apply. Find out more at pse.com/guarantees.

Customers may now request an excess flow valve

Upon request, we will now install an excess flow valve (EFV) on qualifying natural gas services at your expense. An EFV is an underground device that when triggered restricts the flow of natural gas if there is a sudden break in the service line. We have been installing EFVs in new or replaced services to single family residences since 2006.

An EFV will not protect against a malfunctioning appliance, a leak on any of the pipelines on your side of the meter, a meter leak, or small punctures in the service line. An EFV may not protect against damage to a service line from earthquakes or flooding. To learn more about whether an EFV makes sense for you, visit the excess flow valve page at pse.com/gassafety.

You may qualify for assistance

Depending on income and household size, you may be eligible for bill-payment assistance and free energy-efficient improvements to your home. If eligible, you may receive up to \$1,000 in LIHEAP (Low Income Home Energy Assistance Program) credits and another \$1,000 in credits from PSE's HELP (Home Energy Lifeline Program).

Contact your local energy-assistance agency at **1-866-223-5425**.

2017 Renewable Energy Report Card

From the renewable energy generated at Puget Sound Energy-owned wind and hydro power facilities as well as what is purchased from independent power producers, we are on track to meet and exceed the required 9 percent renewable energy target by year-end 2017. The target is based on the average amount of electricity PSE customers used the prior two years. The costs associated with the generated renewable energy and renewable energy credits are \$27.8 million per year.

Puget Sound Energy 2017 renewable energy target progress report card*

	2015	2016	2017
Target percentage	3%	9%	9%
Approved renewable energy target	626,663 MWh	1,848,542 MWh	1,843,118 MWh
Available renewable energy resources	626,663 MWh**	1,936,017 MWh	1,854,376 MWh

* As required by the Energy Independence Act of Washington State ** Actual resources used for compliance



PUGET SOUND ENERGY

SMELL GAS? ACT FAST!



DO THE SAFE THING,
BE SMART AROUND NATURAL GAS



*Blocked sewer?
Call PSE before
you clear!*

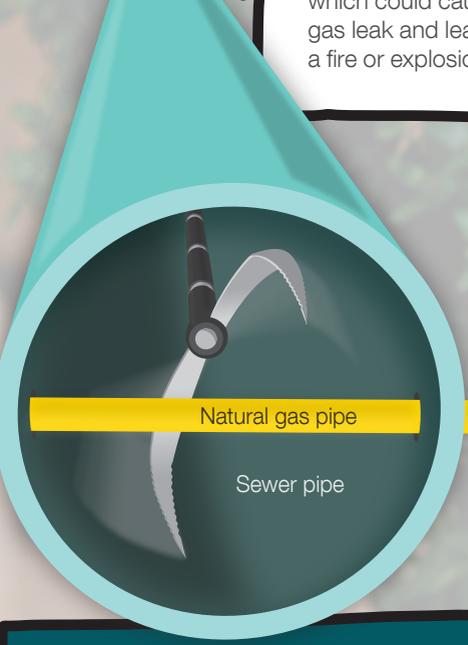
On rare occasions, natural gas lines have been unintentionally installed through sewer and septic lines. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.

*How we keep
our pipes safe*

Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 26,000 miles of our system for leaks at least once every three years.



Don't cause a gas leak. Always call PSE at **1-888-225-5773** to meet your plumber on site before clearing an exterior blockage. We usually respond within an hour, no charge.

PSE PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/gassafety



Smell gas?
Act fast!

A natural gas leak can be dangerous, so if there's even a slight chance of a leak, don't hesitate. Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

1 DETECT



SNIFF

Gas doesn't smell on its own, so we add a sulfur-like rotten egg stench to help you know it's leaking.



LISTEN

Gas can hiss or even roar as it escapes from pipes.



LOOK

Gas may make bubbles, blow dirt, and kill plants when it's leaking from underground pipes.

2 LEAVE



Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do any other thing that may cause a spark.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.

Digging?
Call 811 first!

Don't cause a gas leak. Call **811** at least two business days before digging to get your pipes located. The day you call doesn't count. There's no charge to locate utility-owned lines.



3 CALL

Call PSE at
1-888-225-5773
or call
911



Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at pse.com/gassafety. If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.



Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.



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

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

**Inside: Sniff the
actual odor of a
natural gas leak.**





Go paperless

Sign up to manage your account
and pay online at pse.com/mypse.



This envelope is recyclable

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



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit **pse.com** for more information.

BELLEVUE, WA 98009-9269





Customer service — guaranteed

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. Visit pse.com/guarantees.



This envelope is recyclable.

September 2017 bill print messages

Summary page

For all customers (blue bubble message)

Know how to detect a natural gas leak

Make your household familiar with the distinctive smell added to natural gas for your safety. Scratch and sniff the brochure included in this month's paper bills, or request one at pse.com/detectaleak.

Customer
Account # 000000000000

Your energy bill

Amount due:

\$000.00

Bill due on Month 00, 2017.

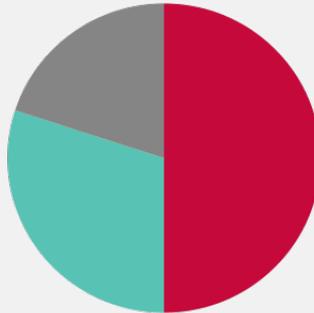
[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

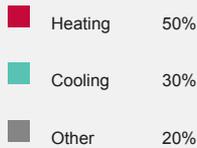
Energy Analysis

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](#)