

Price, terms and conditions

Carbon Balance is Green-e® Climate certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Green-e® Climate requires participating utilities and companies to provide their customers with this notice of Price, Terms and Conditions for this service. For more information about Green-e® Climate, visit www.green-e.org. The amount of your selected Carbon Balance purchase will be added to your PSE natural gas bill each month until you discontinue your participation. You may discontinue your participation from PSE's Carbon Balance program at any time through your PSE online account, by calling our Energy Advisors at 1-800-562-1482 or writing to the address below.

Company: Puget Sound Energy
Carbon Balance, EST-10E
P.O. Box 97034
Bellevue, WA 98009-9734

Who should I contact for more information?

Call a PSE Energy Advisor at 1-800-562-1482, Monday through Friday, 8 a.m. – 5 p.m. Email us at renewables@pse.com or send postal mail to the address posted above.

How will I be billed?

Carbon Balance from PSE is a Carbon Offset product. The price of carbon offsets is in addition to charges for your natural gas. Your selected Carbon Balance purchase amount will be listed as a separate line item on your monthly PSE natural gas bill.

How will my bill be calculated?

Customers who choose to purchase blocks of Carbon Balance must purchase a minimum block of \$3.00 a month, which allows PSE to offset 400lbs of CO₂e on your behalf. You can choose to purchase additional Carbon Balance blocks of 400lbs at \$3.00 each. The Carbon Balance charge will appear on your bill and is in addition to your monthly natural gas bill. You must also pay all applicable federal, state, and local taxes and charges.

How much will my total natural gas service cost, including utility charges?

Customers who participate in the block option will pay their normal monthly electricity charge plus the block option amount of their choice. For example, if—in a given month—your natural gas charge is \$53.00 and you have selected a \$3.00 block of Carbon Balance, then your monthly charge will be \$56.00 that month.

Will my rates change over time?

Utility service rates are subject to change over time. All rate changes require approval from the Washington Utilities and Transportation Commission. Customers will be notified within one-month of a Carbon Balance rate increase or decrease.

What sources will be used in my certified product?

See the product content labels, which show the proportion of resources used for Carbon Balance.

If I want to terminate my participation, is there an early termination fee?

There is no contract or termination fee. You may discontinue your participation at any time.

What length of participation is required?

You may discontinue your participation in Carbon Balance at any time.

What other fees might I be charged?

There are no additional fees associated with participating in PSE's Carbon Balance program.

What if I move? Will I still be enrolled in Carbon Balance?

PSE will automatically renew participants who move to a new location within our service area.