

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](https://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](http://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](http://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