

Monthly promotions

January 2023 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

Get help with your energy bills through bill assistance and home weatherization

Our Home Energy Lifeline Program (HELP) provides funds to help pay your energy bill.

Our Home Weatherization Assistance Program can provide free home upgrades and repairs that will keep your bills low and your home comfortable all-year-long.

Here's how it works:

- Eligibility for both programs is based on your income and the number of people that live in your home
- You don't need to have a balance or be behind on your bill to qualify
- You may qualify for both programs even if you are already enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)
- You can apply anytime and can reapply every year for HELP

Begin the process at pse.com/help and click on **GET STARTED**



Snow and ice can damage your gas meter and leave you in the cold

Keep your gas meter running smoothly by gently removing snow and ice from your meter and pipes with a broom. When ice thaws, don't allow water to drip onto the metering equipment and refreeze. If you see ice build-up or suspect a problem, contact us to report it. Be sure nothing blocks the vents that carry air to or from your furnace, water heater or other fuel-burning appliances.



Customer Service guaranteed

We stand behind our service to you. We constantly track our performance and use your feedback to make improvements. We'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-consecutive-hour non-major storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee. Conditions apply.

More at pse.com/guarantees.

Beware of scams

Stay informed so you can protect yourself from fraud. Scammers can be threatening and clever in using new, deceptive tactics. What to know about scams:

- We never ask or require you to purchase a prepaid debit card to avoid disconnection, even if you have a delinquent account.
- You'll receive several communications related to bill payment before any service disruption.
- Our bill payment vendors don't call after noon on Saturdays and all day Sundays; any calls during those periods are red flags.

Learn more about how you can protect yourself from a potential scam at pse.com/scamalert.



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.





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This envelope is recyclable.

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees.

pse.com/guarantees

Transmission message

This past month's transmission system peak occurred on December 22 at hour ending 1800.

City of Puyallup tax change for gas & electric - Beginning with portion 02 with print date Jan 4th

The City of Puyallup has increased the city tax, effective January 1. The city tax rate on your electric service is 3.348% and on your natural gas service is 3.347.%. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

January 5th Price change message – Electric and gas – Beginning with portion 04 with print date Jan 6th

Your bill reflects changes in rates that went into effect on January 5, 2023.

Your energy bill is now available

Hi CUSTOMER,

Your monthly energy bill is now available to view.

Account No: 000000000000

Your bill is due: MONTH 00, 2023

Amount due: \$00.00

To view and pay your bill, simply [sign into your PSE account](#). If you are enrolled in autopay, no additional action is required.

[View & pay](#)

Thanks for being our customer! For customer service, please visit our [website](#), download the [mobile app](#), or email us at customercare@pse.com.

Thank you,
Puget Sound Energy

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Puget Sound Energy P.O. Box 97034 Bellevue, WA 98009-9734