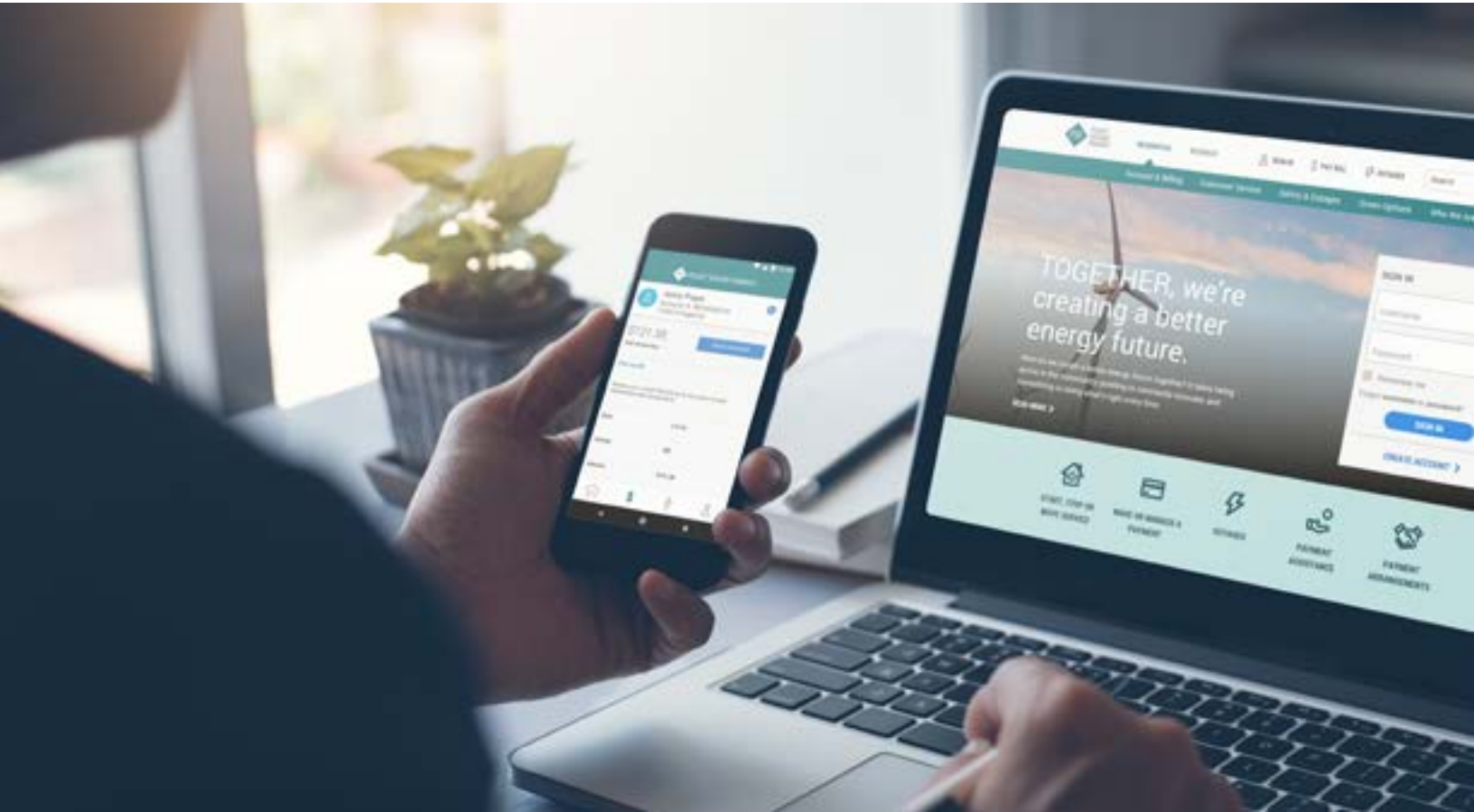


The latest news on what's powering our neighborhoods



## New pse.com and app make it easier to do business

If you haven't already, check out the redesigned [pse.com](https://pse.com) or download the latest version of our PSE app! We heard your feedback and upgraded our tools to easily do business with us, when it's convenient for you. You'll have a consistent experience across the website, app, or by calling our Customer Service team and Energy Advisors.

Once you sign in to your account at [pse.com/signin](https://pse.com/signin), you can enroll in renewable energy programs, choose budget payment plan to even out your payments throughout the year and set preferences for how we communicate with you. In our upgraded app, you can make payments, see 24 months of account history and start, stop or move your PSE service. Check out the improvements today!





A PSE-qualified energy specialist

## A more efficient home for winter

Preparing your home for the upcoming winter is easy with a no-cost home energy assessment. Get valuable insight from a PSE service partner who will provide efficiency tips and change out up to 30 light bulbs for energy efficient LED bulbs.\* Plus, get access to information about our rebates as well as contractor referrals for future energy efficient upgrades. For more information, visit [pse.com/energyassessment](https://pse.com/energyassessment).

\*Must be a PSE electric customer

## Blocked sewer? Call PSE, or ask your plumber to call

If you experience a sewer blockage outside the walls of your house, call PSE when your plumber is on their way to clear it. Or have your plumber call.

Natural gas lines have inadvertently been installed through some sewer and septic lines. Clearing them with a cutting tool could break the gas line, allowing gas into your house and creating a dangerous situation. PSE will meet your plumber on site—for free—to make sure the sewer or septic line is safe to clear. This can happen to homes not served by natural gas. Don't take a chance. Before your plumber clears an exterior blockage, either you or they should call PSE at **1-888-225-5773**.

[pse.com/sewersafety](https://pse.com/sewersafety)

## Help people in need

Consider donating to The Salvation Army Warm Home Fund, which provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties. To donate, include a little extra in your next PSE bill payment and specify the donation amount on your payment stub or when you pay online.

## You may qualify for assistance

Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy-efficient improvements to your home. Recipients can receive up to \$1,000 in credits from the federal Low Income Home Energy Assistance Program (LIHEAP) and another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP). Contact your local energy-assistance agency at **1-866-223-5425**.