

The latest news on what's powering our neighborhoods



## We're acting now to minimize 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 specifically designed to resist outages caused by branches. We're also investing in new technology and communications to keep you as informed as possible.

Along with our system enhancements, we're ensuring our crews follow proper COVID-19 public health guidelines to make sure our crews are there for you when the power is out, and help keep our communities safe and healthy. This includes requiring our employees to wear face coverings and maintain physical distancing while working in the field. Find out how to be prepared at [pse.com/pages/storm](https://pse.com/pages/storm).



## We're here to help our customers and community during these difficult days

Since April, we have been providing financial relief for our customers and communities impacted by the COVID-19 pandemic. Through the Crisis-Affected Customer Assistance Program (CACAP) we've been able to assist more than 10,000 customers with the distribution of \$6 million in energy bill credits.

CACAP provides bill payment assistance to customers who after March 1, 2020 have lost their job, had their hours decreased, or are unable to work due to COVID-19, making them eligible to receive up to \$1,000 in credit on their energy bill. New applications for the program will be accepted until funds are exhausted or until Sept. 30, 2020, whichever comes first. If you're in need of assistance, learn more at [pse.com/covidhelp](https://pse.com/covidhelp).

## Can I plant around the green box?

You may have seen one of our green metal cabinets in your yard or along a street. Inside these green boxes are transformers that convert high voltage electricity to levels suitable for your home or business. For safe and reliable operation, keep shrubs at least five feet away. Don't cover, dig beside, enter or insert anything into these pad-mounted transformers. Call us if you see a damaged or an opened cabinet and please tell children not to play on or near them.

## Be safe, save money: Set water heater to 120 degrees

To prevent scalding and save energy, Washington state recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the low setting. State law requires that water heaters in rented or leased residential units be set at 120 degrees or lower for new tenants.

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