

# Monthly promotions

## September 2021 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](#)
- [Natural gas safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



## We're working year-round to prepare for wildfire risks

We know that outages are inconvenient, especially in the heat of summer. So we spend the year strengthening our electric system against potential wildfire outages. We take a number of proactive steps as part of wildfire preparedness, with a focus on the areas in our service area that have the highest risk of wildfire. Prevention work include increased tree trimming and removal, pre-wildfire season inspections, installing tree wire (specially-coated wire designed to prevent an electric short), and strategic undergrounding. Many of these actions also improve PSE's ability to withstand adverse winter storms, which traditionally are the major cause of damage to our system. Find out how to be prepared at [pse.com/wildfireplan](https://pse.com/wildfireplan).



## National Drive Electric Week is a great time to think about switching to an electric vehicle

Sept. 25 marks the start of National Drive Electric Week. It's a great time to think about electric vehicles and the reasons there are already more than 75,000 of them in Washington alone.

- **Save money!** A Consumer Reports study found long-term ownership of an EV can be up to \$10,000 cheaper on average than a comparable gas-powered car.
- **More choices with longer ranges!** There are now over 30 new EV models to choose from with an average range of over 250 miles per charge.
- **Help the environment!** You can reduce your vehicle emission by more than half when you drive an EV instead of a gas-powered car.

Want to learn more about EVs? Visit our interactive Electric Vehicle Guide at [ev.pse.com](http://ev.pse.com) to compare models, discover savings and much more.



## Protecting your privacy

We follow Washington state regulations that require the company to obtain our customer's written or electronic permission before disclosing or selling any private customer information to affiliates, subsidiaries or other third parties for purposes of marketing services or products. Review PSE's privacy policy at [pse.com](http://pse.com).

## We troubleshoot furnace problems

Before cooler weather sets in, now is a good time to make sure your gas heating equipment is operating safely. If you think your natural gas furnace, water heater or other gas appliances are not operating safely or properly, call us at 1-888-225-5773 to schedule a free visit by a PSE service technician to diagnose the problem. Depending on the diagnosis, the technician can perform minor repairs for a charge.

## Supporting customers and communities through COVID-19

We've proudly stepped up to keep customers and communities resilient during the global pandemic. With the PSE Foundation, we're supporting organizations providing basic needs. Our COVID Bill Assistance program helps customers most in need pay their bills and is funded by collected PSE revenue, with no associated new rate increases for customers. It's part of our commitment to doing what's right, especially in times of need.



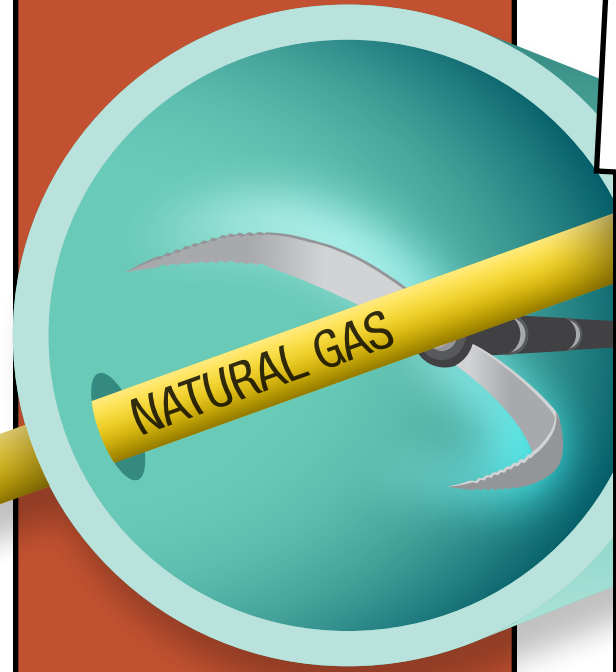
OVER \$4 MILLION  
FOR COVID-19 RELIEF



\$19 MILLION IN BILL  
PAYMENT ASSISTANCE

## Blocked sewer? Call PSE before you clear!

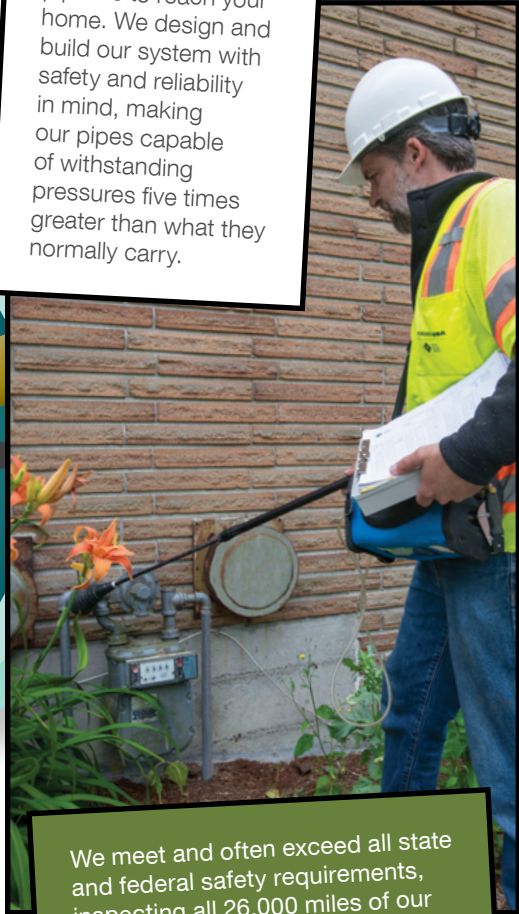
On rare occasions, natural gas lines have been unintentionally installed through sewer and septic lines. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.



Don't cause a gas leak. Always call PSE at **1-888-225-5773** to meet your plumber on site before clearing an exterior blockage. We usually respond within an hour, no charge.

## How we keep our pipes safe

Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 26,000 miles of our system for leaks at least once every three years.

 PUGET SOUND ENERGY

Puget Sound Energy  
P.O. Box 97034  
Bellevue, WA 98009-9734  
[pse.com/gassafety](http://pse.com/gassafety)



# SMELL GAS? ACT FAST!



DO THE SAFE THING.  
BE SMART AROUND NATURAL GAS.



## Smell gas? Act fast!

A natural gas leak can lead to a fire or explosion, so if there's even a slight chance of a leak, don't hesitate.

Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

# 1. DETECT



## Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at [pse.com/gassafety](https://www.pse.com/gassafety). If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.

## Digging? Call 811 first!

Don't cause a gas leak. Call **811** at least two business days before digging to get your pipes located. The day you call doesn't count. There's no charge to locate utility-owned lines.

# 2. LEAVE

Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do anything that may cause a spark.



## SNIFF

Gas has no odor of its own, so we add a sulfur-like rotten egg smell to help you know it's leaking. It may smell different to you.



## LISTEN

Gas can hiss or even roar as it escapes from pipes.



## LOOK

Gas may make bubbles through standing water, blow dirt, and kill plants when it's leaking from underground pipes.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.

**WARNING**  
**PSE Buried**  
**Gas Lines**

QUESTIONS: 800-776-8140

Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.

# 2. CALL

Call PSE at  
**1-888-CALL-PSE**

(1-888-225-5773)

or call  
**911**





P.O. Box 97034  
Bellevue, WA 98009-9734

PRESORTED  
FIRST-CLASS MAIL  
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PSE

## **YOUR PUGET SOUND ENERGY BILL ENCLOSED**

**Inside: Sniff the  
actual odor of a  
natural gas leak.**





## Consider supporting renewable energy

Join more than 45,000 PSE customers who are participating in a PSE program to support renewable projects in our region.  
[pse.com/renewables](https://pse.com/renewables)



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Save a stamp. Go paperless.  
Visit [pse.com/gopaperless](https://pse.com/gopaperless) for more information.

BELLEVUE, WA 98009-9269





## Go paperless

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## **September 2021 bill print messages**

### **Summary page**

#### **Know how to detect a natural gas leak**

Make your household familiar with the distinctive smell added to natural gas for your safety. Scratch and sniff the brochure included in this month's paper bills, or request one at [pse.com/detectaleak](https://pse.com/detectaleak)

#### **September 1st price change – All G&E customers**

Your bill reflects changes in rates that went into effect on September 1, 2021.

#### **Transmission peak message for August 2021**

This past month's transmission system peak occurred on August 12 at hour ending 1800.

## 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, 2021

**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](mailto:customercare@pse.com).

Thank you,  
Puget Sound Energy

[GREEN ENERGY OPTIONS](#)

[ENERGY EFFICIENCY REBATES](#)



[pse.com](http://pse.com)

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