

The latest news on what's powering our neighborhoods



Bill Pay Assistance for our customers during the COVID-19 situation

We understand that paying your bills can be stressful at any time, but especially during these uncertain times. As a provider of an essential service, we're working to ensure we are here for our customers, our community and our employees as coronavirus impacts the region.

If you're worried you may not be able to pay your energy bill, we've launched a bill pay assistance program specifically for those of you who may need additional help during these difficult times. This program will provide direct funding to help pay your bill if you're unable to.

Customers that are eligible for this program may be unemployed, partially unemployed, or unable to work due to the COVID-19 pandemic and meet the income and household size criteria. We encourage you to apply or share with someone who may benefit from this assistance. To apply visit pse.com/covidhelp.

These are challenging times but we know that we can get through this together.

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.

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.



Beware of scams

Stay informed to protect yourself from fraud. During times of crisis scammers can be threatening and clever in using new, deceptive tactics.

What to do and know about scams:

- We never ask or require customers who have delinquent accounts to purchase a prepaid debit card to avoid disconnection.
- At this time, we are not disconnecting customers for non-payment. Calls that mention needing payment to avoid disconnection of service are a sign that it is a scam.
- When it comes to bill payment calls, our vendors do not call after noon on Saturdays and do not make any calls on Sundays; any calls during those periods are red flags.

For more information on how you can protect yourself from a potential scam, visit pse.com/scamalert.