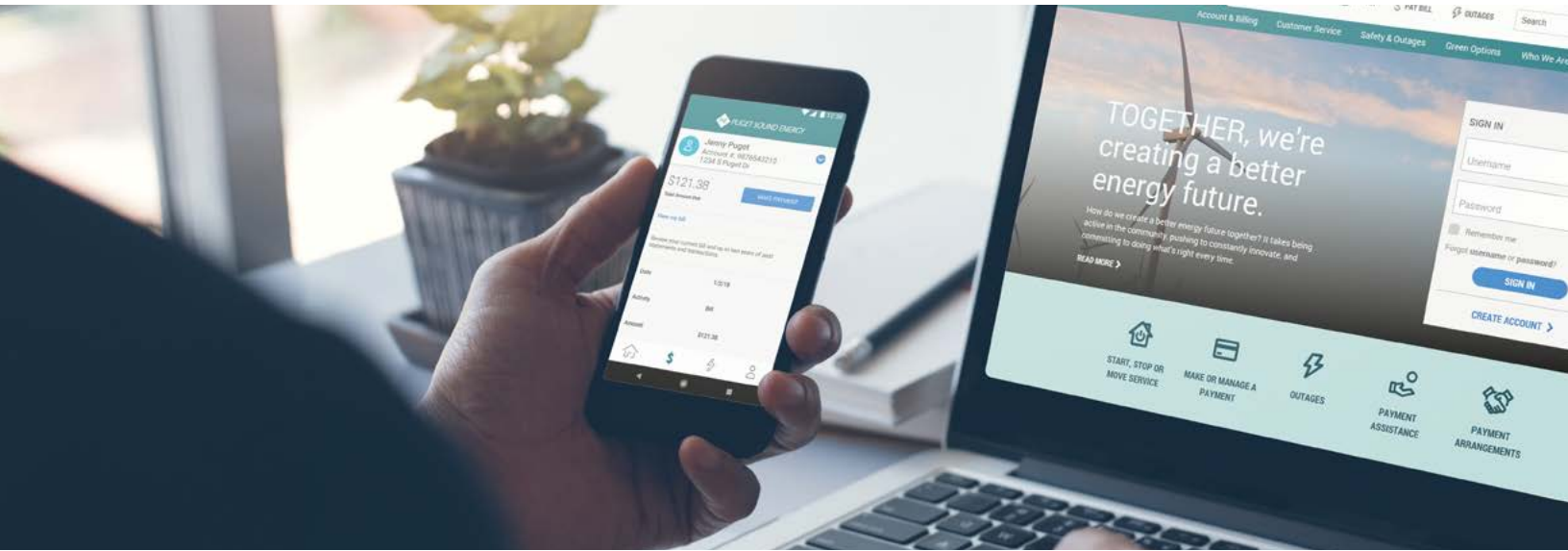


The latest news on what's powering our neighborhoods



Bill payments made easy

We live in an age of customization and never have to settle for one-size-fits-all. How you pay for your energy should be no different. With our new online payments, you'll find a streamlined experience with options to tailor your payment preferences easily.

Expanded payment options

Choose from a wide selection of preferred payment choices, including eCheck, debit or credit card, PayPal, or Venmo (coming soon for mobile app devices and myPSE app).

Securely stored payment preferences

Now with My Wallet, you can securely store your payment preferences without re-entering the information each time you make a payment.

Easy AutoPay setup

Setting up your AutoPay account has been streamlined. Using My Wallet's payment preferences, your total bill will be paid on the due date, so you'll never have to worry about missing a payment again.

Payments on the myPSE app

Payments using your mobile app have never been easier. Your payment preferences are securely stored for future use in My Wallet, and you have additional payment options, including PayPal and Venmo in early 2021.

Learn more: pse.com/payment



The myPSE app - Be in the know during power outages

The myPSE app goes beyond accessing your account and paying your bill. It's a vital resource in the event of outages. Track and report power outages in your neighborhood, check on restoration times, and get text updates.

Learn more: pse.com/app

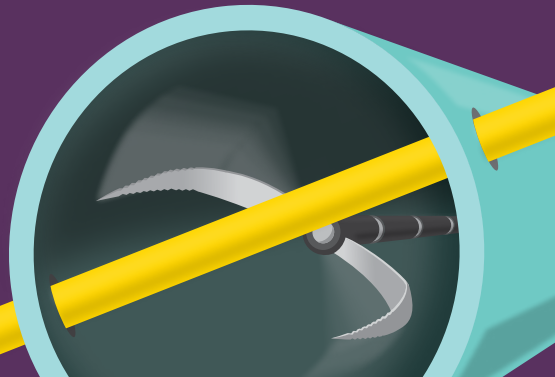
Blocked sewer?

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 a blockage 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 your plumber should call PSE at 1-888-225-5773.

pse.com/sewersafety



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.

pse.com/guarantees

Energy Efficiency 2018–2019 report card

Your efforts in conserving electric resources in 2018 and 2019 surpassed the conservation target and demonstrated that our customers are leaders in energy efficiency once again.

Each year, we measure our effectiveness in encouraging customers to take steps to reduce their energy usage.

Key Measurement	Biennial Target	2018–2019 performance	Achieved?
Electric savings	520.4 million kilowatt-hours (kWh)	546.7 million kWh of first-year savings, as reported at the customer meter—enough electricity to serve more than 52,000 homes in one year.*	<input checked="" type="checkbox"/>

* Failure to meet the two-year target can result in penalties of up to \$50 for every 1,000 kWh shortfall.

Your ongoing energy-savings efforts help lessen our need for additional investments in electric resources.

Thank you.