

Monthly promotions

October 2020 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](#)
- [Electric safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Energy efficiency starts with you! Celebrate National Energy Awareness Month with us by taking smart energy actions.

As we move into colder months and are spending more time indoors, we want you to know that you can make small changes and upgrades to make your home more comfortable. It's a good time to check your home for air leaks, seal gaps and tune-up your heating system to work more efficiently. If you've been thinking about bigger changes that have big-bill-savings, we have rebates for insulating your home, upgrading to a high-efficiency heating system, or replacing your water heater before it breaks.

Visit pse.com/rebates and take a smart energy action, use less energy and save on your bill.

Investing for a reliable and resilient grid

Providing safe, dependable and affordable electric service is our highest priority—and at the center of this is a modern grid.

We're using smart technology and investing in our infrastructure to ensure our grid is reliable, flexible and resilient. Distribution automation lets us detect outages and reroute power more quickly. We couple this technology with year-round maintenance to replace aging poles and keep our wires clear of falling tree branches. This means more efficient responses to outages and more customers staying connected.

Learn more at pse.com/TOGETHER.



Looking to avoid the clutter?

Switch your account to paperless and never receive a paper bill from PSE again. You'll receive your PSE bill notification by email. Then make payments securely online using your credit or debit card, saving you time, postage and a tree.

Paperless billing. The quick, secure and convenient way to pay your bill.

pse.com/paperless

Safety tip: Smell gas? Leave, then call 911 or PSE

Natural gas is lighter than air and will migrate to any available space. When combined with a certain amount of air, a natural gas leak can be ignited by the spark from flipping a light switch or even a doorbell, creating the risk of a fire or explosion. That's why it's so important to leave the area if you smell, hear or see signs of a natural gas leak. If you smell rotten eggs, hear a hissing noise or see bubbling in a puddle on the ground, leave the area then call 911 or PSE.

pse.com/detectaleak

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.



*See downed lines?
Stay 35 feet away!*

There's no sure way to tell if downed lines are energized or "hot," so treat them, and anything they touch, as if they could kill you. Fences, tree limbs, telephone lines and even the ground around a downed line can electrocute you if they're in contact with a power line. And did you know power lines can look just like telephone lines? Take no chances: Call the power company and stay away!

*Car touching a downed line?
Wait for help to arrive.*

If you find yourself in a vehicle that is touching a downed line or electrical equipment, and you're not in imminent danger, stay put. Call **911**, if you can, and wait until the power company can de-energize the line. Even if there's no sign of sparking, the vehicle and the ground around could electrocute you as you try to leave. The same is true for anyone who tries to approach you from outside the vehicle. Don't approach to help unless the power company has verified that the line is de-energized.

Let that kite go!

Don't fly kites near overhead power lines. If a kite or Mylar-coated balloon should become entangled in a power line, or in a tree near a power line, let it be! Wood can conduct electricity, so building a tree house near a power line is also dangerous.



*Work safely around
overhead lines.*

Always keep at least 10 feet – more for high voltage lines – between you and power lines. That goes for any equipment you're using, too. Avoid placing ladders near power lines, especially if they are aluminum. (Wood can also conduct electricity, but not as well.) If you need to trim trees around the line attached to your house, call the power company to de-energize it before you trim.

Digging? Call 811 first!

If you don't like the thought of getting shocked through your shovel, call **811** at least two business days before digging to have your underground utilities located. The day you call doesn't count. The law requires you to have all utilities marked before digging on private, public and commercial property. Always use a hand tool when digging within 2 feet of buried lines. You'll know where they are by the paint or flags left by the locator who responds to your **811** call.

WARNING
PSE Buried
Electric Cables



Power outage? Keep grills outside!

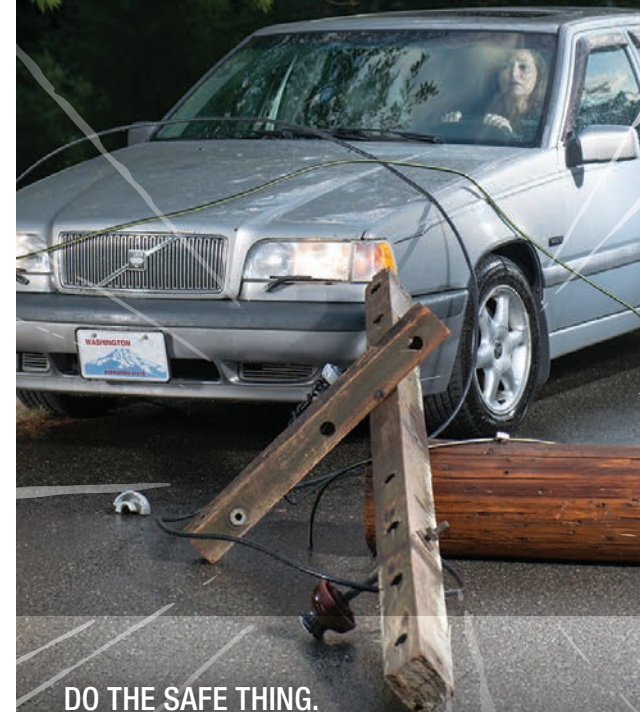
Never try to heat your house with a propane or charcoal grill or heater. They create carbon monoxide which can poison you if used indoors. Also, do not heat your house by running your gas oven with the door open.

PSE PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/electricsafety

PSE PUGET
SOUND
ENERGY

HOW TO STAY SHOCK FREE



DO THE SAFE THING.
BE SMART AROUND POWER LINES.



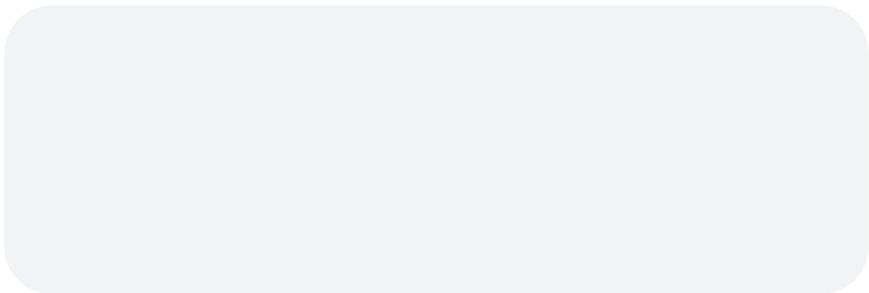
6296 05/19



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YOUR PUGET SOUND ENERGY BILL ENCLOSED



**Inside: How to
stay safe around
power lines.**





Look up, look out.

Always keep at least 10 feet—more for high voltage lines—between you and power lines.





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BELLEVUE, WA 98009-9269



Go paperless

Sign up to manage your account and pay online at **pse.com/gopaperless**.



This envelope is recyclable.

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees.

pse.com/guarantees

October 1st price change – All G&E customers

Your bill reflects changes in rates that went into effect on October 1, 2020.

Transmission peak message for September 2020

This past month's transmission system peak occurred on September 10 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, 2020

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.

Thank you,
Puget Sound Energy

[GREEN ENERGY OPTIONS](#)

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