

Monthly promotions

October 2022 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



Stay warm and save more: PSE is here to help

It's National Energy Awareness Month, and we're here to help with tips to make your home more efficient. As the weather cools, simple fixes like wrapping pipes and sealing cracks around windows can ensure your home heating systems don't work overtime. Our rebates can also help you save on new energy-efficient equipment that will pay off in the long run by lowering your bill.

As inflation rises and costs increase, PSE is here to help make energy-saving upgrades more affordable. Now through the end of 2022, we're offering an increased instant discount on electric hybrid water heaters and increased rebates on weatherization upgrades, like insulation and air sealing. We're also offering \$100 back on smart thermostats through PSE Marketplace in October to make it even easier to control how much energy you use every day.

Visit pse.com/lower to learn more ways you can save.

Keeping our gas system and our customers safe

As the state's largest natural gas utility, we take our job of ensuring pipeline safety seriously. We have programs in place to maintain the integrity of our natural gas system in accordance with federal regulations. We inspect our pipelines' protection against corrosion, conduct ground surveys with sensitive sniffing devices, train fire fighters how to respond to pipe breaks, and monitor the system 24/7.

You can help keep your family and community safe by practicing safe digging — always calling 811 before you dig — and by knowing the signs of a natural gas leak: the sulfur-like odor, a hissing noise from a natural gas appliance or meter, or bubbling from a puddle. For more information about how we keep our natural gas system safe, go to pse.com/gasinspection.

Energy Efficiency 2020-2021 report card

Your efforts in conserving natural gas and electric resources in 2020 and 2021 during the COVID-19 pandemic helped us achieve the following savings and demonstrated once again that our customers are leaders in energy efficiency.

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

Key measurement	Biennial target	2020-2021 performance*
Natural gas savings	7.77 million therms	6.78 million therms of first-year savings, as reported at the customer meter — enough natural gas to serve nearly 9,100 homes in one year.**
Electric savings	526.0 million kilowatt-hours (kWh)	388.5 million kWh of first-year savings, as reported at the customer meter — enough electricity to serve nearly 37,000 homes in one year.***

Your ongoing energy-savings steps help lessen our need for additional investments in natural gas/electric resources. Thank you.

* Due to the COVID-19 pandemic emergency declarations, penalties for not meeting targets were suspended.

** Failure to meet the two-year target could have resulted in penalties of up to \$750,000.

*** Failure to meet the two-year target could have resulted in penalties of ~\$60 for every 1,000 kWh shortfall.

Customer Service Guarantees

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 PSE at 1-888-225-5773. 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.

Learn more at pse.com/sewersafety

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.

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!

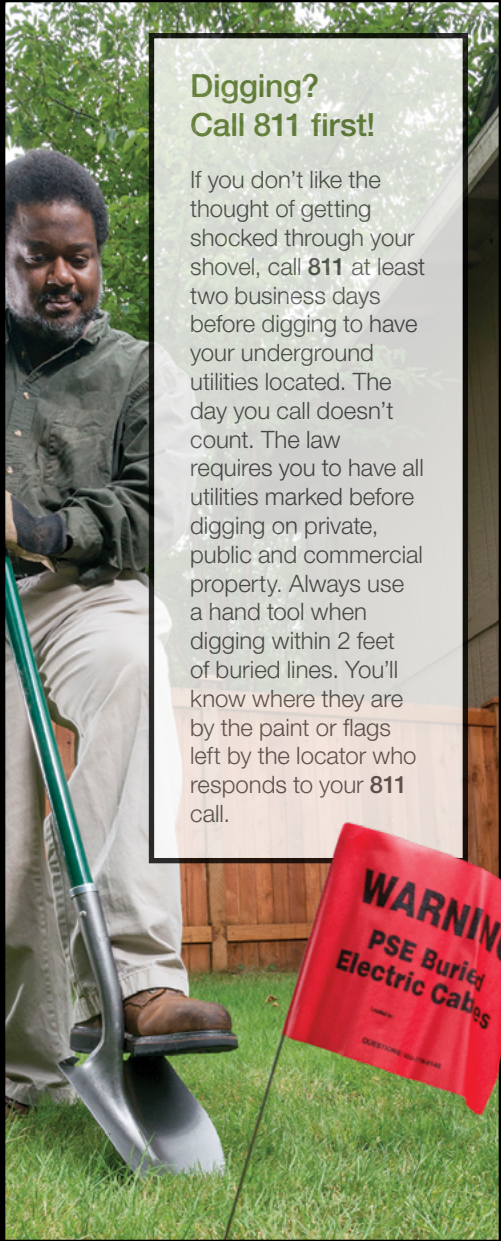
Let that kite go!

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.

Greater than
10 feet



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.



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.

 **PUGET SOUND ENERGY**

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



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HOW TO STAY SHOCK FREE



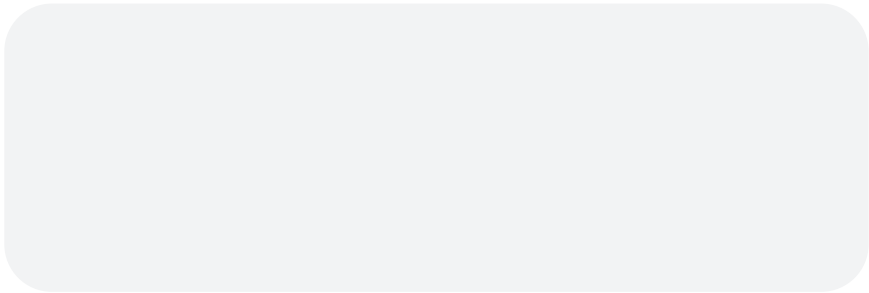
**DO THE SAFE THING.
BE SMART AROUND POWER LINES.**



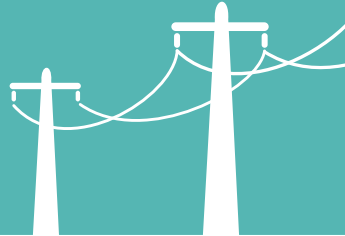
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PRESORTED
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YOUR PUGET SOUND ENERGY BILL ENCLOSED



**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



Spend less time paying bills by enrolling in AutoPay.
Learn more at pse.com/payment.



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

Transmission Message

This past month's transmission system peak occurred on September 1 at hour ending 1800.

Rate Change Message – Starting tomorrow 10/4

Electric customers effective October 2, 2022

Gas customers effective October 1, 2022

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, 2022

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

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