

Monthly promotions

December 2023 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [Public hearing customer notice](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Need help paying your energy bills?

If you, or someone you know, are worried about paying energy bills this winter, our Assistance Programs can help. Income-qualified customers can receive financial assistance through PSE's Home Energy Lifeline Program (HELP), the LIHEAP program and The Salvation Army Warm Home Fund.

Income-eligible customers can also significantly reduce their monthly energy bills with free, energy-saving home upgrades through PSE's Weatherization Assistance Program. The Efficiency Boost program offers increased rebates to help you pay for home improvements such as heating systems, water heaters and more. Learn more about PSE's assistance programs at pse.com/assistance.

Payment arrangements can help you catch-up on a past due balance by setting a payment schedule that works for you. Also, signing up for our Budget Payment Plan evens out your energy costs throughout the year so you can avoid seasonal spikes on your bill. Log in to your PSE online account to find out more.



Beware of scams

Stay informed so you can protect yourself from fraud. Scammers can be threatening and clever in using new, deceptive tactics. What to know about scams:

- We never ask or require you to purchase a prepaid debit card to avoid disconnection, even if you have a delinquent account.
- You'll receive several communications related to bill payment before any service disruption.
- Our bill payment vendors don't call after noon on Saturdays and all day Sundays. Any calls during those periods are red flags.

Learn more about how you can protect yourself from a potential scam at pse.com/scamalert.

A line on the ground could be live — stay away!

Wind, rain and snow can cause a downed power line. This can be a very dangerous situation. Telephone, cable and power lines look the same. You should assume that any line on the ground is energized. Even approaching a fallen line can be fatal. Stay safe and keep a distance of at least 35 feet. Never drive over or under a downed power line. If you see a line on the ground, immediately call 911 or PSE to report it.

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.



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

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Start saving today

With energy efficiency rebates and offers.
Visit pse.com/rebates.





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





PLACE
STAMP
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Visit pse.com/gopaperless for more information.

BELLEVUE, WA 98009-9269



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



This envelope is recyclable.

December 2023 bill print messages

Summary page

Happy Holidays

As 2023 draws to a close, we send our best wishes for the holidays and wish you a safe and happy new year. It's a privilege to serve you.

pse.com

Transmission Peak Message

This past month's transmission system peak occurred on November 28 at hour ending 0900.

December 1st Price Change – Electric Customers Only Message will begin printing Monday, December 4th

Your bill reflects changes in rates that went into effect on December 1, 2023.

Public Comment Hearing for Puget Sound Energy's Petition to Amend Final Order

As your local energy provider, PSE is committed to delivering the clean energy future our customers want and need, while also maintaining the reliability and affordability our customers expect.

To that end, we filed a request with the Washington Utilities and Transportation Commission (UTC) for approval of our Petition to Amend Final Order (Petition) pursuant to WAC 480-07-875(1) on August 10, 2023. The Petition asks the UTC to amend Final Order 24 issued December 22, 2022, in Dockets UE-220066, UG-220067, and UG-210918 (Consolidated), to add a condition to the Commission's approval of a multi-party settlement that would remove from the settlement a term requiring PSE to continue its existing credit and collection processes until the conclusion of a proceeding currently being conducted in Docket U-210800. PSE and other parties agreed to this term in 2022, but the Company seeks to remove the term due to changing conditions since Final Order 24 was issued. The proceeding in Docket U-210800 is an examination of and potential amendment to the credit and collections rules that PSE and other utilities must follow.

The Commission has indicated its intent to grant PSE's Petition in part, and to deny the Petition in part, so that the Company may modify its credit and collections practices prior to the conclusion of the rulemaking in Docket U-210800.

PSE has filed this Petition for the following reasons:

- PSE's current level of past-due balances is unprecedented and is much larger than any other Washington State investor-owned utility in terms of total dollars. PSE's total arrearages increased by 127 percent from May of 2020 to May of 2023, despite significant energy assistance provided by PSE to customers.
- PSE believes it is unable to expand its customer and outreach practices aimed at addressing arrearages until the conclusion of Docket U-210800.
- If PSE is unable to adjust its credit and collections processes before the conclusion of Docket U-210800, consumers will experience higher energy costs and rates due to covering the cost of uncollected revenue in bad debt write offs. Although PSE cannot predict how rates will be impacted, PSE anticipates increases in customer rates and that these estimated rate impacts would be regular, annual, and would last until PSE is able to adjust its existing credit and collections processes.

Public hearing date and time:

You may comment on PSE's Petition at a virtual public hearing held by the UTC at the date and time listed below.

Thursday, Feb. 8, 2024, at 6 p.m.

You can participate via Zoom, meeting information can be found at www.utc.wa.gov/220066.

Or join by phone by calling 1-253-215-8782 and entering meeting ID number 814 5100 9997 and passcode 459983.

If you plan to participate, please call 1-888-333-9882 at least one day before the hearing so you can be signed in. Not calling in advance will not preclude you from calling the day of the hearing.

If you need a reasonable accommodation to participate at the hearing, please contact the WUTC at 1-888-333-9882 or comments@utc.wa.gov. The WUTC is committed to providing reasonable accommodations to participants with disabilities.

Other ways to comment on the Petition:

In your comments, please reference Docket s UE-220066, UG-220067, and UG-210918 (Consolidated).

UTC

Send comments to the UTC by one of the following:

- www.utc.wa.gov/consumers/submit-comment
- comments@utc.wa.gov
- 1-888-333-WUTC (9882)
- UTC
P.O. Box 47250,
Olympia, WA 98504

Public Counsel

Residential and small business customers are represented in this case by the Public Counsel Unit of the Washington Office of the Attorney General.

- utility@atg.wa.gov
- 206-464-7744
- Public Counsel Unit,
Attorney General's Office,
800 Fifth Ave, Suite 2000,
Seattle, WA 98104

To contact PSE about the Petition

- customercare@pse.com
- 1-888-225-5773
- Puget Sound Energy,
Customer Care,
P.O. Box 97034,
Bellevue, WA 98009-973

Issue date: November – December 2023

Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at pse.com.

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, 2023

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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pse.com

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