

The latest news on what's powering our neighborhoods



We're here to help

As winter temperatures drop, gas and electric bills tend to rise. We're here to help with energy assistance programs, flexible payment options, and tips to help you save energy and stay comfortable during these cold winter months.

Bill assistance

We have programs that provide funds to help pay your bill or save energy with free home upgrades and repairs. pse.com/support

Payment arrangements

Create an arrangement that works for you to pay down your past due balance, by adding a little at a time to your bill for up to 18 months. pse.com/paymentoptions

Energy saving tips

Now that the weather outside is colder, it takes more energy to maintain the temperature inside your home. Get money saving tips to lower your energy use. pse.com/lower



Investing in our grid for continued reliable power

We're always looking for ways to avoid outages and improve response times when they do happen. Our efforts include trimming tree limbs that have grown too close to power lines, regular inspections and repairs on our power lines, and implementing innovative technology for a smarter, greener and more reliable grid. For example, our Distribution Automation program helps us automatically detect and address outages more quickly, and has saved our customers over 10 million outage minutes.

To learn about our holistic approach to delivering safe and reliable power with a flexible and resilient grid, visit pse.com/gridmodernization.

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 or 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.

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 nonmajor storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee.

Conditions apply. pse.com/guarantees

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.

