

The latest news on what's powering our neighborhoods



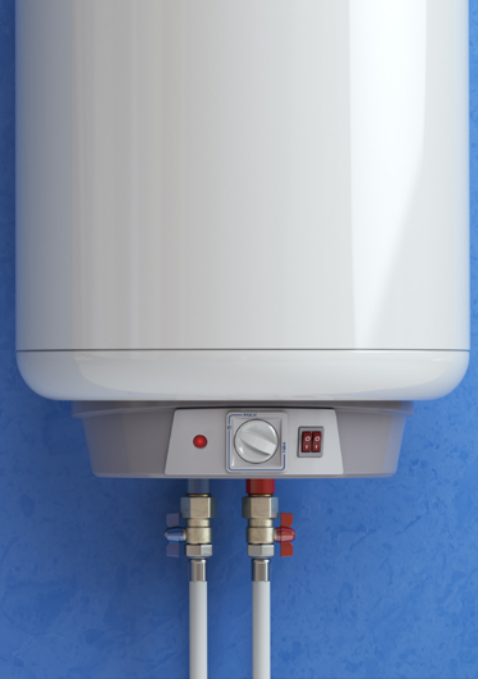
Don't dig into danger

Before doing any kind of digging in your yard, call **811** because underneath your lawn may rest a variety of buried utilities. Cable TV, water, natural gas, and electric lines could all be present. Digging into gas or electric lines could lead to severe injury, a hefty repair bill, or cause a power outage. So don't take a chance. Call **811** two business days (not counting the day you call) before you dig. Outline your dig area in white paint so that the utilities will know where to mark. Utility-owned lines are marked for free.

Be safe and save energy:

Set your water heater to 120 degrees. Washington state law recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the low setting. This will prevent scalding accidents and save energy.

pse.com/waystosave



We're here to help

If you are behind on your payments, you have options. These include payment assistance, extended payment plans for residential and small commercial accounts, and level payment plans, with the ability to choose your own due date. Depending on your income and size of your household, you may qualify for up to \$4,500 from one or all of our payment assistance programs: Covid Bill Assistance, PSE HELP and Federal LIHEAP.

Visit pse.com/help to learn more.

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. More at pse.com/guarantees.

