

Monthly promotions

December 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](#)
- [CEIP Public Hearing Notice](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [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-qualified 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 space heaters, 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.



New and expanded electric vehicle programs coming in 2023

PSE Up & Go Electric is launching new and expanded electric vehicle programs for our customers in 2023: fleet electrification, multifamily charging and education and outreach. More details are coming soon, but our goal is to help customers electrify their fleets, increase charging availability for residents of multifamily properties and engage customers who face higher barriers to electric transportation.

Learn more about our vision for the future of transportation electrification at pse.com/upandgo.

Investing in our grid for continued reliable power

We're always looking for ways to avoid outages and improve response times when outages 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.

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 at 1-888-225-5773 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.



Public Comment Hearing for Puget Sound Energy's Clean Energy Implementation Plan

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 Clean Energy Implementation Plan (Plan) on December 17, 2021 (filing UE-210795). The Plan defines our proposed course of action for clean electricity programs and investments through 2025, in alignment with the goals set by Washington's Clean Energy Transformation Act (CETA).

The Commission has the authority to approve, reject, or approve with conditions PSE's Plan. This includes interim and specific targets for energy efficiency, demand response, and renewable energy that may differ from the targets proposed by PSE in its Plan.

The Plan outlines PSE's path to creating a clean and more equitable energy future for our customers. Strategies for the next four years include:

- Moving PSE forward to 63 percent clean electricity by the end of 2025 – up from 35 percent today, accelerating efforts toward meeting our clean energy goals for 2030 and 2045.
- Removing coal as a source of electricity from our grid by the end of 2025.
- Ramping up utility-scale clean, renewable electricity resources like large-scale wind and solar generation.
- Collaborating with residents and businesses to nearly double installation of Distributed Energy Resources (DERs) such as solar and battery storage programs.
- Creating more ways for customers to save energy and reduce costs through energy efficiency improvements.
- Ensuring clean energy transition benefits are distributed equitably, toward achieving a more inclusive, carbon-free future.

For more information about the Plan, please visit www.cleanenergyplan.pse.com.

Public hearing date and time:

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

Tuesday, Jan. 24, 2023, at 6 p.m.

You can participate via Zoom, meeting information can be found at www.utc.wa.gov/210795.

Or join by phone by calling 1-253-215-8782 and entering meeting ID number 883 8330 3191 and passcode 733771.

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 UTC at 1-888-333-9882. The UTC is committed to providing reasonable accommodations to participants with disabilities.

Other ways to comment on the plan:

In your comments, please reference Docket UE-210795.

UTC:

Send comments to the UTC by one of the following:

Online: www.utc.wa.gov/consumers/submit-comment

Email: comments@utc.wa.gov

Phone: 1-888-333-WUTC (9882)

U.S. mail: 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.

Email: utility@atg.wa.gov

Phone: 206-464-7744

U.S. mail: Public Counsel Unit,
Attorney General's Office
800 Fifth Ave, Suite 2000
Seattle, WA 98104

To contact PSE about the Plan:

Email: ceip@pse.com

Phone: 1-425-818-2051

U.S. mail: Puget Sound Energy
Customer Care
P.O. Box 97034
Bellevue, WA 98009-9734



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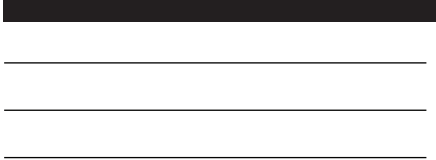
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This envelope is recyclable.

Happy Holidays

As 2022 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](https://www.pse.com)

Transmission peak message

This past month's transmission system peak occurred on November 29 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, 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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