

The latest news on what's powering our neighborhoods



You may qualify for bill payment assistance

Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy-efficient improvements to your home.

- Receive up to \$1,000 in credits from the federal Low Income Home Energy Assistance Program (LIHEAP) which provides financial assistance to eligible low-income households to help pay their winter heating bills.
- You may qualify for another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP) which provides qualified customers additional bill-payment assistance beyond that offered by the federal LIHEAP program.
- Our Weatherization Assistance Program provides free weatherization assistance to qualified customers to help reduce energy use and lower bills. This includes free upgrades to your home such as insulation, sealing air leaks, lighting and refrigerator replacements.

Visit pse.com/liw for more information.



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.



Keep meters free of snow and ice

Snow and ice can damage your gas meter and leave you in the cold. Use a broom to gently remove snow and ice from your meter and pipes. When ice thaws, don't allow water to drip onto the meter equipment and refreeze. If you see ice build-up or suspect a problem, contact us to report it.



Can a phone line kill you?

It can if it's lying on the ground and in contact with a power line. And you don't have to touch the line. A fence, guardrail and even the ground under the line could all be energized. So don't take chances. Stay away from downed lines of any kind. Call PSE or **911** to report them.

pse.com/electricsafety



Looking for a reason to go paperless?

How about 1,500 of them. Sign up for paperless billing and receive a chance to earn \$1,500 towards your energy bill. Through February 2019, we'll randomly select 10 winners who'll each receive an energy credit to use toward their residential PSE energy bill.

Signing up is easy! Simply visit pse.com/create to create a digital account and sign up for paperless billing. Hurry, this contest ends soon.