

The latest news on what's powering our neighborhoods



## Call 811 before digging in your yard

PSE's gas and electric lines are broken more than 1,000 times a year, and much of the time it's because people don't call 811. Be sure to call 811 two business days (not counting the day you call) before you do any digging. Outline your dig area in white paint and wait to dig until each utility has marked the ground. They'll mark their lines for free. Once the underground lines have been marked, be sure to only use hand tools when digging within 2 feet of the marked lines. Digging without knowing what's below puts you at risk for injury and a big bill for repairs or fines for violating the law.

[DigSafeWA.com](http://DigSafeWA.com)

## TOGETHER, we're creating a better energy future

Our customers want clean energy and we're committed to working together to make this a reality. Our mission today is deep decarbonization and greenhouse gas emissions reduction. We were an early leader in addressing climate change, investing billions in renewable resources and energy efficiency for homes and businesses. Now, we are transforming our business to meet the current and future needs of our customers and to deliver on the objectives of Washington's Clean Energy Transformation Act.

Our commitment to clean energy includes leading as the largest utility producer of renewable energy in the Pacific Northwest, creating ground-breaking renewable energy programs like Green Direct, and operating two hydroelectric power projects that provide clean energy to thousands of local homes and businesses. Working in partnership today, we can create a better energy future.

See more about our commitment to clean energy at [pse.com/TOGETHER](https://pse.com/TOGETHER).

## 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](https://pse.com/guarantees).



## Energy efficiency 2018-2019 report card

Your efforts in conserving natural gas resources in 2018 and 2019 surpassed the conservation target, and demonstrated once again that our customers are leaders in energy efficiency.

Each year, we measure our effectiveness in encouraging customers to take steps to reduce their energy usage.

Key measurement	Biennial target	2018–19 performance*	Achieved
Natural gas savings	6.5 million therms	6.99 million therms of first-year savings, as reported at the customer meter—enough natural gas to serve nearly 9,500 homes in one year.	✓

\* Failure to meet the target in either year can result in penalties of up to \$750,000.

Your ongoing energy-saving steps help lessen our need for additional investments in natural gas resources. Thank you.