

Monthly promotions

January 2021 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Introducing the PSE Marketplace

We're making it easy for you to save more energy and money from the comfort of your home. Shop online using the new PSE Marketplace to find great products that make your home run efficiently and use less energy while keeping your family comfortable.

Available products include:

- Smart thermostats
- LED lighting
- ShowerStart thermostatic shut-off valve

Energy-efficient products use less energy, which means big savings on your bill. And you'll save even more money on the PSE Marketplace with instant discounts*, like \$75 off smart thermostats and \$10 off outdoor LED fixtures.

Check out pse.com/marketplace today!

* Must have an eligible PSE customer account to qualify for instant discounts. Other restrictions apply.

Get help with your energy bills through bill assistance and home weatherization

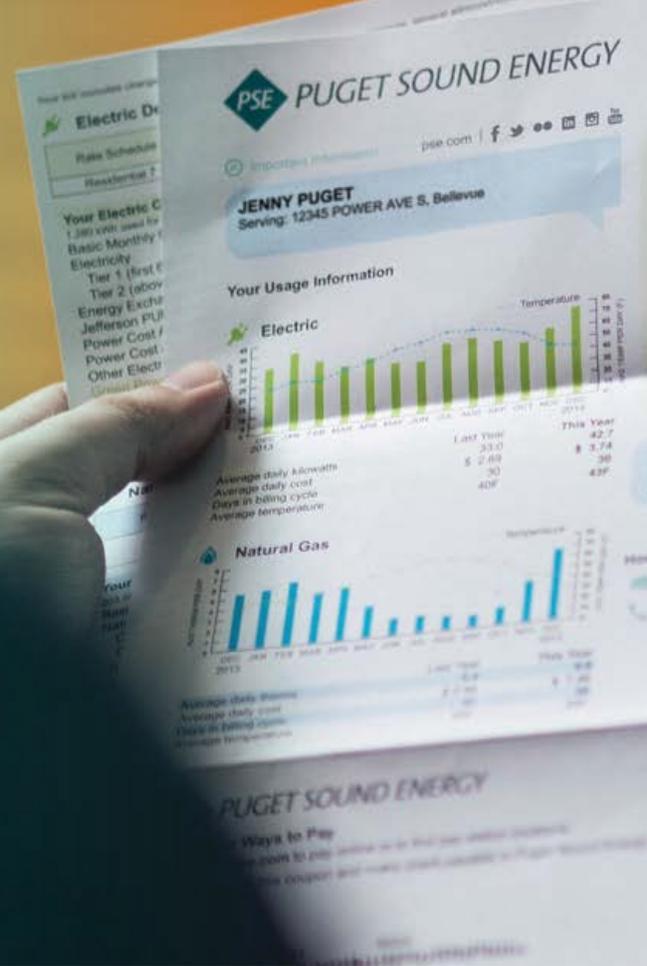
Our Home Energy Lifeline Program (HELP) provides funds to help pay your energy bill.

Our Weatherization Assistance Program can provide free home upgrades and repairs that will keep your bills low and your home healthy all year long.

Here's how it works:

- Eligibility for both programs is based on your income and the number of people that live in your home
- You don't need to have a balance or be behind on your bill to qualify
- You may qualify for both programs even if you are already enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)
- You can apply anytime and can reapply every year for HELP

Begin the process pse.com/HELP and click on GET STARTED



Snow and ice can damage your gas meter and leave you in the cold

Keep your gas meter running smoothly by gently removing snow and ice from your meter and pipes with a broom. When ice thaws, don't allow water to drip onto the metering equipment and refreeze. If you see ice build-up or suspect a problem, contact us to report it. Be sure nothing blocks the vents that carry air to or from your furnace, water heater or other fuel-burning appliances.



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



P.O. Box 97034
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YOUR PUGET SOUND ENERGY BILL ENCLOSED

Help us help you.

You may qualify for assistance
with your heating bill.
Visit pse.com/help.





Customer service — guaranteed.

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. For more information, visit [pse.com/guarantees](https://www.pse.com/guarantees).





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This envelope is recyclable.

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees.

pse.com/guarantees

January 1st Price change message – Electric only customers.

Your electric bill reflects changes in rates that went into effect on January 1, 2021.

Transmission Peak Message for December.

This past month's transmission system peak occurred on December 23 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, 2021

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

[GREEN ENERGY OPTIONS](#)

[ENERGY EFFICIENCY REBATES](#)



pse.com

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