

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, our Bill Assistance Programs can help. Income qualified residential customers may be eligible to have their bills reduced and paid for.

It only takes a few minutes to complete a single online application for PSE's Home Energy Lifeline Program (HELP), Bill Discount Rate, and Past Due Bill Forgiveness programs. In most cases, no proof of income is required to apply.

PSE HELP applies a grant to your account to help pay your bill, Bill Discount Rate provides a discount off eligible charges on your bill, and Past Due Bill Forgiveness helps erase enrolled past due amounts after 12 on-time payments of current bills.

Learn more about these and other programs such as Home Weatherization by visiting [PSE.com/Assistance](https://www.pse.com/Assistance).



## Peak wildfire season is here

Here's three things you can do to stay alert and prevent wildfires:



Check out the [Department of Natural Resources](#) burn restriction information before lighting a campfire.



Download the free [Watch Duty app](#) for fire weather warnings, updates about active fires and evacuation alerts.



Check [PSE's outage map](#) for Public Safety Power Shutoff warnings and updates about power outages.



## Free safety check of your gas appliance

Now is the perfect time to ensure your gas heating equipment is ready for the fall season ahead. PSE natural gas customers can schedule a free safety check of their gas furnace, water heater, or other gas appliance by calling us at 1-888-225-5773. Remember to set your water heater to 120°F (low setting) to prevent scalding and save energy, as recommended by Washington state law.

## 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://www.pse.com/Guarantees)



## Shallow digging is still digging

Whether you're planting a tree, installing a fence or converting your patio to concrete, remember to dig with care. Even if you've dug in the area before, shifting soil, erosion and other factors can change the depth and location of underground utilities. Contact WA 811 before you start any project that requires moving earth.

Go to [DigSafeWA.com](https://www.digsafe.com) for more information.

