

The latest news on what's powering our neighborhoods



Customer service guarantees

We stand behind our service to you. We're continually tracking how we're doing and using your feedback to improve. And we'll credit your bill if we fail to meet our service guarantees.

- Appointment service guarantee
- 24-hour power outage restoration guarantee*
- 120-hour power outage restoration guarantee**

Qualifications apply.
pse.com/guarantees

* Effective Jan. 1, 2017.
Excludes major storm or other events.

** Electric service must be out for 120 consecutive hours or longer.



Be prepared. Stay connected.

Download the latest version of the myPSE app to track power outages in your neighborhood, report your outage and check status and restoration times.

pse.com/app

Convenient payment options

Looking for an easier way to make your bill payments? We offer a complete range of payment options—including by credit or debit card, now with no fee for most customers.

pse.com/payoptions

Winterize your home, lower your bill

The weather is changing, and now is the time to prepare for the onset of colder temps.

Take advantage of our new online resource, Winterize Your Bill, at pse.com/lower. It's loaded with information to help you reduce your heating costs during the cold months ahead. You'll find tips, offers, resources and other solutions to get you, your home—and your bill—prepared for winter.



Electric energy efficiency report card

Your efforts in saving electricity in 2014–15 helped save money on your bill, and delay the purchase of new power resources or the need for constructing new electric generating facilities.

Every year, we evaluate how effectively we do our part to encourage you to save energy. We match the amount of energy saved against a set target. During the last two years, your efforts exceeded the target by 7 percent. Here are the results:

Key measurement	Target	2014–15 performance	Achieved
Electricity savings	621,120,000 kilowatt hours (kWh)	663,123,000 kWh saved—enough electricity to serve more than 57,000 homes. 7% above the target.	✓