

The latest news on what's powering our neighborhoods

We're here to help

It's been a tough year, and Puget Sound Energy recognizes that for many families, the financial struggles associated with COVID-19 are not by any means over. Soon Washington's utility moratorium will be ending, so disconnections that were suspended during the pandemic, will resume, by way of a field visit or automatically, beginning August 2, 2021.

If you are behind on your payments, you have options. These include payment assistance, extended payment plans for residential and small commercial accounts, and level payment plans, with the ability to choose your own due date.

Depending on your income and size of your household, you may qualify for up to \$4,500 from one or all of our payment assistance programs: CACAP, PSE HELP and Federal LIHEAP.

Visit pse.com/help to see if you qualify, or for LIHEAP and HELP contact your local Community Action Agency at 1-866-223-5425.

Customers participating in a long-term payment arrangement, bill assistance program, or have an active medical certificate on file will not be disconnected. If your service is disconnected prior to January 2022, we will not be charging reconnect fees or deposits to get your service reconnected. After this date and going forward, fees, including late fees, will be assessed.

To learn more visit pse.com/help or call us at 1-888-225-5773 today. Make your payment online at pse.com, in-person at your local Fred Meyer or Walmart, using the myPSE mobile app, by calling 1-888-225-5773 (TTY: 1-800-962-9498) (with translation services available), or by mailing your payment in the envelope provided with your statement.

Puget Sound Energy's services in Washington State are regulated by the Utilities and Transportation Commission (UTC). You may also contact the UTC by dialing 1-888-333-9882, via email at consumer@utc.wa.gov, or by mail at P.O. Box 47250, Olympia, WA 98504.

Estamos aquí para ayudar

Ha sido un año duro, y Puget Sound Energy reconoce que, para muchas familias, las dificultades económicas asociadas con el COVID-19 continúan afectándolos. Pronto terminará la moratoria de servicios públicos en Washington, lo cual significa que se reanudarán las desconexiones que se suspendieron durante la pandemia, ya sea por medio de una visita de nuestro personal o de forma automática, a partir del 2 de agosto del 2021.

Si está atrasado con sus pagos, existen algunas opciones que pueden ayudarlo. Estas opciones incluyen asistencia para pagos, planes de pago extendidos para cuentas residenciales y comerciales y planes de pagos nivelados, con la posibilidad de elegir su propia fecha de pago.

Dependiendo de sus ingresos y de cuántas personas viven en su hogar, podría calificar para recibir hasta \$4,500 por medio de uno o todos nuestros programas de asistencia para pagos: CACAP, PSE HELP y Federal LIHEAP.

Visite pse.com/ayuda para saber si califica, o comuníquese con su agencia de acción comunitaria local para información sobre LIHEAP y PSE HELP.

No se desconectará el servicio de aquellos clientes que participen en un acuerdo de pagos a largo plazo, en un programa de asistencia de pago de facturas o que cuenten con certificados médicos activos.

Si su servicio es desconectado antes de enero del 2022, no se cobrará un depósito ni cargos por reconexión del servicio. Después de esta fecha en adelante, se evaluará la aplicación de cargos, incluidos cargos por pagos atrasados.

Para saber más, visite pse.com/ayuda o llámenos al 1-888-225-5773. Haga su pago en línea en pse.com, en persona en su tienda local de Fred Meyer o Walmart, utilizando la aplicación móvil myPSE, llamando al 1-888-225-5773 (Retransmisor: 1-800-962-9498) con servicios de traducción disponibles, o enviando su pago con su factura por correo en el sobre incluido.

Los servicios de Puget Sound Energy en el estado de Washington están regulados por la Comisión de Servicios Públicos y de Transporte (UTC). También puede comunicarse con UTC llamando al 1-888-333-9882, por correo electrónico a consumer@utc.wa.gov, o por correo postal a P.O. Box 47250, Olympia, WA 98504.

2020 Service Quality Report Card

Each year Puget Sound Energy measures service-quality benchmarks established in cooperation with the Washington Utilities and Transportation Commission (UTC), the Public Counsel Unit of the Attorney General's Office, and other parties. These benchmarks ensure we are satisfying customer's expectations, providing reliable service, and keeping customers safe. Failure to achieve these service-quality measurements would put us at risk of a penalty of up to \$12 million.

Key Measurement	Benchmark	2020 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	94 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	96 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.10	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	84 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.24 outages	✓
Length of power outages per year, per customer*	Less than 2 hours, 35 minutes	2 hours, 45 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	51 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	32 minutes	✓
Percent of service appointments kept	At least 92 percent	99 percent	✓

* There is no annual performance penalty associated with this measurement, but we give customers a \$50 account credit when we don't restore the customer's power within 24 consecutive hours during a non-major-storm power outage. Please see the information about service guarantees below.

2020 Performance Highlights

2020 was a year of unprecedented challenges brought on by the COVID-19 pandemic. We have continued to adapt to the CDC and state agencies' evolving guidelines to ensure our employees' and the public's safety and provide reliable energy service.

We met eight of the nine service metrics (see chart above), improving in all areas of Customer Satisfaction and Services. We also improved response time for electric emergencies from 2019. Weather events during the first weeks of 2020 contributed to the missed benchmark for the length of power outages per year. While restoration had been slowed by inaccessible roads, additional damage would occur from subsequent wind and snow as damage was repaired.

In addition to committing to the nine service-quality measures, we have three service guarantees to our customers.

- Keeping scheduled appointments.
- If your power is out for 120 consecutive hours or longer during any power outage.
- If your power is out for 24 consecutive hours or longer during a non-major-storm power outage.

If we fail to meet any of these guarantees, we credit your bill \$50, conditions apply, and customer action required. Learn more at <https://www.pse.com/pages/customer-service-guarantees> or 1-888-225-5773.

For 2020, PSE paid \$14,200 for missing 284 of the total 37,773 service guaranteed appointments. We provided 279 customers with a \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages and nine customers with a \$50 credit for not restoring electric service within 120 consecutive hours during any power outage.

Every day our employees aim to provide safe, dependable, and efficient service to meet your expectations.