

The latest news on what's powering our neighborhoods

DON'T RISK IT!

Natural gas and electric utility lines could be buried where you least expect them. Hitting an underground utility could result in a big repair bill, not to mention putting you at risk of injury. Utility-owned lines are located for free.

Always contact 811 before digging to avoid service disruptions caused by damaging buried utilities.



TOGETHER, we're creating a clean energy future for all.

As we make progress on our aspiration to reach beyond net zero carbon by 2045, our teams are focused on innovating, testing and developing expertise on what it means to be able to utilize alternative fuels and how to use them in our current systems. Low-carbon fuel like hydrogen is one of the ways we invest in cleaner energy sources to help us provide reliable and affordable service every day.

Learn more at pse.com/cleanfuels.

Thank you for your ongoing support in renewable energy

In 2021, over 100,000 customers participated in one of PSE's voluntary renewable energy programs. Here is a breakdown of each program:

Green Power: More than 66,000 customers purchased 628,945 MWh. Resources include 73% Wind from WA, OR, ID, and WY; 24% Solar from WA, OR ID, MT, and UT; 1% Biogas from WA, OR, and ID; 1% Landfill Gas from WA, OR, and ID, and 1% from Geothermal from OR and ID.

Solar Choice: More than 15,000 customers purchased 42,526 MWh of renewable energy generated by 100% solar. These solar resources are all located in Washington, Oregon, and Idaho.

Carbon Balance: More than 24,000 participants purchased 60,537 carbon offsets, a carbon reduction equivalent of over 130 million pounds. These resources come from Improved Forest Management facilities located in Washington State.

Community Solar: Launched in late 2021, the first participants subscribed to shares of solar energy generated in Olympia, Washington. Additional sites will be added in 2022.

Learn how to lower your carbon footprint at pse.com/renewables.

Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at pse.com.

Help your neighbors in need

Consider donating to The Salvation Army Warm Home Fund, which provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties. To give a little extra on your next PSE bill payment, specify the donation amount on your payment stub or when you pay online.

Service Guarantees

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.

