

The latest news on what's powering our neighborhoods



Stay warm and save more: PSE is here to help

It's National Energy Awareness Month, and we're here to help with tips to make your home more efficient. As the weather cools, simple fixes like wrapping pipes and sealing cracks around windows can ensure your home heating systems don't work overtime. Our rebates can also help you save on new energy-efficient equipment that will pay off in the long run by lowering your bill.

As inflation rises and costs increase, PSE is here to help make energy-saving upgrades more affordable. Now through the end of 2022, we're offering an increased instant discount on electric hybrid water heaters and increased rebates on weatherization upgrades, like insulation and air sealing. We're also offering \$100 back on smart thermostats through PSE Marketplace in October to make it even easier to control how much energy you use every day.

Visit pse.com/lower to learn more ways you can save.

Keeping our gas system and our customers safe

As the state's largest natural gas utility, we take our job of ensuring pipeline safety seriously. We have programs in place to maintain the integrity of our natural gas system in accordance with federal regulations. We inspect our pipelines' protection against corrosion, conduct ground surveys with sensitive sniffing devices, train fire fighters how to respond to pipe breaks, and monitor the system 24/7.

You can help keep your family and community safe by practicing safe digging — always calling 811 before you dig — and by knowing the signs of a natural gas leak: the sulfur-like odor, a hissing noise from a natural gas appliance or meter, or bubbling from a puddle. For more information about how we keep our natural gas system safe, go to pse.com/gasinspection.

Energy Efficiency 2020-2021 report card

Your efforts in conserving natural gas and electric resources in 2020 and 2021 during the COVID-19 pandemic helped us achieve the following savings and demonstrated once again that our customers are leaders in energy efficiency.

Each biennium, we measure our effectiveness in encouraging customers to take steps to reduce their energy usage.

Key measurement	Biennial target	2020-2021 performance*
Natural gas savings	7.77 million therms	6.78 million therms of first-year savings, as reported at the customer meter — enough natural gas to serve nearly 9,100 homes in one year.**
Electric savings	526.0 million kilowatt-hours (kWh)	388.5 million kWh of first-year savings, as reported at the customer meter — enough electricity to serve nearly 37,000 homes in one year.***

Your ongoing energy-savings steps help lessen our need for additional investments in natural gas/electric resources. Thank you.

* Due to the COVID-19 pandemic emergency declarations, penalties for not meeting targets were suspended.

** Failure to meet the two-year target could have resulted in penalties of up to \$750,000.

*** Failure to meet the two-year target could have resulted in penalties of ~\$60 for every 1,000 kWh shortfall.

Customer 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

Blocked sewer? Call PSE, or ask your plumber to call

If you experience a sewer blockage outside the walls of your house, call PSE when your plumber is on their way to clear it. Or have your plumber call PSE at 1-888-225-5773. Natural gas lines have inadvertently been installed through some sewer and septic lines. Clearing them with a cutting tool could break the gas line, allowing gas into your house and creating a dangerous situation. PSE will meet your plumber on-site—for free—to make sure the sewer or septic line is safe to clear.

Learn more at pse.com/sewersafety