

The latest news on what's powering our neighborhoods



Wildfire preparedness

We are taking a comprehensive approach to mitigating the evolving risk of wildfires and working to ensure safety while maintaining the reliable delivery of energy. Many of our wildfire-related actions also help protect our system from other hazards, like high winds and winter storms. To prepare for the upcoming wildfire season we've done the following:

- Inspected higher-risk transmission and distribution overhead lines
- Trimmed or removed trees that could be hazardous to prevent vegetation from contacting energized conductors
- Improved our ability to detect early signs of wildfires and reduce ignitions
- Built a portfolio of projects—including replacing power poles, upgrading distribution lines and electrical equipment, and upgrading substations—to improve electric service reliability and reduce wildfire risk
- Initiated collaboration and knowledge sharing with external agencies, stakeholders and customers

We're working to protect our system this wildfire season by creating risk models, using satellite imagery to assess high-risk areas, and engaging with customers in higher wildfire risk areas to gather feedback on our plans. The ultimate priority during wildfire season will be the safety of our personnel, our customers and the communities we serve.

Learn more at pse.com/wildfirepreparedness.

Stay clear of overhead power lines

With summer weather comes home improvement projects that may bring ladders and tools close to overhead power lines. Be sure to look up and around you before you start any work. Keep all objects, including yourself, at least 10 feet from any overhead line. Accidental contact, even near contact, can cause an arc flash that can result in serious injury.

pse.com/electricsafety



Customer service guarantee

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.



Know the signs of a natural gas leak

You can usually detect natural gas from an odor of sulfur or rotten eggs, though it may smell different to you. But there are other tell-tale signs, especially outdoors: bubbles escaping through a puddle, dead vegetation where you wouldn't expect it, and dirt blowing up from the ground. Natural gas is lighter than air and will rise, and it can be ignited by a spark from flipping a light switch. If you detect gas, don't hesitate! Leave the area, then call PSE at **1-888-CALL-PSE**, or call **911**.

pse.com/detectaleak