

PUGET SOUND ENERGY TEXT MESSAGING PROGRAM TERMS & CONDITIONS

Last Revised: April 11, 2025

These Puget Sound Energy Text Messaging Program Terms & Conditions ("Text Messaging Terms") apply to your participation in the text messaging program (the "Program") operated by Puget Sound Energy ("Puget Sound Energy," "we," or "us"). Your participation in the Program constitutes your express consent to receive automated messages (e.g., SMS and MMS) from Puget Sound Energy at the mobile number you provide, including text messages that may be sent using an automatic telephone dialing system. By signing up for the Program, you agree to these Text Messaging Terms, including the DISPUTE RESOLUTION contained herein. If you do not agree to these terms, you must immediately discontinue your participation in the Program by following the cancellation instructions below.

Program Details

The Program may include recurring and nonrecurring text messages related to:

- Energy Efficiency Program notifications and 21363: Behavioral Demand Response Programs and Automated Demand Response Programs.

Message frequency will vary. Puget Sound Energy reserves the right to alter the frequency of messages sent at any time, so as to increase or decrease the total number of sent messages. Puget Sound Energy also reserves the right to change the short code or phone number from which messages are sent. Consent to receive automated text messages is not a condition of any purchase. Message and data rates may apply.

Not all mobile devices or handsets may be supported and our messages may not be deliverable in all areas. Puget Sound Energy, our service providers, and the mobile carriers supported by the Program are not liable for delayed or undelivered messages.

We will not share information gathered through text messages with third parties for their marketing purposes unless we have your consent.

Participating Carriers

We are able to deliver messages to the following mobile phone carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile, Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central, IL (ECIT), Cellular One of Northeast Pennsylvania, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer,

Plateau (Texas RSA 3 Ltd), Revol, RINA, Symmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless). Puget Sound Energy reserves the right to add or remove eligible mobile phone carriers from the Program from time to time.

Cancellation

You may opt out of text messaging notifications at any time. Text the keyword STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE to our shortcode or phone number to stop receiving notifications via text message from the Program. After texting STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE to our shortcode, you will receive one additional message confirming that your request has been processed. You acknowledge that our text message platform may not recognize and respond to unsubscribe requests that do not consist of the STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE (or similar revocation language) keyword commands. If you unsubscribe from this program, you may continue to receive text messages from Puget Sound Energy through any other programs you have joined until you separately unsubscribe from those programs.

Help & Customer Care

Text the keyword HELP to our shortcode to receive customer care contact information. If you are experiencing any problems, please contact our customer care team at 1-888-225-5773 or customercare@pse.com.

Privacy

For information about Puget Sound Energy's privacy practices, please review our Privacy Policy.

Contact

If you have any questions or concerns about the Program, please contact us at 1-888-225-5773 or at customercare@pse.com.

Dispute Resolution

For any dispute or claim that you have against Puget Sound Energy, that Puget Sound Energy has against you or that you have, or Puget Sound Energy has, in each case relating in any way to the Program, or any aspect of the relationship between you and Puget Sound Energy as relates to the Program ("Claim"), you and Puget Sound Energy agree to resolve the Claim in accordance with the Terms and Conditions contained herein.