



General Rate Case

Why are my rates increasing?

The rate increase request enables the next phases of the transition to a clean energy future, including meeting the 2030 and 2045 carbon-reduction targets set by the 2019 Washington Clean Energy Transformation Act (CETA), as well as recovery of approximately \$3.1 billion in reliability and service upgrades made over the past four years that are not currently factored into rates. Additionally, the proposal includes nearly \$10 million per year in expanded assistance for low-income and economically disadvantaged customers.

If the request is approved by the Washington Utilities and Transportation Commission, a typical residential electric customer would see an average monthly bill increase of \$12 and monthly increase of \$9 for a typical residential natural gas customer, starting in January 2023.

What can I do to lower my utility costs?

PSE is empowering customers to make energy efficient choices in their home through the use of Advanced Metering Infrastructure or AMI meters. These electricity meters digitally record electricity use in real-time. We recently launched this feature within the PSE customer portal. Previously, customers were only able to see their usage broken down by months within a year or days within a billing cycle. Now, customers with an AMI meter can see their usage broken down into hourly intervals over the course of a single day. PSE is updating our entire electric and natural gas metering system on every home and business in our territory. For updates on the deployment of AMI meters, check out the Meter Upgrade Project page. In addition to bill payment assistance for income qualified customers, we also have various payment arrangement and budget payment plans.

We have multiple resources and tools to help customers lower their utility costs. One of the simplest and most effective way to reduce your costs is through our energy efficiency programs and rebates. Learn more at <https://www.pse.com/rebates>

What can PSE do to help me with my bill increase?

Since the beginning of the pandemic, PSE has made more than \$53 million in bill payment assistance available through its Crisis-Affected Customer Assistance Program (CACAP). This is in addition to our existing bill payment assistance programs.

PSE rate proposal includes a new discount rate for low-income customers and seniors, increased funding for low-income bill payment assistance, as well as a new program that would forgive the debt of eligible customers facing significant past-due balances. Customers can learn more and apply for funding at pse.com/help.

What is PSE doing to prevent outages and maintain reliability in my neighborhood?

Safety and reliability are at the core of what we do. That means continually investing in our system at all levels, from pole replacements to vegetation management to modernizing the grid to integrate more clean energy resources, such as rooftop solar and batteries. To see some of our system projects, visit pse.com/projects-map.

Grid reliability, resiliency and safety is especially important in light of the increasing demand on our system. For instance, we saw a nearly 100-degree swing in temperatures last year, from the record-setting heat dome to consecutive days of bitter cold temperatures not seen in Washington since 1968. Demand on our energy infrastructure is greater than ever and our proposed rate increase is critical to ensuring our ability to continue providing safe and reliable energy while integrating more renewable resources.

What's PSE doing around future energy needs?

To comply with the state's Clean Energy Transformation Act (CETA), PSE will significantly increase the amount of clean electricity in its portfolio over the next four years moving to more than 60 percent clean electricity by the end of 2025, up from 34 percent in 2020. In January 2021, Puget Sound Energy set an aspirational goal of being a Beyond Net Zero Carbon energy company by 2045. We are targeting the reduction of carbon emissions to net zero and going beyond that by helping enable carbon reduction in other sectors across the state of Washington. Customers are a key part of our clean energy journey, from reducing your footprint through our energy efficiency tips and rebates to participating in our voluntary clean energy programs. To learn more about PSE's commitment to clean energy and how you can help, visit pse.com/together.