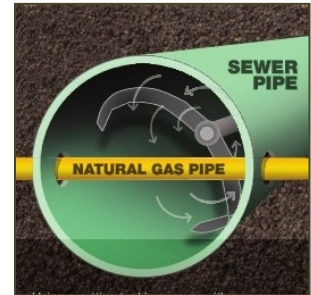


January 1, 2026

Property Owner
12345 Main Street
Seattle, WA 98101-1234

Dear Property Owner:

Puget Sound Energy has identified 12345 Main Street in Seattle, WA as being at risk of having a cross bore, which is when one underground utility line has been inadvertently installed through another underground utility line. In this case, a natural gas line may have been installed through a sewer or septic line near your address by means of boring underground. This can pose a safety risk if a sewer snake cuts or breaks the gas line while clearing a blocked sewer. We are inspecting homes near recent installations as well as homes that our records show are near past installations. A cross bore can occur even in homes not served by natural gas.



Some time ago, PSE's sewer inspection service provider, Hydromax USA, attempted to schedule an appointment to examine the sewer or septic pipes at the above address, but was unsuccessful in arranging that appointment, either because no one responded to the invitation or an inspection was refused. Because this is a safety issue, PSE is repeating its request to conduct this free inspection.

Inspection

The inspection is conducted by inserting a camera in your sewer line. It will take approximately 90 minutes, and while we hope we only need access to your home once, it is possible that the camera isn't able to be pushed far enough into your sewer pipe for us to capture all of the information needed to clear your sewer/septic line of a natural gas cross bore risk. If that is the case, we will work with you to find a time when we can come back and complete the work. All of this is at no cost to you.

Please call Hydromax USA within the next few days at (206) 512-8032, Monday through Friday between 8 a.m. and 6 p.m. to schedule an appointment for this no cost inspection of your sewer or septic line.

Additional information

A cross bore is safe unless something damages the gas pipeline. But if the gas line breaks, a fire or explosion can occur. **If your sewer or septic pipe should ever backup outside the building, and before anyone clears that blockage, please call PSE customer service at 1-888-225-5773.** PSE will dispatch a technician – usually within an hour – to meet your plumber onsite and make sure it is safe to proceed. For more information about Hydromax USA or the cross bore program, go to pse.com/sewersafety.

Respectfully,

Damage Prevention and Public Safety Team
Puget Sound Energy
sewersafety@pse.com