

# Monthly promotions

## January 2019 Puget Sound Energy bill inserts and information

Included in your electronic or mailed statement is information on ways to save energy and manage costs, as well as safety tips.

### Download inserts

- [The Voice customer newsletter](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



## You may qualify for bill payment assistance

Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy-efficient improvements to your home.

- Receive up to \$1,000 in credits from the federal Low Income Home Energy Assistance Program (LIHEAP) which provides financial assistance to eligible low-income households to help pay their winter heating bills.
- You may qualify for another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP) which provides qualified customers additional bill-payment assistance beyond that offered by the federal LIHEAP program.
- Our Weatherization Assistance Program provides free weatherization assistance to qualified customers to help reduce energy use and lower bills. This includes free upgrades to your home such as insulation, sealing air leaks, lighting and refrigerator replacements.

Visit [pse.com/liw](http://pse.com/liw) for more information.

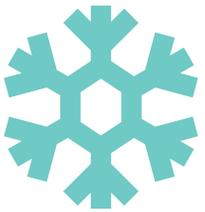


## Customer service guaranteed

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.

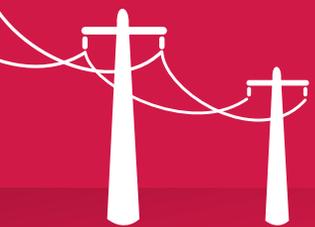
- Appointment service guarantee
- 24-consecutive-hour non-major storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee

Conditions apply. More at [pse.com/guarantees](http://pse.com/guarantees).



## Keep meters free of snow and ice

Snow and ice can damage your gas meter and leave you in the cold. Use a broom to gently remove snow and ice from your meter and pipes. When ice thaws, don't allow water to drip onto the meter equipment and refreeze. If you see ice build-up or suspect a problem, contact us to report it.



## Can a phone line kill you?

It can if it's lying on the ground and in contact with a power line. And you don't have to touch the line. A fence, guardrail and even the ground under the line could all be energized. So don't take chances. Stay away from downed lines of any kind. Call PSE or **911** to report them.

[pse.com/electricsafety](http://pse.com/electricsafety)



## Looking for a reason to go paperless?

How about 1,500 of them. Sign up for paperless billing and receive a chance to earn \$1,500 towards your energy bill. Through February 2019, we'll randomly select 10 winners who'll each receive an energy credit to use toward their residential PSE energy bill.

Signing up is easy! Simply visit [pse.com/create](http://pse.com/create) to create a digital account and sign up for paperless billing. Hurry, this contest ends soon.



P.O. Box 97034  
Bellevue, WA 98009-9734

PRESORTED  
FIRST-CLASS MAIL  
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PSE

## **YOUR PUGET SOUND ENERGY BILL ENCLOSED**

**Help us help you.**

You may qualify for assistance  
with your heating bill.  
Visit [pse.com/help](https://pse.com/help).

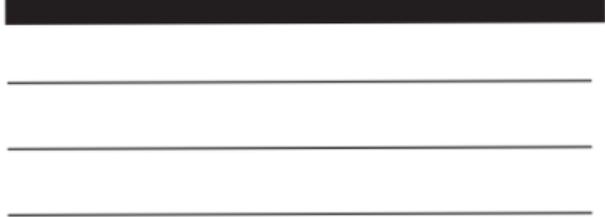




## Customer service — guaranteed.

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. For more information, visit [pse.com/guarantees](https://www.pse.com/guarantees).





PLACE  
STAMP  
HERE

We'll work with you to help manage your bills. Visit **pse.com**  
or call **1-888-225-5773** to make payment arrangements.

BELLEVUE, WA 98009-9269





## Go paperless.

Sign up for an online account at [pse.com](http://pse.com) to pay your bill, report outages, manage your account, and much more.



**Customer service, guaranteed**

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees. [pse.com/guarantees](http://pse.com/guarantees).

Your bill reflects changes in rates that went into effect on January 1, 2019.

**Detail section**

For transmission schedules 449, 459, NETWEC

The past month's transmission system peak occurred on December 7 at hour ending 0800.

Customer  
Account # 000000000000

## Your energy bill

Amount due:

**\$000.00**

Bill due on Month 00, 2019.

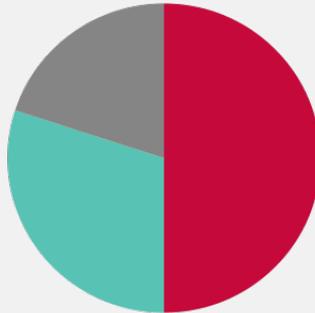
[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

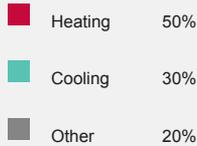
## Energy Analysis

Here's an estimate of how your home used energy this billing period.\*

Heating and cooling were 80% of your energy use.



Month 1, 2018 – Month 31, 2018



Want a complete breakdown? Answer a few questions about your home.

[UPDATE HOME PROFILE](#)

\*We calculate heating and cooling based on weather patterns and how your home uses energy.

Did you find this email helpful?

[YES](#)

[NO](#)