

Monthly promotions

January 2022 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

Moving further, faster towards 100 percent clean electricity

We filed our final Clean Energy Implementation Plan (CEIP), a four-year roadmap of clean electricity actions, programs and investments, with the Utilities and Transportation Commission (UTC) on Dec. 17, 2021. This marks an important milestone on our journey towards reaching carbon-neutral electricity by 2030 and 100 percent clean electricity by 2045, in accordance with the state's Clean Energy Transformation Act (CETA).

The plan moves PSE forward to more than 60 percent clean electricity by 2025, well on track to meeting our clean energy goals of net zero carbon emissions. It removes coal as a source of electricity from our grid, and ramps up clean, renewable electricity sources like large-scale wind and solar. The plan envisions nearly doubling local rooftop solar, ground solar and battery storage installations in our service area. It also provides customers with more opportunities to save energy and reduce costs through energy efficiency and demand response programs. Importantly, it works towards ensuring all customers benefit from the clean electricity transition and sets us on the path to building a more inclusive, carbon-free future.

We are grateful for the participation and feedback we received from our customers, advisory groups, and stakeholders to help shape the plan. The plan is available at cleanenergyplan.pse.com and to ask questions you can email ceip@pse.com, call 425-818-2051, or mail us at - PSE Clean Energy Strategy Team, Mailstop BEL10W, P.O. Box 97034, Bellevue, WA 98009-9734.

The UTC, as our regulator, is reviewing our plan and hosting a comment period. The UTC will decide whether to approve, modify, or reject the plan. To submit comments as part of UTC Docket UE-210795, you can email comments@utc.wa.gov, call 1-888-333-9883 or mail to P.O. Box 47250, Olympia, WA 98504. Should you have questions or would like to be notified of future open meetings at which PSE's CEIP will be considered by the UTC, email comments@utc.wa.gov or call 1-888-333-9882.





We're here to help

With the end of Washington's utility moratorium, disconnections have resumed. If you are behind on payments, we want to help you keep the lights on. Explore extended payment plans or see if you qualify for up to \$4,500 through our assistance programs. Visit pse.com/help.

Snow and ice can damage your gas meter and leave you in the cold

Keep your gas meter running smoothly by gently removing snow and ice from your meter and pipes with a broom. When ice thaws, don't allow water to drip onto the metering equipment and refreeze.

If you see ice build-up or suspect a problem, contact us to report it. Be sure nothing blocks the vents that carry air to or from your furnace, water heater or other fuel-burning appliances.

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.



Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at pse.com.





P.O. Box 97034
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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).





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Spend less time paying bills by enrolling in AutoPay. Learn more at **pse.com/payment**.



This envelope is recyclable.

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

January 1st Price change message – Electric only customers.

Your electric bill reflects changes in rates that went into effect on January 1, 2022.

Transmission Peak Message for December.

This past month's transmission system peak occurred on December 27 at hour ending 1800.

Your energy bill is now available

Hi CUSTOMER,

Your monthly energy bill is now available to view.

Account No: 000000000000

Your bill is due: MONTH 00, 2021

Amount due: \$00.00

To view and pay your bill, simply [sign into your PSE account](#). If you are enrolled in autopay, no additional action is required.

[View & pay](#)

Thanks for being our customer! For customer service, please visit our [website](#), download the [mobile app](#), or email us at customercare@pse.com.

Thank you,
Puget Sound Energy

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[ENERGY EFFICIENCY REBATES](#)



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