

Monthly promotions

January 2024 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](#)
- [Public hearing customer notice](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Stay comfortable and save on a heat pump

If you're in the market for a new heating system, you may have considered switching from a furnace to a heat pump. Heat pumps come standard with heating and cooling and are up to four times more efficient than other systems. They work by moving warm or cool air to where it's needed rather than generating it. By using our rebates and upgrading to a more efficient system, you can save now and use less energy long term. Learn more at pse.com/heating.

Natural gas and electric service customers can also qualify for a heat pump rebate when switching from a gas furnace to an electric heat pump (up to \$4,000). See qualifying models and learn more at pse.com/electrichome.

Curious about making the switch to electric?

For a limited time, we are offering Home Electrification Assessments to single-family home natural gas customers. Learn how making the switch to a heat pump or other electric appliances can benefit you. Assessments are free and include a \$50 participation gift card. Learn more at pse.com/electricplan.



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.

Be in the know during power outages

In addition to being handy for accessing and paying on your account, the myPSE app is a vital resource in the event of winter outages. Track & report power outages in your neighborhood, check on restoration times and get text updates.

Learn more at pse.com/app.

Find the EV that's right for you

With more models than ever – including over a dozen starting under \$40,000 with incentives – there's an electric vehicle for everyone. If you're in the market for a new car or truck, PSE Up & Go Electric can help you find an EV that fits your lifestyle.

With our interactive Electric Vehicle Guide, you can browse the newest EV models, compare electric and gas-powered vehicles, discover your annual fuel and maintenance savings, find incentives and much more. Learn more at ev.pse.com.



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

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YOUR PUGET SOUND ENERGY BILL ENCLOSED

Start saving today

With energy efficiency rebates and offers.
Visit pse.com/rebates.





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





PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit pse.com/gopaperless for more information.

BELLEVUE, WA 98009-9269



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

Transmission Peak Message

This past month's transmission system peak occurred on December 9 at hour ending 1700.

December 1st Price Change – Electric Customers Only

Your bill reflects changes in rates that went into effect on December 1, 2023.

Public Comment Hearing for Puget Sound Energy's Petition to Amend Final Order

As your local energy provider, PSE is committed to delivering the clean energy future our customers want and need, while also maintaining the reliability and affordability our customers expect.

To that end, we filed a request with the Washington Utilities and Transportation Commission (UTC) for approval of our Petition to Amend Final Order (Petition) pursuant to WAC 480-07-875(1) on August 10, 2023. The Petition asks the UTC to amend Final Order 24 issued December 22, 2022, in Dockets UE-220066, UG-220067, and UG-210918 (Consolidated), to add a condition to the Commission's approval of a multi-party settlement that would remove from the settlement a term requiring PSE to continue its existing credit and collection processes until the conclusion of a proceeding currently being conducted in Docket U-210800. PSE and other parties agreed to this term in 2022, but the Company seeks to remove the term due to changing conditions since Final Order 24 was issued. The proceeding in Docket U-210800 is an examination of and potential amendment to the credit and collections rules that PSE and other utilities must follow.

The Commission has indicated its intent to grant PSE's Petition in part, and to deny the Petition in part, so that the Company may modify its credit and collections practices prior to the conclusion of the rulemaking in Docket U-210800.

PSE has filed this Petition for the following reasons:

- PSE's current level of past-due balances is unprecedented and is much larger than any other Washington State investor-owned utility in terms of total dollars. PSE's total arrearages increased by 127 percent from May of 2020 to May of 2023, despite significant energy assistance provided by PSE to customers.
- PSE believes it is unable to expand its customer and outreach practices aimed at addressing arrearages until the conclusion of Docket U-210800.
- If PSE is unable to adjust its credit and collections processes before the conclusion of Docket U-210800, consumers will experience higher energy costs and rates due to covering the cost of uncollected revenue in bad debt write offs. Although PSE cannot predict how rates will be impacted, PSE anticipates increases in customer rates and that these estimated rate impacts would be regular, annual, and would last until PSE is able to adjust its existing credit and collections processes.

Public hearing date and time:

You may comment on PSE's Petition at a virtual public hearing held by the UTC at the date and time listed below.

Thursday, Feb. 8, 2024, at 6 p.m.

You can participate via Zoom, meeting information can be found at www.utc.wa.gov/220066.

Or join by phone by calling 1-253-215-8782 and entering meeting ID number 814 5100 9997 and passcode 459983.

If you plan to participate, please call 1-888-333-9882 at least one day before the hearing so you can be signed in. Not calling in advance will not preclude you from calling the day of the hearing.

If you need a reasonable accommodation to participate at the hearing, please contact the WUTC at 1-888-333-9882 or comments@utc.wa.gov. The WUTC is committed to providing reasonable accommodations to participants with disabilities.

Other ways to comment on the Petition:

In your comments, please reference Docket s UE-220066, UG-220067, and UG-210918 (Consolidated).

UTC

Send comments to the UTC by one of the following:

- www.utc.wa.gov/consumers/submit-comment
- comments@utc.wa.gov
- 1-888-333-WUTC (9882)
- UTC
P.O. Box 47250,
Olympia, WA 98504

Public Counsel

Residential and small business customers are represented in this case by the Public Counsel Unit of the Washington Office of the Attorney General.

- utility@atg.wa.gov
- 206-464-7744
- Public Counsel Unit,
Attorney General's Office,
800 Fifth Ave, Suite 2000,
Seattle, WA 98104

To contact PSE about the Petition

- customercare@pse.com
- 1-888-225-5773
- Puget Sound Energy,
Customer Care,
P.O. Box 97034,
Bellevue, WA 98009-973

Issue date: November – December 2023

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.

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, 2024

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.

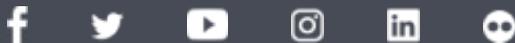
[View & pay](#)

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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pse.com

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