

Monthly promotions

June 2025 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](#)
- [Public Hearing Notice – Gas and Electric Customers](#)

The latest news on what's powering our neighborhoods



Strengthening the electric system and preventing wildfires

PSE takes a holistic approach to operating and improving our infrastructure to create a power grid that's reliable, resilient, and above all, safe. To help prevent wildfires, we invest in projects to strengthen our infrastructure and tools to enhance our situational awareness of real-time conditions.

As we prepare for peak wildfire risk conditions, PSE is inspecting hundreds of miles of power lines, trimming trees and clearing brush from around our poles, and coordinating with our emergency response partners in the communities we serve. Learn more: PSE.com/Wildfire

As we approach the summer, here are some steps you can take to prepare for peak wildfire season:

- Create and practice a household emergency plan and build an emergency kit.
- Learn more about how we operate the electric grid to prevent wildfires and keep communities safe, including using Public Safety Power Shutoffs: PSE.com/PSPS
- Make sure your PSE account contact information is up to date: PSE.com
- If you use a medical device in your home that relies on electricity, apply for Life Support status on your account: PSE.com/Medical
- Get your free Wildfire Ready Plan and take action to make your home and community more resilient: wildfireready.dnr.wa.gov

2024 Service Quality Report Card

Each year Puget Sound Energy measures service-quality benchmarks established in cooperation with the Washington Utilities and Transportation Commission (UTC), the Public Counsel Unit of the Attorney General’s Office, and other parties. These benchmarks ensure we are satisfying customer expectations, providing reliable service, and keeping customers safe. Failure to achieve these service-quality measurements would put us at risk of a penalty of up to \$12 million.

Key Measurement	Benchmark	2024 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	95 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	97 percent	✓
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.06 complaints	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	88 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	1.2 outages or less	1.2 outages	✓
Length of power outages per year, per customer	Less than 155 minutes	203 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	53 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	32 minutes	✓
Percent of service appointments kept	At least 92 percent	98 percent	✓

2024 Performance Highlights

We met eight of the nine service-quality measurements (see chart above) and improved our performance for three measurements: number of complaints to the UTC per 1,000 customers, per year; percent of calls answered live within 60 seconds by our Customer Care Center; time from customer call to arrival of field technicians in response to natural gas emergencies.

We did not meet the benchmark for length of power outages per year, per customer. Outages caused by trees/vegetation and equipment failures were significant contributors to the annual performance not meeting the benchmark. There is no performance penalty associated with the measurement, but we give customers a \$50 account credit when we don’t restore the customer’s power within 24 consecutive hours during a non-major-storm power outage.

In addition to committing to the nine service-quality measures, we have three service guarantees to our customers:

- Keeping scheduled appointments.
- If your power is out for 120 consecutive hours or longer during any power outage.
- If your power is out for 24 consecutive hours or longer during a non-major-storm power outage.

If we fail to meet any of these guarantees, we credit your account \$50, conditions apply, and customer action required. Learn more at pse.com/pages/customer-service-guarantees or 1-888-225-5773.

In 2024, PSE paid \$22,550 for missing 451 of the total 30,049 service guaranteed appointments. We provided 268 customers with a \$50 credit in 2024 for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. We also provided 5,024 customers with a \$50 credit for not restoring electric service within 120 consecutive hours after safe access was warranted during any power outages.



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This envelope is recyclable.

Customer service guaranteed

Each year Puget Sound Energy measures how well we deliver our services to you in three key areas. Look for our 2024 Service Quality Report Card included in your bill.

pse.com/guarantees

May 1st Price Change – Electric Bi-Monthly Customers

Your bill reflects changes in rates that went into effect on May 1, 2025.

Transmission Message

This past month's transmission system peak occurred on May 28 at hour ending 1900.



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, 2025

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

GREEN ENERGY OPTIONS

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Notice of requested changes to PSE rates and public hearings



On December 19, 2024, the Washington Utilities and Transportation Commission ("UTC") allowed PSE's requested electric rate increases in Docket UE-240729 and requested natural gas rate decreases in Docket UG-240884 to go into effect on January 1, 2025, on an interim basis, subject to refund.

The UTC has the authority to set final rates that may vary from PSE's filed rates, either higher or lower or structured differently, depending on the results of its review.

PSE has requested the following:

Docket UE-240729:

On September 30, 2024, we filed with the UTC proposed annual revisions to rates under electric Schedule 141COL Colstrip Adjustment Rider. Schedule 141COL either collects or passes back to customers all of PSE's costs including capital investments and benefits, such as tax credits, associated with the Montana Colstrip coal-fired generating facility. Beginning in 2026, only decommissioning and remediation related costs will be included in the rate schedule in compliance with the Clean Energy Transformation Act. The filing, affecting most electric customers, represents an overall average increase to rates of 0.14 percent or \$4.1 million. A typical residential electric customer using 800 kWh per month would see an average monthly increase of \$0.18.

On December 19, 2024 the UTC allowed PSE's rate increase to go into effect on January 1, 2025, on an interim basis, subject to refund, and also entered Order 01 Complaint and Order Allowing Rates Subject to Later Review and Refund; Setting Matter for Adjudication. This allows the UTC to further investigate the capital investments in PSE's filing and determine whether they are recoverable by law and prudent for Washington rate payers.

Docket UG-240884:

On November 15, 2024, we filed with the UTC proposed revisions to rates charged under natural gas Schedule 111 Greenhouse Gas Emissions Cap and Invest Adjustment. The proposal represented an overall average decrease to rates of 5.37 percent, or \$65.8 million, although some customers experienced an increase. A typical residential natural gas customer using 64 therms per month would see an average monthly decrease of \$3.51.

On December 20, 2024, the UTC issued Corrected Order 01 which allowed the proposed rates to become effective on January 1, 2025, on an interim basis, subject to refund, and set the matter for adjudication. The UTC expressed an interest in more time to investigate our proposal due to the complexity of the filing, which included a revision to our Climate Commitment Act ("CCA") compliance cost forecasting methodology.

Reasonable accommodations:

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

Bill assistance:

PSE customers can go to pse.com/assistance or call 1-888-225-5773 to learn if they are eligible. Payment plans are also available.

Public hearing date and time:

You may comment on the requested changes to electric and natural gas rates at a virtual public hearing held by the UTC at the date and time listed below.

Thursday, Aug. 28, 2025, at 6 p.m.

You can participate virtually via Zoom, meeting at the following link: <https://utc-wa-gov.zoom.us/j/81225768405?pwd=yaschcsFTy1saRDYgdBsy2XRaEPLO.1>

Or by phone by calling 253-215-8782 and entering: Meeting ID number 812 2576 8405 and passcode 086552.

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

Other ways to comment on the proposed rates:

UTC

Send written comments to the UTC by one of the following:

Online: www.utc.wa.gov/consumers/submit-comment

Email: comments@utc.wa.gov

Phone: 1-888-333-WUTC (9882)

U.S. mail: Washington Utilities and Transportation Commission
P.O. Box 47250,
Olympia WA 98504

In your comments, please include your name and mailing address and reference Dockets UE-240729 (electric service) and UG-240884 (natural gas service).

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.

Email: utility@atg.wa.gov

PSE

To contact PSE about the rate change proposals:

Email: customercare@pse.com

U.S. mail: Puget Sound Energy
Customer Care
P.O. Box 97034
Bellevue WA 98009-9734

Overall proposed rate changes for electric service, by rate schedule (Docket UE-240729):

Electric schedule	Type of service	Schedule 141 COL Average Rate per kWh	Total Average Rate per kWh
7, 307, 317, 327	Residential	\$0.002957	\$0.161538
8, 24, 324	Secondary voltage (50 kW or less)	\$0.002687	\$0.159182
7A, 25, 11	Secondary voltage (over 50 kW to 350 kW)	\$0.000523	\$0.146861
12, 26, 26P	Secondary or primary voltage (over 350 kW)	\$0.000441	\$0.131755
29	Seasonal irrigation & drainage pumping	\$0.000578	\$0.128019
10, 31	Primary voltage limited	\$0.000455	\$0.128029
35	Primary voltage irrigation	\$0.000255	\$0.112055
43	Interruptible total electric schools	\$0.000108	\$0.132897
46	High voltage interruptible	\$0.000112	\$0.098925
49	High voltage general	\$0.000418	\$0.103067
50-59	Lighting (area & street)	\$0.001360	\$0.375900
448-459	Choice/retail wheeling	\$0.000000	\$0.008913
	Special Contracts	\$0.000000	\$0.031633

Overall proposed rate changes for natural gas service, by rate schedule (Docket UG-240884):

Natural gas schedule	Type of service	Schedule 111 Average Rate per Therm*	Total Average Rate per Therm
23, 53	Residential	\$0.01384	\$1.53244
16	Gas lighting	-\$0.02885	\$1.38056
31	Commercial & Industrial	-\$0.00260	\$1.35430
41	Large volume	-\$0.03039	\$0.90231
85	Interruptible	-\$0.03719	\$0.66221
86	Limited interruptible	-\$0.05195	\$0.72383
87	Non-exclusive interruptible	-\$0.55522	\$0.57964
31T	Commercial & industrial transportation	\$0.00000	\$0.79200
41T	Large volume transportation	-\$0.03955	\$0.24990
85T	Interruptible Transportation	-\$0.03079	\$0.12943
86T	Limited interruptible transportation	-\$0.07947	\$0.13619
87T	Non-exclusive interruptible transportation	-\$0.00268	\$0.08620
88T	Distribution System Transportation Service (Exclusive Interruptible)	\$0.01623	\$0.14298
	Special Contracts	-\$0.03068	\$0.03967

* Rates represented are a blended rate combining the non-volumetric State Carbon Reduction Credit with the monthly State Carbon Reduction Charge.

NOTE: The figures above represent averages by rate schedule including the basic charge. Individual customers will see a change that is greater or lesser than what is shown, depending on the amount of usage and participation in optional services or bill assistance programs. Most electric customers are billed monthly. Some electric customers are billed every other month. During the UTC's consideration of these proposed rates, other rates may change due to pending or previously approved rate filings.

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.