

# Monthly promotions

## June 2026 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 Comment Hearing Customer Notice on GRC](#)

The latest news on what's powering our neighborhoods



## Year-round heat pump benefits for your home

Installing a heat pump can provide many benefits while efficiently heating and cooling your home. With rising temps in the PNW summer months, and cold spells in the winter, heat pumps have become more popular year over year—with many homeowners choosing to make the switch from an electric or gas furnace to a heat pump. When you install a heat pump, you can look forward to:

- Improved comfort with reliable heating and cooling
- Decreased heating costs when switching from electric furnaces and baseboard heaters
- Increased energy efficiency in your home
- A reduced carbon footprint
- Flexible installation and design options to fit your home's needs
- Maintaining a single HVAC system that provides both heating and cooling

Learn more about getting a heat pump at [PSE.com/HeatPump101](https://www.pse.com/HeatPump101).

# 2025 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	2025 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	96 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	0.08 complaints	✓
<b>Customer Services</b>			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	86 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	1.2 outages or less	1.1 outages	✓
Length of power outages per year, per customer	Less than 155 minutes	178 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	54 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	✓

## 2025 Performance Highlights

PSE met eight of the nine service-quality measurements (see chart above) and improved our performance for three measurements: Percent of customers satisfied with our Customer Care Center services; Frequency of non-major-storm power outages, per year, per customer; Length of power outages per year, per customer.

Though PSE did not meet the benchmark for length of power outages per year, per customer, performance improved by 25 outage-minutes per customer in 2025. 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 is required. Learn more at [PSE.com/Pages/Customer-Service-Guarantees](https://www.pse.com/Pages/Customer-Service-Guarantees) or **1-888-225-5773**.

In 2025, PSE credited customers \$28,950 for missing 579 of the total 29,883 service guaranteed appointments. We provided 354 customers with a \$50 credit in 2025 for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. We also provided 333 customers with a \$50 credit for not restoring electric service within 120 consecutive hours after safe access was warranted during any power outages.

Every day our employees aim to provide safe, dependable, and efficient service to meet your expectations.



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

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
PSE

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

### **Start saving today**

With energy efficiency rebates and offers.  
Visit [pse.com/rebates](https://pse.com/rebates).





Spend less time paying bills by enrolling in AutoPay.  
Learn more at [pse.com/payment](https://pse.com/payment).





PLACE  
STAMP  
HERE

Save a stamp. Go paperless.  
Visit [pse.com/gopaperless](https://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](https://pse.com/payment).



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 2025 Service Quality Report Card included in your bill.

[pse.com/guarantees](https://pse.com/guarantees).

**Transmission Message**

This past month's transmission system peak occurred on May 04 at hour ending 1800.

**May 1st Price Change – Electric Bi-Monthly Customers**

Your bill reflects changes in rates that went into effect on May 1, 2026.

## 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, 2026

**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](mailto:customercare@pse.com).

Thank you,  
Puget Sound Energy

[GREEN ENERGY OPTIONS](#)

[ENERGY EFFICIENCY REBATES](#)



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

You're receiving this email to notify you of an update to your Puget Sound Energy account. We will always send you notifications when there are important updates regarding your service or billing. If you wish to change your delivery preferences for other messages, please [sign in](#) to your account.

© Copyright Puget Sound Energy

Puget Sound Energy P.O. Box 97034 Bellevue, WA 98009-9734

# Notice of public hearings and requested changes to Puget Sound Energy rates

On February 27, 2026, Puget Sound Energy (PSE) filed a three-year rate plan with the Washington Utilities and Transportation Commission (UTC). The UTC has the authority to approve rates that may be higher or lower than PSE's request. The UTC is examining the proposed rates; the review may take up to 11 months.

## PSE has requested the following

### Electric Service

- 2027 – An overall 15.2 percent increase in rates generating an additional \$625 million in revenue. A typical residential customer would see an overall average increase of 17.75 percent.
- 2028 – An overall 3.7 percent increase in rates generating an additional \$179 million in revenue. A typical residential customer would see an overall average increase of 3.5 percent.
- 2029 – An overall 8.7 percent increase in rates generating an additional \$432 million in revenue. A typical residential customer would see an overall average increase of 8.07 percent.

### Natural Gas Service

- 2027 – An overall 14.2 percent increase in rates generating an additional \$192 million in revenue. A typical residential customer would see an overall average increase of 12.93 percent.
- 2028 – An overall 3.2 percent increase in rates generating an additional \$48.8 million in revenue. A typical residential customer would see an overall average increase of 3.18 percent.
- 2029 – An overall 3.6 percent increase in rates generating an additional \$57.8 million in revenue. A typical residential customer would see an overall average increase of 3.71 percent.

## PSE requests rate adjustments for the following reasons

The three-year rate plan reflects the substantial capital investments PSE must make to continue delivering safe and reliable natural gas and electric service to customers, ensure sufficient capacity to meet growing energy demand, while continuing to make progress toward Washington state's clean energy requirements. Learn more online at [PSE.com/2026GRC](https://www.pse.com/2026GRC).

- PSE needs to invest more than \$3.2 billion in its gas and electric systems. Over 70 percent of that investment focuses on electric system safety and reliability, meeting growing customer demand, and reinforcing PSE's infrastructure against more severe weather and wildfire risks.
- Under state law, PSE must meet a major milestone by 2030-2033 to provide 80 percent of electricity from renewable or non-emitting resources. The three-year rate plan includes 11 new utility-scale renewable energy projects. It also covers capacity resources such as batteries, gas turbines, and gas generation to support reliable service.

## Public hearing dates and times

You may comment on the requested changes to electric and natural gas rates at in-person only and virtual only public hearings held by the UTC at the dates and times listed below.

### In-Person Only

**Tuesday, September 29, 2026, at 6 p.m.**

Washington Utilities and Transportation Commission  
621 Woodland Square Loop SE in Lacey, WA 98503

### Virtual Only

**Wednesday, October 7, 2026, at 6 p.m.**

You can participate online via the video conferencing platform Zoom, with the following link: <https://utc-wa-gov.zoom.us/j/82213518474?pwd=BmsrsNzVWp6WmOpoBdLBoxvxD6Qb0.1> or by phone by calling

**253-215-8782** and entering: Meeting ID number 822 1351 8474# and passcode 226995#

Those planning to participate are encouraged to call **1-888-333-9882** at least one day before the hearing so you may be signed in.

## Reasonable accommodations

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

## Other ways to comment on the three-year rate plan

### UTC

You may contact the UTC with questions or share your comments in one of the following ways. Please include your name and contact information, the name of the company Puget Sound Energy (PSE), and the Dockets UE-260005 (electric service) and UG-260006 (natural gas service).

Online: [utc.wa.gov/consumers/submit-comment](https://utc.wa.gov/consumers/submit-comment)

Email: [comments@utc.wa.gov](mailto:comments@utc.wa.gov)

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

U.S. mail: Utilities and Transportation Commission  
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.

Email: [utility@atg.wa.gov](mailto:utility@atg.wa.gov)

U.S. mail: Public Counsel Unit  
Attorney General's Office  
800 Fifth Ave, Suite 2000  
Seattle, WA 98104-3188

## Questions

For more information about the proposed rate change, conservation tips and energy efficiency programs, bill assistance programs and bill payment plans contact PSE with any of the methods below.

Email: [CustomerCare@pse.com](mailto:CustomerCare@pse.com)

Phone: **1-888-225-5773 (TTY: 1-800-962-9498)**

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

## Effects of proposed rate changes for residential electric and natural gas service

Electric service for the typical residential customer (using an average 800 kilowatt hours of electricity per month)	Effective at time of filing	Proposed effective February 2027	Proposed effective February 2028*	Proposed effective February 2029*
Monthly basic charge	\$7.49	\$12.50	\$15.00	\$20.00
Kilowatt-hour charge for 0–600 kWh	\$111.06	\$129.44	\$132.30	\$138.81
Kilowatt-hour charge for over 600 kWh	\$40.90	\$45.83	\$47.05	\$51.23
<b>Total bill at 800 kWh per month</b>	<b>\$159.46</b>	<b>\$187.77</b>	<b>\$194.35</b>	<b>\$210.04</b>
<b>Typical Monthly Bill Impact</b>		<b>\$28.31 increase</b>	<b>\$6.58 increase</b>	<b>\$15.69 increase</b>

  

Natural gas service for the typical residential customer (using an average 64 therms of natural gas per month)	Effective at time of filing	Proposed effective February 2027	Proposed effective February 2028*	Proposed effective February 2029*
Monthly basic charge	\$14.00	\$18.12	\$18.12	\$18.12
Therm charge	\$91.37	\$100.88	\$104.66	\$109.21
<b>Total bill at 64 therms per month</b>	<b>\$105.37</b>	<b>\$119.00</b>	<b>\$122.78</b>	<b>\$127.33</b>
<b>Typical Monthly Bill Impact</b>		<b>\$13.63 increase</b>	<b>\$3.78 increase</b>	<b>\$4.55 increase</b>

## Effects of proposed rate changes for natural gas service, by tariff schedule\*\*

Natural gas tariff schedule	Type of service	Average Rate per Therm			
		Effective at time of filing	Proposed effective February 2027	Proposed effective February 2028*	Proposed effective February 2029*
23, 53	Residential	\$1.68558	\$1.91002 (13.32% increase)	\$1.97514 (3.04% increase)	\$2.05686 (3.47% increase)
16	Gas lighting	\$1.53763	\$1.74729 (13.64% increase)	\$1.81722 (4.00% increase)	\$1.90325 (4.73% increase)
31	Commercial & industrial	\$1.45103	\$1.69539 (16.84% increase)	\$1.74993 (3.62% increase)	\$1.82096 (4.13% increase)
41	Large volume	\$0.91437	\$1.01227 (10.71% increase)	\$1.04327 (2.57% increase)	\$1.08334 (2.95% increase)
85	Interruptible	\$0.71565	\$0.76695 (7.17% increase)	\$0.81534 (1.71% increase)	\$0.87119 (2.06% increase)
86	Limited interruptible	\$0.83549	\$0.89758 (7.43% increase)	\$1.01322 (1.48% increase)	\$1.15408 (1.66% increase)
87	Non-exclusive interruptible	\$0.60675	\$0.64657 (6.56% increase)	\$0.69077 (1.81% increase)	\$0.73857 (1.68% increase)
41T	Large volume transportation	\$0.33129	\$0.40645 (22.69% increase)	\$0.42612 (3.53% increase)	\$0.44323 (3.97% increase)
85T	Interruptible transportation	\$0.22679	\$0.27269 (20.24% increase)	\$0.28719 (4.10% increase)	\$0.30205 (4.53% increase)
86T	Limited interruptible transportation	\$0.25845	\$0.29814 (15.36% increase)	\$0.31762 (5.37% increase)	\$0.33468 (4.85% increase)
87T	Non-exclusive interruptible transportation	\$0.12567	\$0.15874 (26.31% increase)	\$0.16868 (4.82% increase)	\$0.17974 (5.76% increase)
88T	Exclusive interruptible transportation	\$0.07777	\$0.09060 (16.50% increase)	\$0.06869 (6.08% decrease)	\$0.06869 (0.00%)
	Special contracts	\$0.07303	\$0.07680 (5.17% increase)	\$0.08890 (13.52% increase)	\$0.10348 (15.52% increase)
<b>Overall**</b>			<b>14.2% increase</b>	<b>3.2% increase</b>	<b>3.6% increase</b>

## Effects of proposed rate changes for electric service, by tariff schedule\*\*

Electric tariff schedule	Type of service	Average Rate per kWh			
		Effective at time of filing	Proposed effective February 2027	Proposed effective February 2028*	Proposed effective February 2029*
7, 307, 327	Residential	\$0.202365	\$0.236261 (16.75% increase)	\$0.244484 (3.76% increase)	\$0.265603 (8.81% increase)
8, 24	Secondary voltage (50 kW or less)	\$0.201982	\$0.229632 (13.69% increase)	\$0.237516 (3.64% increase)	\$0.257657 (8.46% increase)
7A, 25, 11	Secondary voltage (over 50 kW to 350 kW)	\$0.189235	\$0.214166 (13.17% increase)	\$0.222139 (3.72% increase)	\$0.241749 (8.53% increase)
12, 26	Secondary or primary voltage (over 350 kW)	\$0.160762	\$0.182979 (13.82% increase)	\$0.188940 (3.96% increase)	\$0.205102 (8.94% increase)
29	Seasonal irrigation & drainage pumping	\$0.164254	\$0.184536 (12.35% increase)	\$0.192838 (3.90% increase)	\$0.211267 (8.74% increase)
10, 31	Primary voltage limited	\$0.166744	\$0.186633 (11.93% increase)	\$0.192602 (3.86% increase)	\$0.208118 (8.73% increase)
43	Interruptible total electric schools	\$0.177603	\$0.201822 (13.64% increase)	\$0.210719 (4.01% increase)	\$0.232353 (9.15% increase)
49	High voltage general	\$0.136493	\$0.145063 (6.28% increase)	\$0.151050 (3.99% increase)	\$0.164539 (8.50% increase)
50-59	Lighting (area & street)	\$0.440980	\$0.582557 (32.11% increase)	\$0.609696 (3.53% increase)	\$0.665269 (9.07% increase)
448-459	Choice/retail wheeling	\$0.002413	\$0.002527 (4.73% increase)	\$0.002520 (0.00%)	\$0.002527 (0.00%)
558	Vehicle fleet charging	\$0.454817	\$0.598371 (31.56% increase)	\$0.619166 (3.48% increase)	\$0.674434 (8.93% increase)
	Special contracts	\$0.039877	\$0.034894 (12.49% decrease)	\$0.034393 (2.04% decrease)	\$0.033394 (3.06% decrease)
<b>Overall**</b>			<b>15.2% increase</b>	<b>3.7% increase</b>	<b>8.7% increase</b>

\* Rate changes include 2028 and 2029 estimates related to proposed adjusting schedules and are for illustration only. Rates for the 2028 and 2029 proposed adjusting schedules will be submitted separately for each schedule.

\*\* Represents overall average increase across all usage amounts. Electric tariff Schedules 35 and 46 services are proposed to be closed. Natural Gas tariff Schedule 31T service is proposed to be closed. Rate changes over the multi-year plan are affected by changing forecasts of loads.

NOTE: The figures above represent averages by rate schedule including the basic charge. An individual customer will see a change that is greater or less 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.

PSE offers a wide range of choices, tools, and tips to help manage energy usage and bills, including bill assistance programs for qualified customers. Visit [PSE.com/GetHelp](https://www.pse.com/GetHelp) or call **1-888-225-5773** to learn more.