

# Monthly promotions

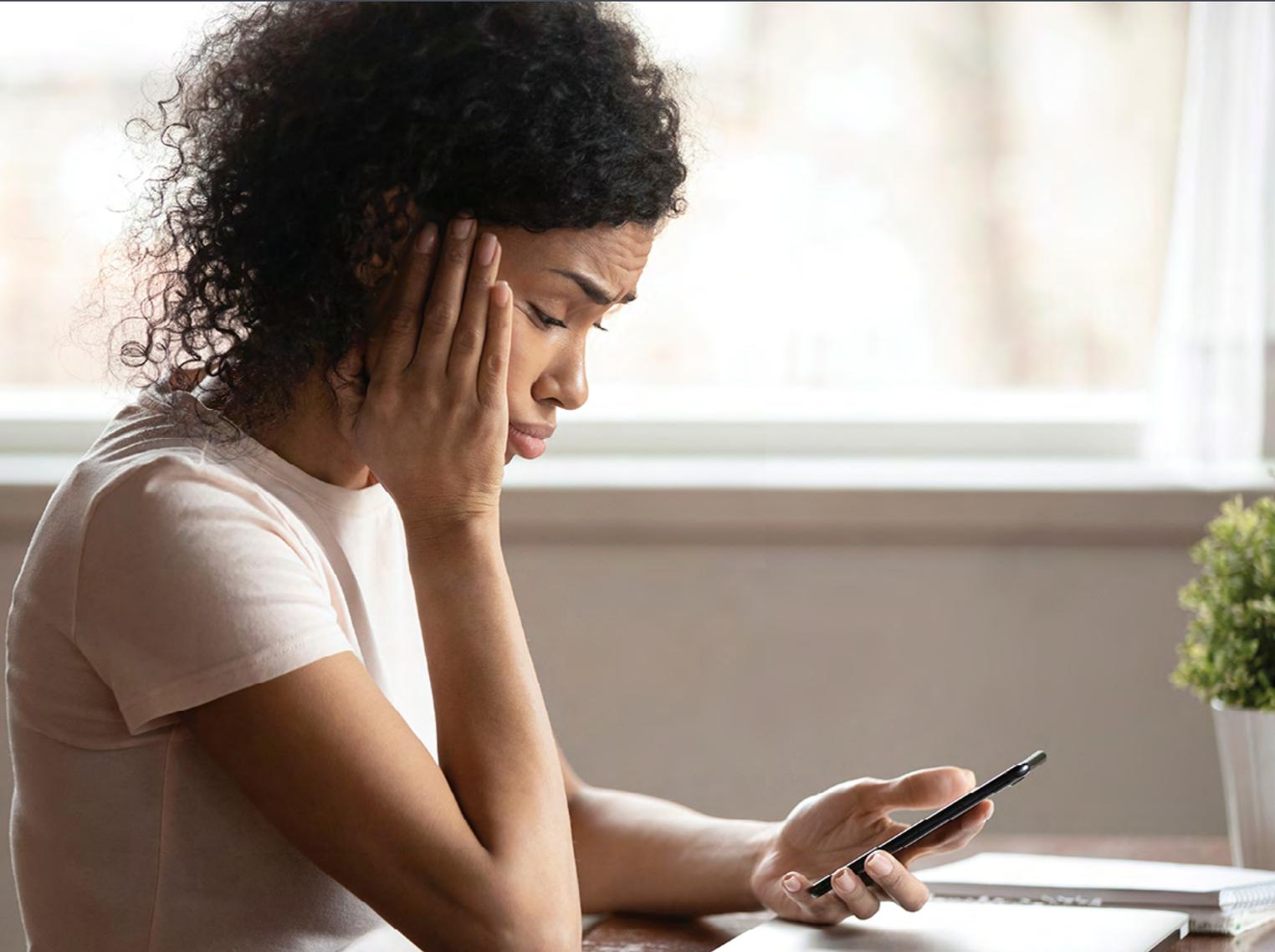
## July 2022 Puget Sound Energy bill inserts and information

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](#)
- [General Rate Case Insert](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



## Beware of scams

Stay informed so you can protect yourself from fraud. Scammers can be threatening and clever in using new, deceptive tactics. What to know about scams:

- We never ask or require you to purchase a prepaid debit card to avoid disconnection, even if you have a delinquent account.
- You'll receive several communications related to bill payment before any service disruption.
- Our bill payment vendors don't call after noon on Saturdays and all day Sundays; any calls during those periods are red flags.

Learn more about how you can protect yourself from a potential scam at [pse.com/scamalert](https://pse.com/scamalert).

# 2021 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	2021 Performance	Achieved
<b>Customer Satisfaction</b>			
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	96 percent	✓
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.10	✓
<b>Customer Services</b>			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	82 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.35 outages	
Length of power outages per year, per customer*	Less than 2 hours, 35 minutes	3 hours, 27 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	65 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	99 percent	✓

\* There is no annual performance penalty associated with this 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. Please see the information about service guarantees below.

## 2021 Performance Highlights

To meet the challenges brought on by the on-going COVID-19 pandemic, we have continued to adapt to the CDC and state agencies' evolving guidelines to ensure our employee's and the public's safety and provide reliable energy service.

We met six of the nine service metrics (see chart above). We did not meet the benchmarks for 1) the average number of non-major-storm power outages, 2) the average length of non-major-storm power outages, and 3) the time from customer call to arrival of field technicians in response to electric system emergencies. The missed benchmarks are mainly due to the abnormal weather events throughout the year that primarily impacted vegetation and equipment failure caused outages.

There were also large increases in vandalism, vehicle accidents and animal caused outages. The surge of these unplanned outages throughout 2021 also increased the workload on the electric first response workforce and exacerbated the average response time resulting from resource constraints.

The penalty for not meeting the system average interruption frequency is \$129,808. However, there are no penalties associated with system average interruption duration. The potential penalty for electric safety response time is \$613,636, which may be reduced if the UTC grants PSE's penalty mitigation petition. PSE will contribute to its electric Schedule 129 energy bill assistance program the amount of all applicable SQI penalties.

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 bill \$50, conditions apply, and customer action required. Learn more at [pse.com/pages/customer-service-guarantees](https://pse.com/pages/customer-service-guarantees) or 1-888-225-5773.

In 2021, PSE paid \$15,200 for missing 304 of the total 34,356 service guaranteed appointments. We provided 279 customers with a \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages and there were no customer claims issued on restoring electric service within 120 consecutive hours during any power outage.

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

# Notice of requested changes to PSE rates and public hearings



On January 31, 2022, PSE filed a general rate case with the Washington Utilities and Transportation Commission (UTC) requesting a multiyear adjustment to electric and natural gas rates.

The UTC has the authority to approve rates which may be higher or lower than PSE's request. The UTC is examining the proposed rates; the examination can take up to 11 months. The new rates are proposed to become effective on January 1, 2023.

## PSE has requested the following:

### Electric Service -

- 2023 – An overall 13.59% increase in rates generating an additional \$310.6 million in revenue. Residential customers would see an overall average 15.80% increase.
- 2024 – An overall 2.41% increase in rates generating an additional \$63.1 million in revenue. Residential customers would see an overall average 2.62% increase.
- 2025 – An overall 1.18% increase in rates generating an additional \$31.8 million in revenue. Residential customers would see an overall average 1.20% increase.

### Natural Gas Service -

- 2023 – An overall 12.98% increase in rates generating an additional \$143 million in revenue. Residential customers would see an overall average 12.15% increase.
- 2024 – An overall 2.29% increase in rates generating an additional \$28.5 million in revenue. Residential customers would see an overall average 2.19% increase.
- 2025 – An overall 1.82% increase in rates generating an additional \$23.3 million in revenue. Residential customers would see an overall average 1.74% increase.

## PSE requests rate adjustments for the following reasons:

- To continue to provide safe and reliable energy service
- To decarbonize its energy systems to comply with state mandates and meet the expectations of customers and stakeholders
- To recover more than four years of capital and operating investments made on behalf of customers and not currently included in PSE's rates
- To recover increased operating costs
- To set rates for a multiyear rate plan that reflect upcoming capital investments and operating costs over the three-year period
- To increase PSE's authorized return on equity from 9.4% to 9.9%

## 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.

Wednesday, Sep. 28, 2022, at 6 p.m.

You can participate via Zoom, meeting information can be found at [www.utc.wa.gov/220066](http://www.utc.wa.gov/220066). Or by phone by calling 253-215-8782 and entering: Meeting ID number 834 6224 4485 and passcode 772950.

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.

## 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](http://www.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: UTC P.O. Box 47250  
Olympia, WA 98504

In your comments, please reference Dockets UE-220066 (electric service) and UG-220067 (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](mailto:utility@atg.wa.gov)

### PSE

To contact PSE about the rate change proposals:

Email: [customercare@pse.com](mailto:customercare@pse.com)  
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 average residential customer (using 800 kilowatt hours of electricity per month)	Current	Proposed eff. January 1, 2023	Proposed eff. January 1, 2024	Proposed eff. January 1, 2025
	Kilowatt-hour charge for 0–600 kWh	\$58.08	\$68.46	\$70.54
Kilowatt-hour charge for > 600 kWh	\$23.33	\$26.73	\$27.42	\$27.75
Basic charge	\$7.49	\$8.24	\$8.24	\$8.24
<b>Total bill at 800 kWh per month</b>	<b>\$88.90</b>	<b>\$103.43</b>	<b>\$106.20</b>	<b>\$107.51</b>
<b>Overall Average Bill Impact</b>		<b>\$14.53 increase</b>	<b>\$2.77 increase</b>	<b>\$1.31 increase</b>
<b>Percent Change</b>		<b>16.34% increase</b>	<b>2.68% increase</b>	<b>1.23% increase</b>

Natural gas service for the average residential customer (using 64 therms of natural gas per month)	Current	Proposed eff. January 1, 2023	Proposed eff. January 1, 2024	Proposed eff. January 1, 2025
	Therm charge	\$64.17	\$72.13	\$73.99
Basic charge	\$11.52	\$12.75	\$12.75	\$12.75
<b>Total bill at 64 therms per month</b>	<b>\$75.69</b>	<b>84.88</b>	<b>\$86.74</b>	<b>\$88.25</b>
<b>Overall Average Bill Impact</b>		<b>\$9.19 increase</b>	<b>\$1.86 increase</b>	<b>\$1.51 increase</b>
<b>Percent Change</b>		<b>12.14% increase</b>	<b>2.19% increase</b>	<b>1.74% increase</b>

Overall proposed rate changes for natural gas service, by rate schedule:

Natural gas schedule	Type of service	Current Avg. rate per therm	Proposed eff. January 1, 2023	Proposed eff. January 1, 2024	Proposed eff. January 1, 2025
23, 53	Residential	\$1.18238	\$1.32602 (12.15% increase)	\$1.35182 (2.19% increase)	\$1.38124 (1.74% increase)
31	Commercial & Industrial	\$1.08248	\$1.24294 (14.82% increase)	\$1.26749 (2.50% increase)	\$1.29871 (2.00% increase)
41	Large volume	\$0.72414	\$0.79881 (10.31% increase)	\$0.81206 (1.64% increase)	\$0.82589 (1.31% increase)
85	Interruptible	\$0.56757	\$0.61281 (7.97% increase)	\$0.62674 (1.46% increase)	\$0.63764 (1.21% increase)
86	Limited interruptible	\$0.64997	\$0.67650 (4.08% increase)	\$0.69508 (1.67% increase)	\$0.70841 (1.51% increase)
87	Non-exclusive interruptible	\$0.50883	\$0.53255 (4.66% increase)	\$0.53842 (0.58% increase)	\$0.54208 (0.45% increase)
31T	Commercial & industrial transportation	\$0.72092	\$0.86526 (20.02% increase)	\$0.90695 (3.52% increase)	\$0.94111 (2.78% increase)
41T	Large volume transportation	\$0.19131	\$0.25289 (32.19% increase)	\$0.25765 (5.36% increase)	\$0.26672 (4.17% increase)
85T	Interruptible Transportation	\$0.11085	\$0.15050 (35.77% increase)	\$0.16046 (5.97% increase)	\$0.16880 (4.75% increase)
86T	Limited interruptible transportation	\$0.26767	\$0.29420 (9.91% increase)	\$0.28903 (4.12% increase)	\$0.29392 (3.72% increase)
87T	Non-exclusive interruptible transportation	\$0.04737	\$0.06764 (42.77% increase)	\$0.06605 (4.89% increase)	\$0.06853 (3.69% increase)
16	Gas lighting	\$1.14845	\$1.29070 (12.39% increase)	\$1.31971 (2.25% increase)	\$1.34334 (1.79% increase)
	Special Contracts	\$0.05457	\$0.05829 (6.82% increase)	\$0.05847 (0.00% increase)	\$0.05888 (0.00% increase)
<b>Overall</b>			<b>12.98% increase</b>	<b>2.29% increase</b>	<b>1.82% increase</b>

Overall proposed rate changes for electric service, by rate schedule:

Electric schedule	Type of service	Current Avg. rate per kWh	Proposed January 1, 2023	Proposed January 1, 2024	Proposed January 1, 2025
7	Residential	\$0.114385	\$0.132460 (15.80% increase)	\$0.135955 (2.62% increase)	\$0.137655 (1.20% increase)
24, 8	Secondary voltage (50 kW or less)	\$0.118138	\$0.131110 (10.98% increase)	\$0.133773 (2.03% increase)	\$0.135395 (1.12% increase)
25, 11, 7A	Secondary voltage (over 50 kW to 350 kW)	\$0.108258	\$0.121353 (12.10% increase)	\$0.124045 (2.20% increase)	\$0.125603 (1.19% increase)
26, 12, 26P	Secondary or primary voltage (over 350 kW)	\$0.100285	\$0.110718 (10.40% increase)	\$0.112836 (2.12% increase)	\$0.114139 (1.13% increase)
29	Seasonal irrigation & drainage pumping	\$0.094238	\$0.107632 (14.21% increase)	\$0.110568 (2.45% increase)	\$0.112248 (1.41% increase)
31, 10	Primary voltage limited	\$0.099013	\$0.109768 (10.86% increase)	\$0.112042 (2.27% increase)	\$0.113513 (1.30% increase)
35	Primary voltage irrigation	\$0.066698	\$0.084498 (26.69% increase)	\$0.087772 (4.04% increase)	\$0.089062 (1.46% increase)
43	Interruptible total electric schools	\$0.105096	\$0.114217 (8.68% increase)	\$0.116289 (1.84% increase)	\$0.117132 (0.52% increase)
46	High voltage interruptible	\$0.075424	\$0.078874 (4.57% increase)	\$0.080262 (1.80% increase)	\$0.080941 (0.83% increase)
49	High voltage general	\$0.077006	\$0.080653 (4.74% increase)	\$0.082228 (1.92% increase)	\$0.083700 (1.61% increase)
50-59	Lighting (area & street)	\$0.274315	\$0.335349 (22.25% increase)	\$0.348901 (4.05% increase)	\$0.353293 (1.26% increase)
448-459	Choice/retail wheeling	\$0.006058	\$0.006161 (1.71% increase)	\$0.006185 (0.37% increase)	\$0.006219 (0.06% increase)
	Special Contracts	\$0.022180	\$0.022687 (2.29% increase)	\$0.023274 (2.76% increase)	\$0.023409 (0.41% increase)
<b>Overall</b>			<b>13.59% increase</b>	<b>2.41% increase</b>	<b>1.18% increase</b>

\*\* Represents overall average increase without specific energy use amount.

NOTE: The figures above and below represent averages by rate schedule including the basic charge. Individual customers will see a change that is greater or less than what is shown, depending on the amount of usage. Most electric and all natural gas 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.

For the effect of the proposed changes on other types of electric and natural gas services, visit [pse.com/ratecase](http://pse.com/ratecase).



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### **Customer service guaranteed**

Each year Puget Sound Energy measures how well we deliver our services to you in three key areas. Look for our 2021 Service Quality Report Card included in your bill.

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

### **Transmission peak message for June**

This past month's transmission system peak occurred on June 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, 2022

**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.

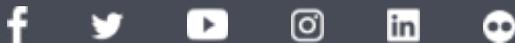
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