

Monthly promotions

September 2023 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](#)
- [Natural gas safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



It's time to prep for cooler weather

This fall, prepare your home for winter weather to come. If your heating system is faltering or reaching the end of its lifespan, consider an energy-efficient replacement that can generate long-term savings by lowering your energy usage. Scheduling an appointment with a contractor now will give you a better chance of completing work in time for winter, ensuring you stay comfortable as temperatures drop.

Whether you're switching to a highly efficient heat pump, boiler or furnace, you can save hundreds of dollars (up to \$4,000!) on new equipment with PSE's home heating rebates. See which rebate is right for you at pse.com/heating.

We're acting now to prevent storm-related outages



We know that outages are inconvenient, especially in the cold of winter. So we spend our summers strengthening our electric system against storm-caused outages. We trim away trees that could fall into the lines and install electric cable that is specifically designed to resist outages caused by branches. We're also investing in new technology and communications to keep you as informed as possible. We are dedicated to the communities we serve, to keep you safe and warm.

Find out how to be prepared at pse.com/pages/storm.

Driving the electric transportation future



This month marks the 13th annual National Drive Electric Week. More than ever, PSE believes the future of transportation is electric, and we're here to help our customers make the transition and reap the benefits – from money savings to convenience – of driving electric.

Our Up & Go Electric program can provide you with accurate and trusted information about electric vehicles. And, customers already driving electric can encourage their apartment buildings, condos and workplaces to install charging with the help of new PSE incentives.

Learn more at pse.com/electricvehicles.

We troubleshoot furnaces



Before cooler weather sets in, now is a good time to make sure your gas heating equipment is operating safely. If you think your natural gas furnace, water heater or other gas appliances are not operating safely or properly, call us at 1-888-225-5773 to schedule a free visit by a PSE service technician to diagnose the problem. Depending on the diagnosis, the technician can perform minor repairs for a charge.

Beware of scams



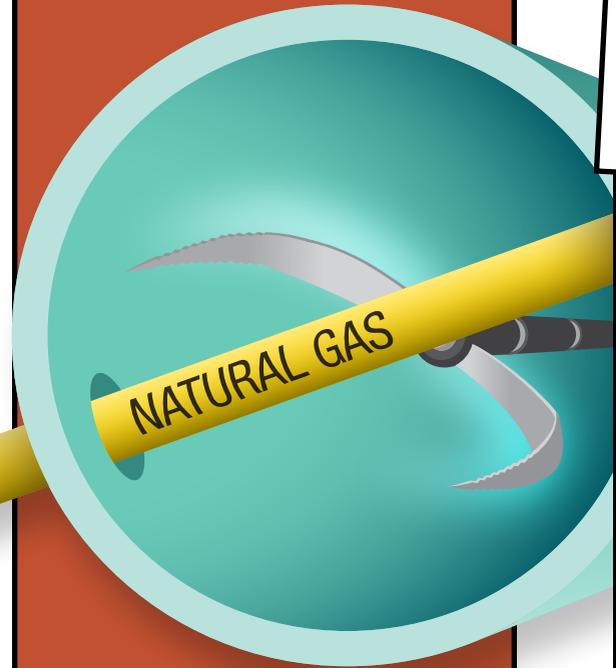
Stay informed so you can protect yourself from fraud. Scammers can be threatening and clever in using new, deceptive tactics. What to know about scams:

- 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.

Blocked sewer? Call PSE before you clear!

On rare occasions, natural gas lines have been unintentionally installed through sewer and septic lines. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.



Don't cause a gas leak. Always call PSE at **1-888-225-5773** to meet your plumber on site before clearing an exterior blockage. We usually respond within an hour, no charge.

How we keep our pipes safe

Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 26,000 miles of our system for leaks at least once every three years.

 PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/gassafety



1611 07/23



SMELL GAS? ACT FAST!



**GAS EMERGENCY
PREVENTION AND RESPONSE**

Smell gas? Act fast!

A natural gas leak can lead to a fire or explosion, so if there's even a slight chance of a leak, don't hesitate.

Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

1. DETECT



Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at pse.com/gassafety. If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.

Digging? Call 811 first!

Don't cause a gas leak. Call **811** at least two business days before digging to get your pipes located. The day you call doesn't count. There's no charge to locate utility-owned lines.

2. LEAVE

Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do anything that may cause a spark.



SNIFF

Gas has no odor of its own, so we add a sulfur-like rotten egg smell to help you know it's leaking. It may smell different to you.



LISTEN

Gas can hiss or even roar as it escapes from pipes.



LOOK

Gas may make bubbles through standing water, blow dirt, and kill plants when it's leaking from underground pipes.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.

WARNING
PSE Buried
Gas Lines

QUESTIONS: 800-776-8140

Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.

Call PSE at
1-888-CALL-PSE

(1-888-225-5773)

or call
911

3. CALL





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

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

YOUR PUGET SOUND ENERGY BILL ENCLOSED

**Inside: Sniff the
actual odor of a
natural gas leak.**





Lighten your carbon footprint

Join the more than 100,000 PSE customers already reducing their carbon footprint through our voluntary renewable energy programs.
pse.com/renewables



This envelope is recyclable



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.

September 2023 bill print messages

Summary page

Know how to detect a natural gas leak

Make your household is familiar with the distinctive smell added to natural gas for your safety. Scratch and sniff the brochure included in this month's paper bills, or request one at pse.com/detectaleak

Price Change Effective September 1, 2023 – electric customers only – Will print September 5th

Your electric bill reflects changes in rates that went into effect on September 1, 2023

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, 2023

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](#)

[ENERGY EFFICIENCY REBATES](#)



pse.com

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