

# Monthly promotions

## September 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](#)
- [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



## Upgrade your home hassle-free with a Recommended Energy Professional

Looking for help with your next home improvement project? Connect with a pre-screened Recommended Energy Professional (REP) specializing in energy-efficient upgrades like weatherization, water heating, and HVAC systems. Plus, they can help navigate rebates and incentives to maximize your savings!

### Install a new heat pump with a REP and save up to \$2,000\*

There's never been a better time to replace your electric furnace or resistance heating! Until October 31st, get an extra \$500 off heat pumps in addition to our standard rebates when you partner with a REP on installation. This could mean total savings up to \$2,000, with a potential for more through PSE's Efficiency Boost program for income-qualified customers.\*\*

By using the same technology as a refrigerator or air conditioner, heat pumps are able to transfer warm or cool air efficiently into your home. This gives you affordable comfort year-round!

Connect with a Recommended Energy Professional today to learn more: [pse.com/REP](https://pse.com/REP)

\* To qualify for the heat pump discount, you must be a current PSE single-family residential electric customer using PSE electricity as your primary home heating fuel and partner with a Recommended Energy Professional on installation.

\*\* Eligibility for the PSE Efficiency Boost is based on gross household income. Visit [pse.com/efficiencyboost](https://pse.com/efficiencyboost) for details.



## Can I plant around the green box?

You may have seen one of our green metal cabinets in your yard or along a street, but do you know what they are? Inside them are transformers that convert high voltage electricity to levels suitable for your home or business. For safe and reliable operation, keep shrubs at least five feet away. Don't cover or build an enclosure around them and never dig beside or touch anything inside. Call PSE if you see a damaged or an opened cabinet and please tell children not to play on or near them.

For more information on electrical safety, go to [pse.com/electricsafety](https://pse.com/electricsafety)

## Know the signs of a natural gas leak

You can usually detect natural gas from an odor of sulfur or rotten eggs, though it may smell differently to you. But there are other tell-tale signs, especially outdoors: bubbles escaping through a puddle, dead vegetation where you wouldn't expect it, and dirt blowing up from the ground. Natural gas is lighter than air and will rise, and can be ignited by a spark from flipping a light switch when there's a natural gas leak. If you detect gas, don't hesitate! Leave the area, then call PSE at 1-888-CALL-PSE, or call 911.

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



**SMELL**



**LEAVE**



**CALL**



## Customer service guaranteed

We stand behind our service to you. We constantly track our performance and use your feedback to make improvements. We'll credit your bill if we fail to meet our service guarantees.



Appointment service guarantee



24-consecutive-hour non-major storm power outage restoration guarantee



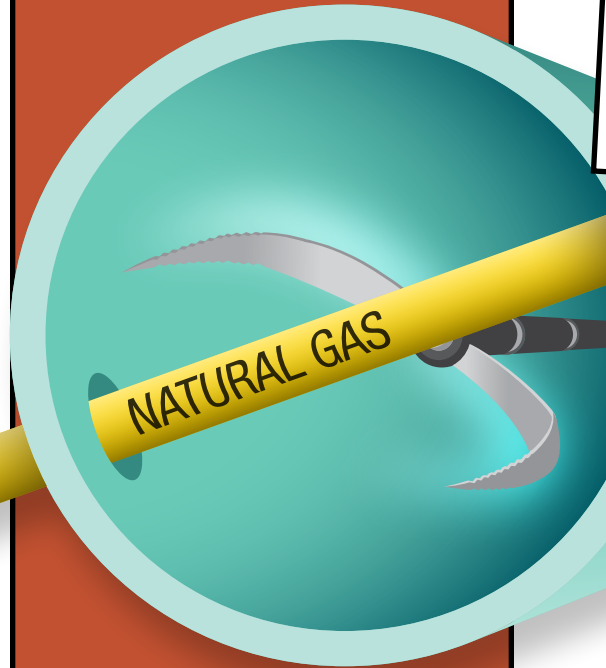
120-consecutive-hour power outage restoration guarantee

Conditions apply. More at [pse.com/guarantees](https://pse.com/guarantees)



## 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.

**PSE** PUGET SOUND ENERGY

Puget Sound Energy  
P.O. Box 97034  
Bellevue, WA 98009-9734  
[pse.com/gassafety](http://pse.com/gassafety)



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# 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](https://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**

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

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**YOUR PUGET SOUND ENERGY BILL ENCLOSED**

**Start saving today**

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



This envelope is recyclable.

**Know how to detect a natural gas leak**

To ensure your safety, we add a distinctive smell to natural gas to help detect a potential leak. Included in this month's paper bills is a scratch and sniff brochure so you can recognize the odor. To order a brochure online, go to [pse.com/detectaleak](https://pse.com/detectaleak)

**Climate Commitment Act Hearing Date – Gas customers only**

A recent notice incorrectly stated the day of the week that the UTC will hold a Public Comment Hearing for our Climate Commitment Act Risk Sharing Mechanism (CCA) in Docket UG-230968. The hearing will occur Tuesday, 10/8/24 at 6 p.m.

**Transmission Message**

This past month's transmission system peak occurred on August 2 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, 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](mailto:customercare@pse.com).

Thank you,  
Puget Sound Energy

GREEN ENERGY OPTIONS

ENERGY EFFICIENCY REBATES



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

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