

September 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](#)
- [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



Switch to a heat pump and save

Heat pumps provide a highly efficient way to heat and cool your home, using up to 60% less energy than electric resistance systems. If you're ready to start saving on your energy bills, now's the time to make the switch!

Limited time offer

Until October 17, upgrade to a new heat pump and get \$2,000 off your invoice (reg. \$1,500) when you partner with a PSE-approved contractor on installation! Plus, income-qualified customers could save up to \$2,900 through PSE's Efficiency Boost program. Learn more at [PSE.com/Heating](https://pse.com/Heating)

Offer valid from 9/01/25–10/17/25. Available to PSE customers who use electricity as their primary home heating source through electric resistance heating. It's also available to dual-fuel customers (those with both PSE electric and gas service) who are adding a central heat pump to their new or existing gas furnace.

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



Keep clear of green utility boxes

Those green boxes in your neighborhood contain important electrical equipment that keeps your power flowing. For everyone's protection, please keep children from playing on or around these boxes. Avoid planting flowers, shrubs, or trees nearby, as roots can damage underground cables and landscaping makes maintenance difficult. Help us keep your community's power reliable by giving these boxes plenty of space.



Stay safe: Spotting natural gas leaks

Keeping your family safe starts with knowing what to look for! Natural gas has a distinctive “rotten egg” smell added for protection. Listen for hissing sounds near appliances, watch for dead plants around gas meters, or dirt blowing from underground lines. If something seems off, trust your instincts—leave the area, avoid switches and flames, and call us immediately at 1-888-225-5773 to report a gas odor.

Strengthening the energy system

We know our customers count on us to provide safe and reliable energy 24/7. That's why we take a comprehensive approach to enhance the reliability of the electric system.



**Upgrading
infrastructure**



Tree trimming



Automation



**Strengthening
and modernizing
the grid**

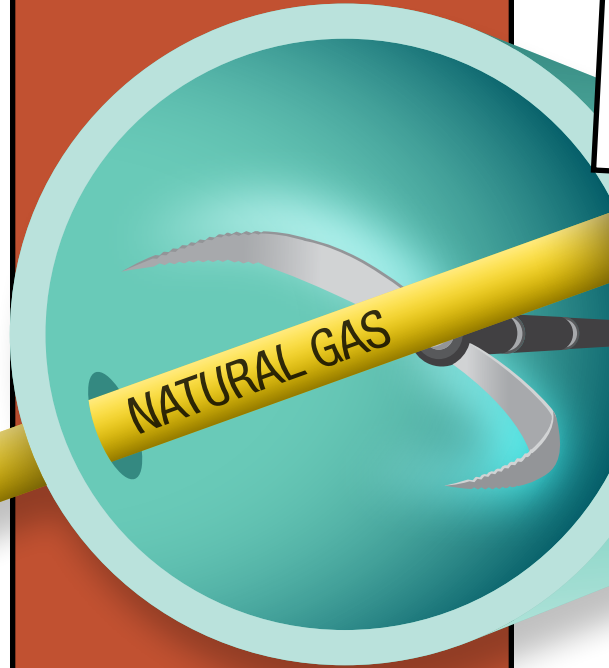


**Data and
analytics**

Learn more at [PSE.com/Reliability](https://www.pse.com/Reliability)

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



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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. 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





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This envelope is recyclable.

September 2025 bill print messages

Summary page

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.

Transmission Message

This past month's transmission system peak occurred on August 12 at hour ending 1800.

August 1st Price Change – Electric bi-monthly customers

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



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

ENERGY EFFICIENCY REBATES



pse.com

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