

Monthly promotions

October 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](#)
- [Electric safety brochure](#)
- [Natural gas safety brochure](#)
- [2023 Climate Commitment Act Letter – Gas & Electric customers](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Prepare for winter with energy-efficient savings

October is National Energy Awareness Month, and it's the perfect time to make your home more energy efficient. Simple actions like adjusting your thermostat when leaving the house or washing your laundry in cold water can significantly reduce your energy use. For more tips to help lower your energy bill, check out pse.com/lower.

We also offer rebates for energy-efficient products so you can save even more. Protect your home from the elements with improved insulation in your walls, and seal cracks around windows and doors with air sealing to reduce unwanted drafts. You can also take advantage of our home heating rebates to replace an aging furnace or convert to a heat pump. Looking for a simpler project? You can instantly save \$75 off a smart thermostat on the PSE Marketplace.

To learn more about energy-efficiency rebates, visit pse.com/rebates.



How we keep our gas system safe

As the state's largest natural gas utility, we take our job of ensuring pipeline safety seriously. We have programs in place to maintain the integrity of our natural gas system in accordance with federal regulations. We inspect our pipelines' protection against corrosion, conduct ground surveys with sensitive sniffing devices, train fire fighters how to respond to pipe breaks, and monitor the system 24/7.

You can help keep your family and community safe by practicing safe digging – always calling 811 before you dig – and by knowing the signs of a natural gas leak: sulfur-like odor, a hissing noise from a natural gas appliance or meter, or bubbling from a puddle. For more information about how we keep our natural gas system safe, go to pse.com/gasinspection.

Do you need help for high energy bills?

We have programs that can provide funds to help pay your bill or save energy with free home upgrades and repairs. Learn more and see if you are eligible for these programs at pse.com/support.

Customer service guarantees

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

Blocked sewer? Call PSE, or ask your plumber to call

If your sewer is blocked beyond the walls of your house, call PSE when your plumber is on their way to clear it. Or have your plumber call. Some natural gas lines have inadvertently been installed through sewer and septic lines. Clearing the pipes with a cutting tool could break the gas line, allowing gas into your house and creating a dangerous situation. PSE will meet your plumber on-site – for free – and ensure the sewer or septic line is safe to clear.

Learn more at pse.com/sewersafety

Car touching a downed line? Wait for help to arrive.

If you find yourself in a vehicle that is touching a downed line or electrical equipment, and you're not in imminent danger, stay put. Call **911**, if you can, and wait until the power company can de-energize the line. Even if there's no sign of sparking, the vehicle and the ground around could electrocute you as you try to leave. The same is true for anyone who tries to approach you from outside the vehicle. Don't approach to help unless the power company has verified that the line is de-energized.

See downed lines? Stay 35 feet away!

There's no sure way to tell if downed lines are energized or "hot," so treat them, and anything they touch, as if they could kill you. Fences, tree limbs, telephone lines and even the ground around a downed line can electrocute you if they're in contact with a power line. And did you know power lines can look just like telephone lines? Take no chances: Call the power company and stay away!

Let that kite go!

Don't fly kites near overhead power lines. If a kite or Mylar-coated balloon should become entangled in a power line, or in a tree near a power line, let it be! Wood can conduct electricity, so building a tree house near a power line is also dangerous.

Work safely around overhead lines

Always keep at least 10 feet—more for high voltage lines—between you and power lines. That goes for any equipment you're using, too. Avoid placing ladders near power lines, especially if they are aluminum. (Wood can also conduct electricity, but not as well.) If you need to trim trees around the line attached to your house, call the power company to de-energize it before you trim.

Greater than
10 feet



Digging? Call 811 first!

If you don't like the thought of getting shocked through your shovel, call **811** at least two business days before digging to have your underground utilities located. The day you call doesn't count. The law requires you to have all utilities marked before digging on private, public and commercial property. Always use a hand tool when digging within 2 feet of buried lines. You'll know where they are by the paint or flags left by the locator who responds to your **811** call.



Power outage? Keep grills outside!

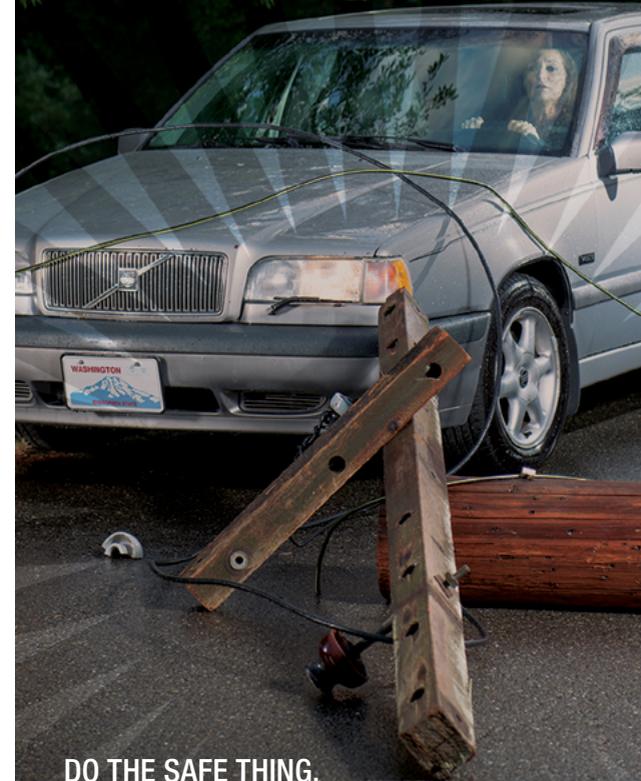
Never try to heat your house with a propane or charcoal grill or heater. They create carbon monoxide which can poison you if used indoors. Also, do not heat your house by running your gas oven with the door open.

 **PUGET SOUND ENERGY**

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



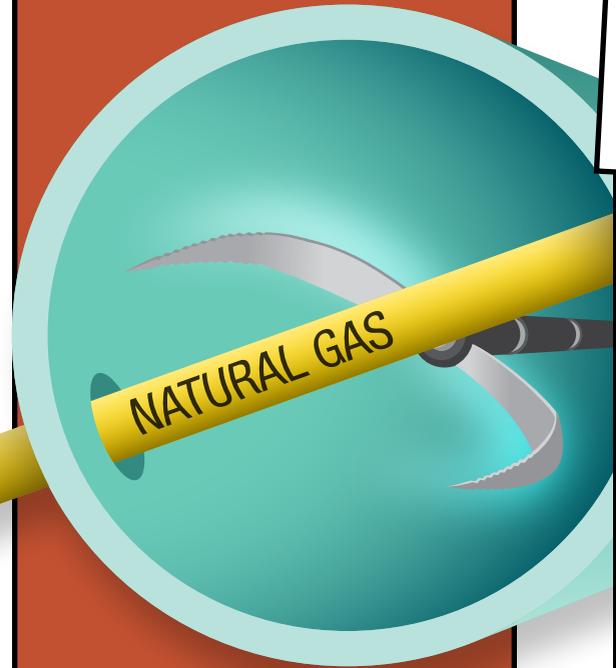
HOW TO STAY SHOCK FREE



**DO THE SAFE THING.
BE SMART AROUND POWER LINES.**

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



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://www.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



To our valued customer:

You will soon see changes to your monthly bill associated with the state's new law, the "Climate Commitment Act" (CCA). The CCA establishes a market-based cap-and-invest program designed to reduce greenhouse gas emissions.

This new program puts a price on greenhouse gas emissions emitted in the state and thereby increases the cost to deliver electricity and natural gas to our customers. The state plans to use revenue raised through the cap-and-invest program to invest primarily in new projects that reduce greenhouse gas emissions and help Washington transition to a lower-carbon economy.

Starting October 1, PSE's natural gas customers will see higher rates reflected on their monthly bills. The higher rates result from costs incurred by PSE to purchase allowances (a compliance instrument) to cover greenhouse gas emissions and comply with the cap-and-invest program. PSE's natural gas customers may also see a "State Carbon Reduction Credit" to help mitigate the cost of compliance. Please visit our website for expected average rate and credit impacts: pse.com/cca. The total bill impact will vary for customers based on household size, energy usage, and other factors.

The Washington Utilities and Transportation Commission approved the new rates and credits associated with PSE's compliance with the state's cap-and-invest program for natural gas customers only. PSE is still determining impacts to electric customers.

What you can do

PSE is here to help with a variety of programs to save money and energy. Residential customers that are income qualified, such as those who have received federal government or PSE-funded assistance over the past 24 months, may qualify for a reduced rate. All customers can participate in payment plans to manage their bills. Learn more and sign up today at pse.com/assistance.

One of the easiest ways to save is through PSE's energy efficiency programs. These range from DIY tips to rebates. More information is available at pse.com/lower.

To learn more about how the state will be investing the revenue received from the cap-and-invest program, visit the Department of Ecology's website:

<https://ecology.wa.gov/air-climate/climate-commitment-act/auction-proceeds>. More information about programs that PSE customers could access, like grants for appliance replacements or electric vehicle incentives, will be shared as it becomes available.

What PSE is doing

PSE aspires to be a beyond net zero carbon energy company by 2045. Through this initiative, PSE is targeting reduction of our carbon emissions to net zero and going beyond by helping other sectors, such as transportation, to reduce greenhouse gas emissions across the state.

Currently, more than 43% of PSE's electric energy supply comes from renewable sources like wind and hydroelectric facilities. By 2030, our electric supply will be 80% carbon-free, on the path to 100% carbon-free by 2045 per Washington State's Clean Energy Transformation Act. For our natural gas customers, we're working on a combination of efforts, from targeted electrification to using lower carbon fuels like Renewable Natural Gas. Learn more about what we're doing and how you can participate at pse.com/together.

We are grateful for the opportunity to serve you and committed to being your partner in creating an energy future that is clean, safe and reliable.

Thank you,



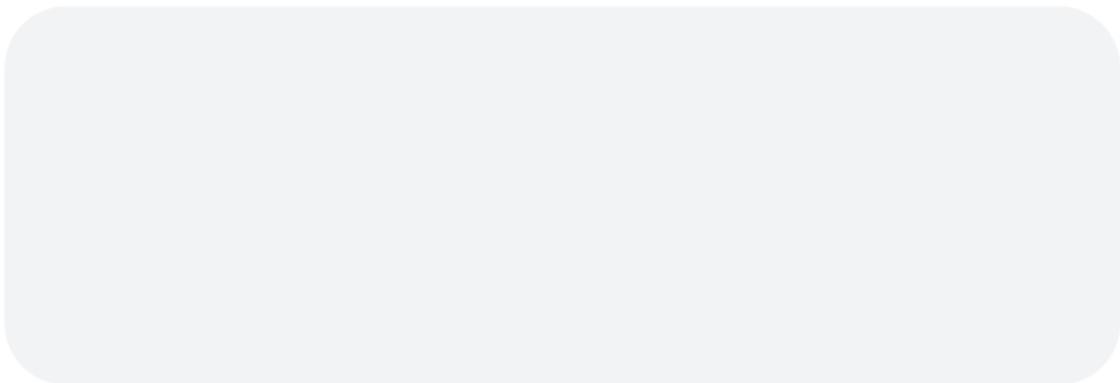
Aaron August
Chief Customer Officer



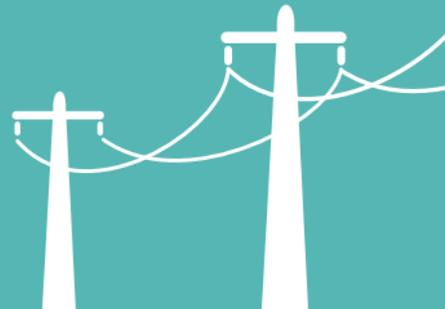
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YOUR PUGET SOUND ENERGY BILL ENCLOSED



**Inside: How to
stay safe around
power lines.**





Look up, look out.

Always keep at least 10 feet—more for high voltage lines—between you and power lines.





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.

October 2023 bill print messages

Summary page

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees.

pse.com/guarantees

Transmission Peak Message

This past month's transmission system peak occurred on September 2 at hour ending 1800.

October 1st Price Change – Gas & Electric Customers

Your bill reflects changes in rates that went into effect on October 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

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.

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