

# Monthly promotions

## October 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](#)
- [Electric safety brochure](#)
- [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



## One small change can make a big impact

Now more than ever we are called to have a positive impact on the planet we live on. Our future generations depend on us.

To celebrate energy awareness month, we have some simple tips on how to:



Save energy



Lower your energy costs



Use cleaner energy



And many other energy solutions for your home and life



Learn how you can help the planet. All it takes is one small change. Visit [pse.com/bigimpact](https://pse.com/bigimpact)



## We're undergoing one of the most significant transformations in our history

For 150 years, Puget Sound Energy has fueled the growth of local communities in one of the most innovative regions in the world. We're undergoing one of the most significant transformations in our history as we strive to meet Washington state's clean energy laws, while continuing to deliver the safe, reliable and affordable energy our customers expect.

We're aggressively pursuing renewable energy resources, from large, utility-scale generation projects to energy produced locally and in partnership with the neighborhoods and communities we serve. At the same time, we're strengthening and modernizing the electric grid, and investing in technologies that can support a continuous and reliable supply of clean energy to our customers.

Learn more at [pse.com/together](https://pse.com/together)

## We troubleshoot furnace problems

Before cooler weather sets in, now is a good time to make sure your heating equipment is operating safely. PSE customers can schedule a free safety check of their natural gas furnace, water heater, or other appliance by calling 1-888-2225-5773. Depending on the diagnosis, the technician can perform minor repairs for a charge. Also make sure that your water heater is set no higher than 120 degrees Fahrenheit, or on the low setting. This will prevent scalding accidents and save energy.

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



## 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).

### 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

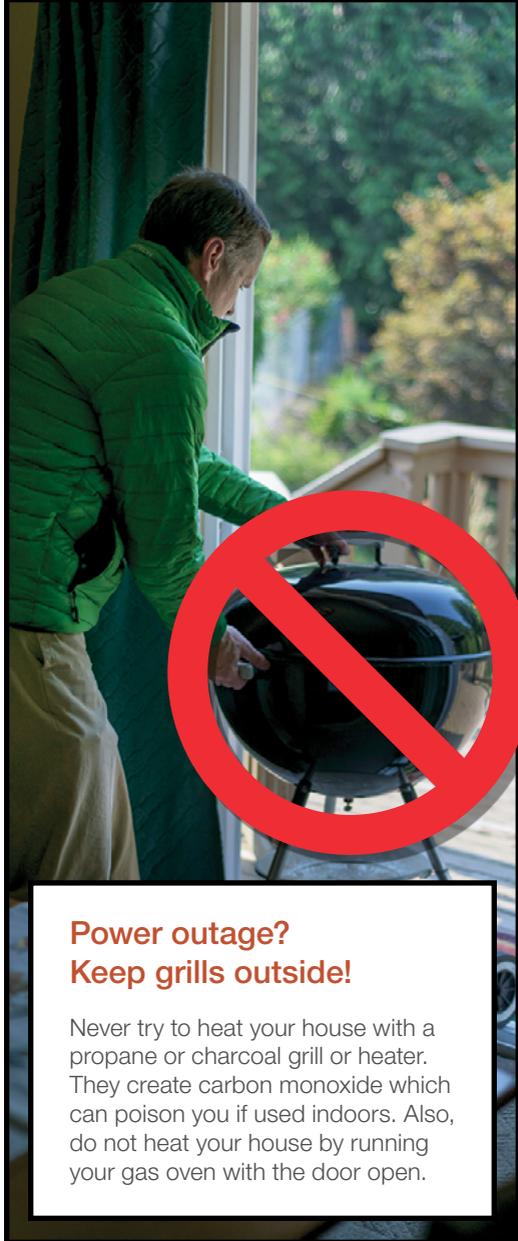
Always keep at least 10 feet—more for high voltage lines—between you and power lines. That goes for any equipment you're using, too. Avoid placing ladders near power lines, especially if they are aluminum. (Wood can also conduct electricity, but not as well.) If you need to trim trees around the line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

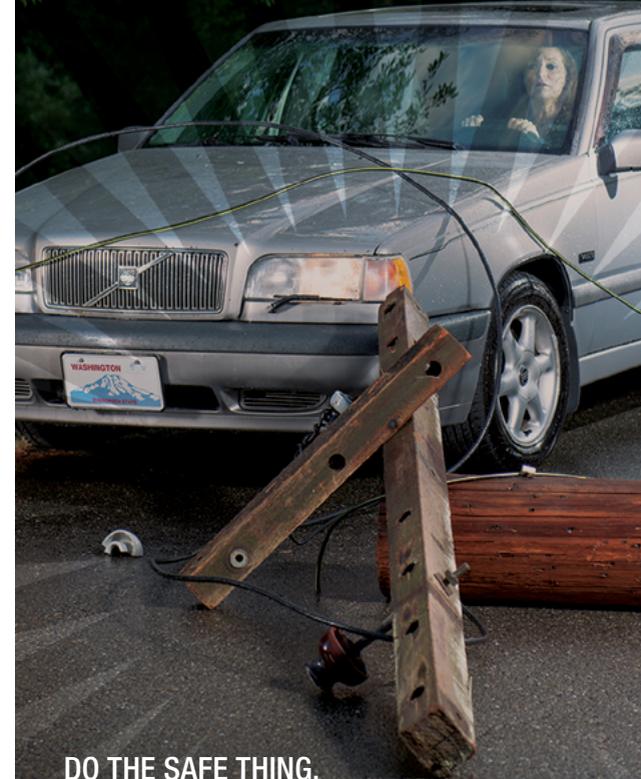
Never try to heat your house with a propane or charcoal grill or heater. They create carbon monoxide which can poison you if used indoors. Also, do not heat your house by running your gas oven with the door open.

 PUGET SOUND ENERGY

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



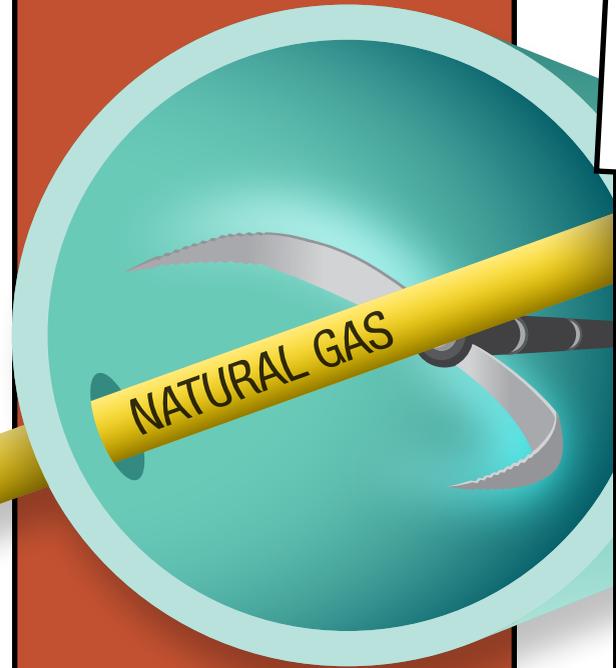
# HOW TO STAY SHOCK FREE



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](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://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





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

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PSE

## **YOUR PUGET SOUND ENERGY BILL ENCLOSED**

### **Start saving today**

With energy efficiency rebates and offers.  
Visit [pse.com/rebates](https://pse.com/rebates).





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





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STAMP  
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Save a stamp. Go paperless.  
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BELLEVUE, WA 98009-9269



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



This envelope is recyclable.

## **October 2024 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](https://pse.com/guarantees)

#### **Transmission Message**

This past month's transmission system peak occurred on September 5 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](http://pse.com)

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