

Monthly promotions

November 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](#)
- [Electric safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



It pays to be energy flexible with PSE Flex

If your home gets electricity from PSE, our Flex programs let you earn money for adjusting your usage during high-demand times called Flex events. And if you have smart devices in your home, it's even easier!



Flex Smart

Your smart thermostat will automatically adjust a few degrees during Flex events.

- Get up to a **\$50 gift card per device** you sign up, plus up to **\$40 per device each year**.



Flex EV

Your electric vehicle's charging will automatically pause during Flex events.

- Get a **\$50 gift card for signing up** and **\$0.50 per kWh you save** during Flex events.



Flex Batteries

Your home battery storage system will be called upon during Flex events instead of drawing electricity from the grid.

- Get up to **\$1,000 per battery for signing up**, plus up to **\$500 per battery each year**.



Flex Water Heaters

Your water heater will use its stored hot water during Flex events, instead of turning on the heating element. You may be eligible to receive a free device to make your heater connectable.

- Get a **\$20 gift card for signing up**, plus **\$20 each year**.

No smart devices? No problem!

You can join our Flex Rewards program and still earn for using less energy during Flex events and get a \$25 gift card for signing up—no equipment required.

Join thousands of others already participating and earning in Flex today! Learn more at PSE.com/Flex

PSE Flex programs are for residential customers who receive electricity service from PSE.



A line on the ground could be live—stay away!

As winter weather approaches, be aware of fallen wires. Power lines look like any other type of wire but can be deadly if you get too close. Assume any line on the ground is energized and stay at least 35 feet away (the length of a school bus). Never drive over or under a downed power line. If you see one, call PSE or 911 immediately.

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

Outside sewer blockage? Call PSE before clearing.

If your sewer is blocked beyond your home’s walls, call PSE when your plumber is on the way—or have your plumber call. Some natural gas lines have inadvertently been installed through sewer or septic lines. Using cutting tools could rupture the gas line, causing a dangerous leak. PSE will meet your plumber on-site—for free—to ensure it’s safe to clear.

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



2025 Renewable Energy Report Card

From the renewable energy generated at Puget Sound Energy-owned wind and hydro power facilities as well as what is purchased from independent power producers, we are on track to meet and exceed the required 15 percent renewable energy target by year-end 2025. The target is based on the average amount of electricity PSE customers used in the prior two years. The costs associated with the generated renewable energy and renewable energy credits were \$43.17 million per year at the time of acquisition and \$24.32 million for the qualifying renewable resource mix anticipated to be used in 2025.

The report card below is a requirement of Washington State’s Energy Independence Act passed in 2006. PSE is also working towards complying with the Clean Energy Transformation Act (CETA) passed in 2019, which requires us to achieve 100% clean electricity by 2045.

Puget Sound Energy 2025 renewable energy target progress report card*

	2023	2024	2025
Target percentage	15%	15%	15%
Approved renewable energy target	3,198,752 MWh	3,208,438 MWh	3,174,553 MWh
Available renewable energy resources	5,220,760 MWh	5,946,894 MWh	7,136,832 MWh

* As required by the Energy Independence Act of Washington state



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!

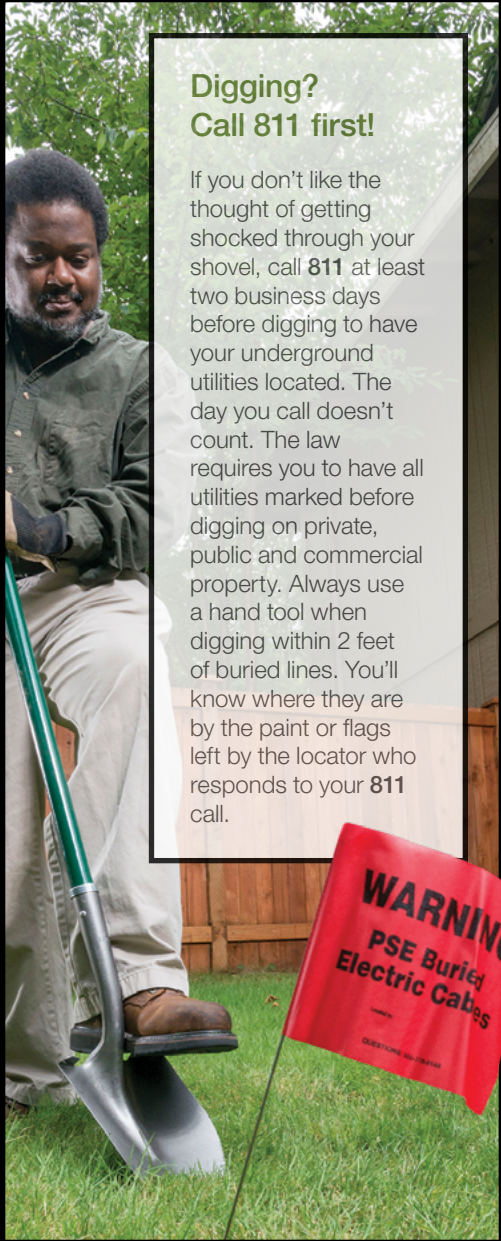
Don't fly kites near overhead power lines. If a kite or Mylar-coated balloon should become entangled in a power line, or in a tree near a power line, let it be! Wood can conduct electricity, so building a tree house near a power line is also dangerous.

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
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.



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This envelope is recyclable.

November 2025 bill print messages

Summary page

We're here to help

If you're having difficulty paying your PSE bill, consider setting up payment arrangements for smaller, multiple payments over time. Sign in to your account or contact us.

pse.com/paymentarrangement

Transmission Message

This past month's transmission system peak occurred on October 15 at hour ending 0900.

October 1st Price Change – Electric Bi-Monthly Customers

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