

Monthly promotions

December 2021 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](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



We're here to help

As winter temperatures drop, gas and electric bills tend to rise. We're here to help with energy assistance programs, flexible payment options, and tips to help you save energy and stay comfortable during these cold winter months.

Bill assistance

We have programs that provide funds to help pay your bill or save energy with free home upgrades and repairs. pse.com/support

Payment arrangements

Create an arrangement that works for you to pay down your past due balance, by adding a little at a time to your bill for up to 18 months. pse.com/paymentoptions

Energy saving tips

Now that the weather outside is colder, it takes more energy to maintain the temperature inside your home. Get money saving tips to lower your energy use. pse.com/lower



Investing in our grid for continued reliable power

We're always looking for ways to avoid outages and improve response times when they do happen. Our efforts include trimming tree limbs that have grown too close to power lines, regular inspections and repairs on our power lines, and implementing innovative technology for a smarter, greener and more reliable grid. For example, our Distribution Automation program helps us automatically detect and address outages more quickly, and has saved our customers over 10 million outage minutes.

To learn about our holistic approach to delivering safe and reliable power with a flexible and resilient grid, visit pse.com/gridmodernization.

Beware of scams

Stay informed so you can protect yourself from fraud. Scammers can be threatening and clever in using new, deceptive tactics. What to know about scams:

- We never ask or require you to purchase a prepaid debit card to avoid disconnection, even if you have a delinquent account.
- You'll receive several communications related to bill payment before any service disruption.
- Our bill payment vendors don't call after noon on Saturdays or all day Sundays; any calls during those periods are red flags.

Learn more about how you can protect yourself from a potential scam at pse.com/scamalert.

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 nonmajor storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee.

Conditions apply. pse.com/guarantees

Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at pse.com.





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

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YOUR PUGET SOUND ENERGY BILL ENCLOSED

Help us help you.

You may qualify for assistance
with your heating bill.
Visit pse.com/help.





Customer service — guaranteed.

We commit to keeping scheduled appointments and to restoring power outages as soon as we can. For more information, visit [pse.com/guarantees](https://www.pse.com/guarantees).





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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.

Happy Holidays

As 2021 draws to a close, we send our best wishes for the holidays and wish you a safe and happy new year. It's a privilege to serve you.

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Transmission peak message – November 2021

This past month's transmission system peak occurred on November 17 at hour ending 0900.

November 1, 2021 Price change – Bi-monthly billed only - electric residential and electric commercial customers that receive an energy exchange credit

Your electric bill reflects changes in rates that went into effect on November 1, 2021.

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, 2021

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](#)



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Puget Sound Energy P.O. Box 97034 Bellevue, WA 98009-9734