

The latest news on what's powering our neighborhoods



## Help for our customers during the COVID-19 situation

As a provider of an essential service, we're working to ensure we are here for our customers, our community and our employees as coronavirus impacts the region.

We know some of you may be worried about paying your energy bill. Here are ways we're providing help for our customers:

- We will not be disconnecting customers during this time.
- We have received approval from the Washington Utilities and Transportation Commission for a waiver that allows us to waive late fees.
- We will work with our customers on options such as payment plans and choosing a new bill due date.
- We have launched a new energy assistance portal to improve access to funds available to low income customers.
- We have energy efficiency tips, rebates and tools to help you use less energy.

In order to help our community partners, the PSE Foundation, which is a nonprofit entity operating independently of PSE but helps the communities PSE serves, is donating \$250,000 to support relief efforts in the community through the Seattle Foundation, as well as donating to food banks across the region to support emergency preparations.

For more on our response to the COVID-19 situation and help with your PSE bill, visit [pse.com/COVID19](https://pse.com/COVID19).



## TOGETHER, we're creating a better energy future

Our customers want clean energy and we're committed to working together to make this a reality. We've been an early leader, investing billions in renewable resources and energy efficiency for homes and businesses in our region. Our mission today is deep decarbonization, reducing greenhouse gas emissions and transforming our energy supply to deliver on the objectives of Washington's Clean Energy Transformation Act.

As the largest utility producer of renewable energy in the Pacific Northwest, we are committed to clean energy by creating ground-breaking renewable energy programs like Green Direct. We operate two hydroelectric power projects that provide clean energy to thousands of local homes and businesses. Working in partnership today, we can create a better energy future.

See more about our commitment to clean energy at [pse.com/TOGETHER](https://pse.com/TOGETHER).

### Save with PSE rebates

When tackling seasonal home maintenance tasks, remember that we offer a variety of rebates to reduce your carbon footprint, beautify your home, and increase comfort—all while saving you money. Upgrade to LED indoor and outdoor fixtures, tidy up with ENERGY STAR® clothes washers and dryers, replace that aging water heater or finally upgrade to that ductless heat pump that cools too.

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

### Protect yourself and your wallet —call 811 before you dig

Are you installing a fence post? Building a deck? Planting a tree? Call 811 before you start work on any of these projects to protect yourself from injury and to avoid having to pay costly repair bills. Underground gas and electric lines are often where you least expect them and even a tomato plant stake could puncture a gas line. Call 811 two business days (not counting the day you call) before you dig. Outline your dig area in white paint so that the utilities will know where to mark. Utility owned lines are marked for free.

Learn more by visiting [Washington811.com](https://Washington811.com).

### Your digital account, customized

The energy you buy each month is yours, so why not manage it your way? Your online account is designed to be customized to fit your preferences, match your needs and keep you informed.

- Your preferences: Change your due date, set up automatic payments, even out your monthly bills, or arrange to pay in smaller amounts.
- Your energy: Unlock powerful tools to check your usage, with insights on creating a plan to save on your bill.
- Your information: Get alerts when your energy use is higher than you think, when the power is out, or when it's been restored.

Don't have an online account? Go to [pse.com/create](https://pse.com/create) to get started today.