

The latest news on what's powering our neighborhoods



A PSE contractor installs a solar panel at King County Housing Authority. Photo by Bill Wright

TOGETHER, we're bringing solar power to more communities throughout Washington

Puget Sound Energy awarded three organizations the gift of green energy this year, and will be wrapping up solar installations this summer. King County Housing Authority, HopeSource in Cle Elum and Opportunity Council in Bellingham were granted nearly \$465,000 to install solar panels to five low-income multifamily housing facilities they own and operate. These organizations were chosen for their work with families in need. The Washington State University Energy Program, through its Community Energy Efficiency Program, helped provide half of the funding for this project.

As part of PSE's commitment to reduce its carbon footprint and help our customers, these solar projects are another step we're taking with the community to preserve and protect the environment for future generations.



The sky's the limit, except around power lines

High flying kites, tree forts, picnics with mylar balloons—these are what summer memories are made of. But not around power lines! Fly your kite away from power lines. Don't try to retrieve a balloon caught in or near a utility pole. Build your treehouse in a tree that will never touch a power line. And stand your ladder at least 10 feet away from overhead lines when working on your roof or gutters. Keep electricity in its place and away from any path that could carry it back to you.

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.

You may qualify for assistance

Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy efficient improvements to your home. Recipients can receive up to \$1,000 in credits from the federal Low Income Home Energy Assistance Program (LIHEAP) and another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP). Contact your local energy-assistance agency at **1-866-223-5425**.

Safety tip: Smell gas? Leave, then call 911 or PSE

Natural gas, which is primarily methane, is lighter than air and will migrate upward when in an enclosed space. It can be ignited by the spark from flipping a switch. We add an odor of sulfur or rotten eggs so that a natural gas leak is detectable long before the gas reaches an explosive level. This odor may smell different to you. Don't take chances. If you smell gas, don't hesitate. Leave the area then call us at **1-888-225-5773**, TTY: **1-800-962-9488**, or call **911**.

pse.com/detectaleak