

Monthly promotions

January 2020 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



PSE offers bill assistance and free upgrades to make your home more comfortable this season

Our **Home Energy Lifeline Program (HELP)** provides funds to help you pay your energy bill.

Our **Weatherization Assistance Program** can provide you with free home upgrades and repairs that will keep your bills low and your home healthy year-round.

Here's how it works

- Eligibility for both programs is based on your income and the number of people that live in your home
- You don't have to have a balance or be behind on your bill to qualify
- You may qualify for both programs even if you already receive LIHEAP
- You can apply anytime and can reapply every year for HELP

Begin the process by going to pse.com/help and click on GET STARTED.



TOGETHER, we're creating a better energy future

Your support has helped us launch countless projects aimed at creating a better energy future, throughout this state we all call home. We know you care as deeply about the environment as we do, and that's why we're committed to working together to help preserve and protect the environment for future generations.

As part of this commitment, we're taking steps to reduce our greenhouse gas emissions through the transition from coal, new product and resource development and cleaner transportation. Working in partnership today, we can create a better energy future.

More at pse.com/TOGETHER.

Keep meters clear of snow and ice

Snow and ice can damage your gas meter and leave you in the cold. Use a broom to gently remove snow and ice from your meter and pipes. When ice thaws, don't allow water to drip onto the meter equipment and refreeze. If you see ice build-up or suspect a problem, contact us to report it.

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. More at pse.com/guarantees.



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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This envelope is recyclable.

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

Detail section

January 1st Price change message – Electric only customers.

Your electric bill reflects changes in rates that went into effect on January 1, 2020.

Transmission Peak Message for December.

The past month's transmission system peak occurred on December 26 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, 2020

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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