

Monthly promotions

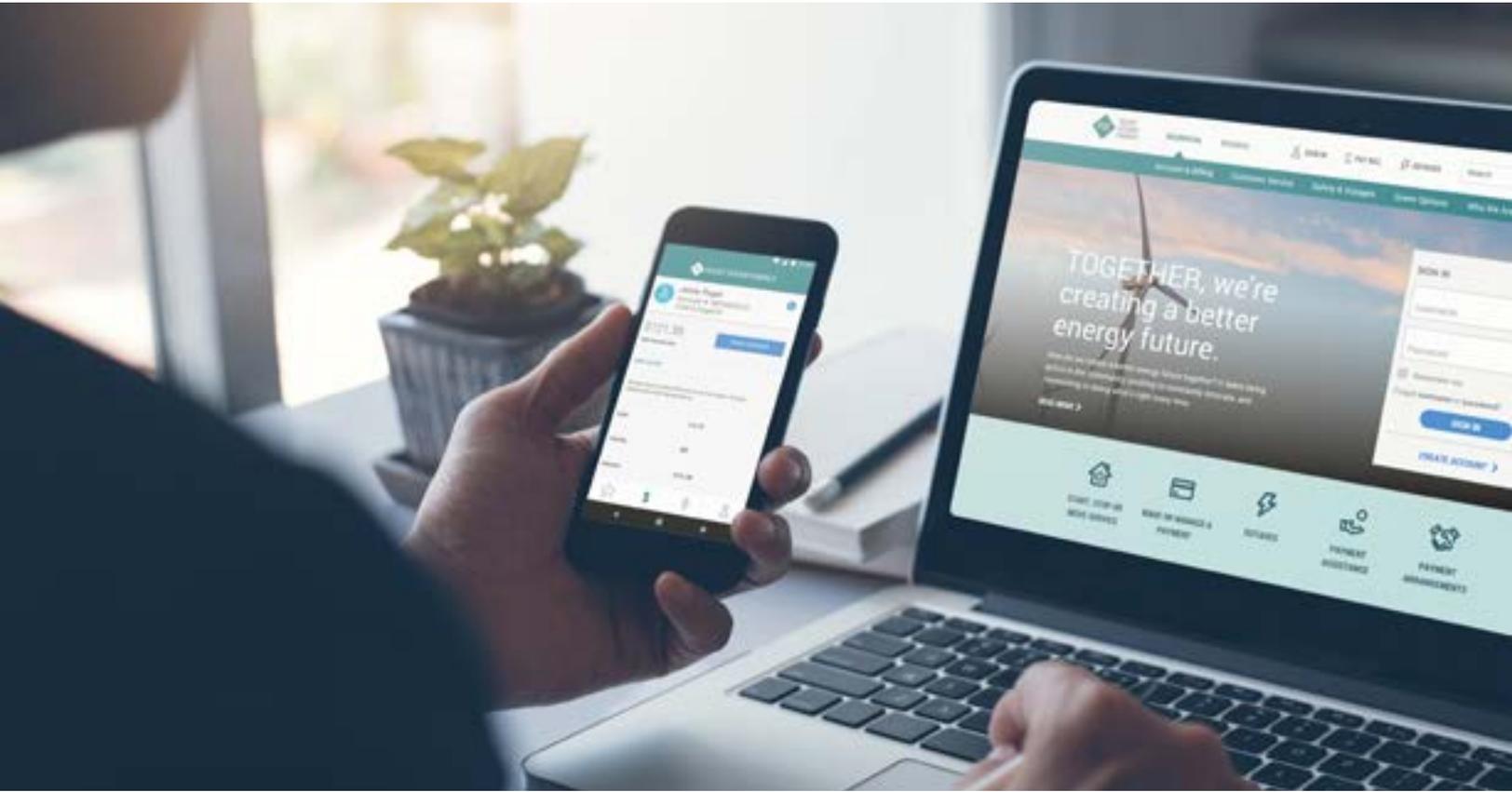
September 2019 Puget Sound Energy bill inserts and information

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

The latest news on what's powering our neighborhoods



Do you have a PSE digital account?

If you haven't created your PSE digital account yet, you should. It's better than ever! We've added new features and functionality to improve your online experience. We've expanded your bill payment options, built a comprehensive energy usage dashboard where you can compare your energy usage against your neighbors, and added more functionality to the outage map so you'll always have the most up to date information should you experience a power outage.

We're not done. In the months ahead, we'll continue to bring you more useful features to make your digital account even better. You can look forward to seeing additional bill payment options, more self-service tools to make managing your energy more convenient, continued outage map improvements to help should your power go out, and streamlined ways to get customer support should you need to connect with us.

Create your digital account today at pse.com.

Have PSE at your fingertips. Visit pse.com/app to download the myPSE app today.





We're acting now to prevent storm-related outages

We know that outages are inconvenient, especially in the cold of winter. So we spend our summers strengthening our electric system against storm-caused outages. We trim away trees that could fall into the lines and install electric cable that is specially designed to resist outages caused by branches. We're also investing in new technology and communications to keep you as informed as possible. We are dedicated to the communities we serve, to keep you safe and warm. Find out how to be prepared at pse.com/pages/storm.

We troubleshoot furnace problems

Before cooler weather sets in, now is a good time to make sure your heating equipment is operating safely. If you think your natural gas furnace, water heater or other appliances are not operating safely or properly, please call us at **1-888-225-5773** to schedule a PSE natural gas service technician for a free visit to diagnose the problem. Depending on the diagnosis, the technician can perform minor repairs for a charge.

Can I plant around the green box?

You may have seen one of our green metal cabinets in your yard or along a street, but do you know what they are? Inside them are transformers that convert high voltage electricity to levels suitable for your home or business. For safe and reliable operation, keep shrubs at least five feet away. Don't cover, dig beside, enter or insert anything into these pad-mounted transformers. Call PSE if you see a damaged or an opened cabinet and please tell children not to play on or near them.



PUGET SOUND ENERGY

**SMELL GAS?
ACT FAST!**



**DO THE SAFE THING.
BE SMART AROUND NATURAL GAS.**



*Blocked sewer?
Call PSE before
you clear!*

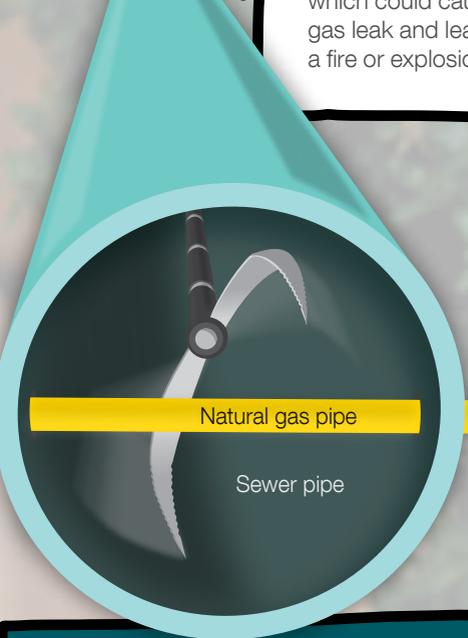
On rare occasions, natural gas lines have been unintentionally installed through sewer and septic lines. They're safe unless cut by a sewer clearing tool, which could cause a gas leak and lead to a fire or explosion.

*How we keep
our pipes safe*

Our gas travels through miles of pipeline to reach your home. We design and build our system with safety and reliability in mind, making our pipes capable of withstanding pressures five times greater than what they normally carry.



We meet and often exceed all state and federal safety requirements, inspecting all 26,000 miles of our system for leaks at least once every three years.



Don't cause a gas leak. Always call PSE at **1-888-225-5773** to meet your plumber on site before clearing an exterior blockage. We usually respond within an hour, no charge.

PSE PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/gassafety



Smell gas?
Act fast!

A natural gas leak can lead to a fire or explosion, so if there's even a slight chance of a leak, don't hesitate. Leave the area, then call PSE at **1-888-225-5773** or call **911**. We respond immediately to all potential leaks, free of charge.

1 DETECT



SNIFF

Gas has no odor of its own, so we add a sulfur-like rotten egg smell to help you know it's leaking. It may smell different to you.



LISTEN

Gas can hiss or even roar as it escapes from pipes.



LOOK

Gas may make bubbles through standing water, blow dirt, and kill plants when it's leaking from underground pipes.

Digging?
Call 811 first!

Don't cause a gas leak. Call **811** at least two business days before digging to get your pipes located. The day you call doesn't count. There's no charge to locate utility-owned lines.



2 LEAVE



Leave the area before doing anything else. If inside, evacuate down the street. Do not use a phone, flip a switch, or do anything that may cause a spark.

You're required by law to have all utilities marked before digging on private, public and commercial property. Always call **811** first.

3 CALL

Call PSE at
1-888-CALL-PSE
(1-888-225-5773)
or call
911



Earthquakes and natural gas

It's good to know how to turn your gas off at the meter, so that in an earthquake, if you smell or hear gas escaping, you can turn it off. Learn how at pse.com/gassafety. If you turn it off, don't turn the gas back on yourself. Call PSE so a proper safety inspection can be performed.



Always use a hand tool when digging within 2 feet of buried gas lines. You'll know where they are by the markings or flags left by the locator who responds to your **811** call.



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

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
PSE

YOUR PUGET SOUND ENERGY BILL ENCLOSED

**Inside: Sniff the
actual odor of a
natural gas leak.**





Consider supporting renewable energy

Join more than 45,000 PSE customers who are participating in a PSE program to support renewable projects in our region.
pse.com/renewables



This envelope is recyclable



PLACE
STAMP
HERE

Save a stamp. Go paperless.
Visit pse.com/gopaperless for more information.

BELLEVUE, WA 98009-9269



Go paperless

Sign up to manage your account and pay online at **pse.com/gopaperless**.



This envelope is recyclable.

Know how to detect a natural gas leak

Make your household familiar with the distinctive smell added to natural gas for your safety. Scratch and sniff the brochure included in this month's paper bills, or request one at pse.com/detectaleak.

Detail section

Transmission peak message for August 2019

The past month's transmission system peak occurred on August 5 at hour ending 1800.

Customer
Account # 000000000000

Your energy bill

Amount due:

\$000.00

Bill due on Month 00, 2018.

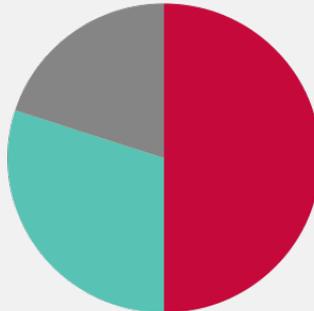
[VIEW & PAY](#)

Thank you for being a Puget Sound Energy customer.

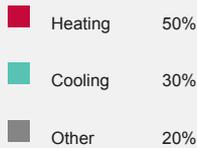
Energy Analysis

Here's an estimate of how your home used energy this billing period.*

Heating and cooling were 80% of your energy use.



Month 1, 2018 – Month 31, 2018



Want a complete breakdown? Answer a few questions about your home.

[UPDATE HOME PROFILE](#)

*We calculate heating and cooling based on weather patterns and how your home uses energy.

Did you find this email helpful?

[YES](#)

[NO](#)