

Monthly promotions

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

The latest news on what's powering our neighborhoods



We're acting now to minimize 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 specifically designed to resist outages caused by branches. We're also investing in new technology and communications to keep you as informed as possible.

Along with our system enhancements, we're ensuring our crews follow proper COVID-19 public health guidelines to make sure our crews are there for you when the power is out, and help keep our communities safe and healthy. This includes requiring our employees to wear face coverings and maintain physical distancing while working in the field. Find out how to be prepared at pse.com/pages/storm.



We're here to help our customers and community during these difficult days

Since April, we have been providing financial relief for our customers and communities impacted by the COVID-19 pandemic. Through the Crisis-Affected Customer Assistance Program (CACAP) we've been able to assist more than 10,000 customers with the distribution of \$6 million in energy bill credits.

CACAP provides bill payment assistance to customers who after March 1, 2020 have lost their job, had their hours decreased, or are unable to work due to COVID-19, making them eligible to receive up to \$1,000 in credit on their energy bill. New applications for the program will be accepted until funds are exhausted or until Sept. 30, 2020, whichever comes first. If you're in need of assistance, learn more at pse.com/covidhelp.

Can I plant around the green box?

You may have seen one of our green metal cabinets in your yard or along a street. Inside these green boxes 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 us if you see a damaged or an opened cabinet and please tell children not to play on or near them.

Be safe, save money: Set water heater to 120 degrees

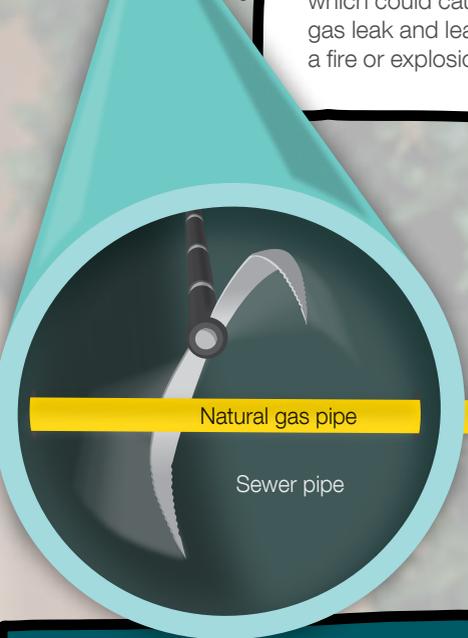
To prevent scalding and save energy, Washington state recommends that residential water heaters be set no higher than 120 degrees Fahrenheit, or on the low setting. State law requires that water heaters in rented or leased residential units be set at 120 degrees or lower for new tenants.

pse.com/waystosave



*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.



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.

*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.

PSE PUGET SOUND ENERGY

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



PUGET SOUND ENERGY

**SMELL GAS?
ACT FAST!**



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

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.

September 2020 bill print messages

Summary page

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.

September 1st price change – All G&E customers

Your bill reflects changes in rates that went into effect on September 1, 2020

Transmission peak message for August 2020

This past month's transmission system peak occurred on August 17 at hour ending 1800.

Tax change message for electric Customers living in the City of Burlington

The City of Burlington increased the city tax, effective August 31, 2020. The city tax rate on your electric service is 6.070 percent. This rate includes the effect of state and local taxes on the city tax and deductions allowed by the city.

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](#)



pse.com

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