

# Monthly promotions

## October 2021 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](#)
- [The Voice Moratorium Insert](#)
- [Electric safety brochure](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



## Cozy, comfy savings you can count on

Celebrate National Energy Awareness Month with us by taking smart energy actions and prepping your home for colder weather. As we start spending more time indoors during the winter, we can help you make your home more comfortable with small and large upgrades alike.

Now is a great time to check your home for air leaks, seal gaps and tune-up your heating system to work more efficiently. If you've been thinking about bigger changes that have big-bill-savings, we offer rebates for high-efficiency heating systems. Or you can install a smart thermostat to easily regulate your home's temperature right from your smart phone.

Visit [pse.com/rebates](https://pse.com/rebates) to learn how you can transform your home into a comfy, cozy haven, while using less energy and saving on your energy bill.

# Comment on our plan for clean electricity Oct. 18 – Nov. 12

We want to hear from you about our draft Clean Energy Implementation Plan (CEIP). The CEIP is a four-year roadmap that will guide our clean electricity investments for the years 2022–2025. Our draft CEIP will be posted on Oct. 18 and available for comment through Nov. 12.

This year, PSE has been working with our customers, standing advisory groups, and new Equity Advisory Group to develop our first CEIP. The draft plan outlines our clean electricity programs and investments we'll make over the next four years, including more solar energy and battery storage. We'll also be including our commitments to build an equitable and sustainable clean energy future.

Visit the online open house between Oct. 18 and Nov. 12 to review and comment on the draft CEIP. Sign up for email updates about the CEIP and our online open house: [cleanenergyplan.pse.com](https://cleanenergyplan.pse.com).



## Keeping our gas system and our customers safe

As the state's largest natural gas utility, we take our job of ensuring pipeline safety seriously. We have programs in place to maintain the integrity of our natural gas system in accordance with federal regulations. We inspect our pipelines' protection against corrosion, conduct ground surveys with sensitive sniffing devices, train fire fighters how to respond to pipe breaks, and monitor the system 24/7. You can help keep your family and community safe by practicing safe digging – always calling 811 before you dig – and by knowing the signs of a natural gas leak: the sulfur-like odor, a hissing noise from a natural gas appliance or meter, or bubbling from a puddle.

For more information about how we keep our natural gas system safe, go to [pse.com/gasinspection](https://pse.com/gasinspection).

## 2021 Renewable Energy Report Card

From the renewable energy generated at Puget Sound Energy-owned wind and hydro power facilities as well as what is purchased from independent power producers, we are on track to meet and exceed the required 15 percent renewable energy target by year-end 2021. The target is based on the average amount of electricity PSE customers used the prior two years. The costs associated with the generated renewable energy and renewable energy credits are \$29.8 million per year.

Puget Sound Energy 2021 renewable energy target progress report card\*

	2019	2020	2021
<b>Target percentage</b>	9%	15%	15%
<b>Approved renewable energy target</b>	1,890,612 MWh	3,114,782 MWh	3,069,109 MWh
<b>Available renewable energy resources</b>	2,533,742 MWh	4,012,524 MWh	4,094,497 MWh

\* As required by the Energy Independence Act of Washington state



## We're here to help

It's been a tough year, and Puget Sound Energy recognizes that for many families, the financial struggles associated with COVID-19 are not by any means over. Soon Washington's utility moratorium will be ending, so disconnections that were suspended during the pandemic, will resume, by way of a field visit or automatically, beginning October 1, 2021.

If you are behind on your payments, you have options. These include payment assistance, extended payment plans for residential and small commercial accounts and level payment plans, with the ability to choose your own due date.

Depending on your income and size of your household, you may qualify for up to \$4,500 from one or all of our payment assistance programs: CACAP, PSE HELP and Federal LIHEAP. Visit [pse.com/help](https://pse.com/help) to see if you qualify, or for LIHEAP and HELP contact your local Community Action Agency at **1-866-223-5425**.

Customers participating in a long-term payment arrangement, bill assistance program, or have an active medical certificate on file will not be disconnected. If your service is disconnected prior to March 2022, we will not be charging reconnect fees or deposits to get your service reconnected. After this date and going forward, fees, including late fees, will be assessed.

To learn more visit [pse.com/help](https://pse.com/help) or call us at **1-888-225-5773** today. Make your payment online at [pse.com](https://pse.com), in-person at your local Fred Meyer or Walmart, using the myPSE mobile app, by calling **1-888-225-5773** (TTY: **1-800-962-9498**) we have translation services available, or by mailing your payment in the envelope provided with your statement.

Puget Sound Energy's services in Washington State are regulated by the Utilities and Transportation Commission (UTC). You may also contact the UTC by dialing **1-888-333-9882**, via email at [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov), or by mail.



## Estamos aquí para ayudar

Ha sido un año duro, y Puget Sound Energy reconoce que, para muchas familias, las dificultades económicas asociadas con el COVID-19 continúan afectándolos. Pronto terminará la moratoria de servicios públicos en Washington, lo cual significa que se reanudarán las desconexiones que se suspendieron durante la pandemia, ya sea por medio de una visita de nuestro personal o de forma automática, a partir del 1 de octubre del 2021.

Si está atrasado con sus pagos, existen algunas opciones que pueden ayudarlo. Estas opciones incluyen asistencia para pagos, planes de pago extendidos para cuentas residenciales y comerciales y planes de pagos nivelados, con la posibilidad de elegir tu propia fecha de pago.

Dependiendo de sus ingresos y de cuántas personas viven en su hogar, podría calificar para recibir hasta \$4,500 por medio de uno o todos nuestros programas de asistencia para pagos: CACAP, PSE HELP y Federal LIHEAP. Visite [pse.com/ayuda](https://pse.com/ayuda) para saber si califica, o comuníquese con su agencia de acción comunitaria local para información sobre LIHEAP y PSE HELP.

No se desconectará el servicio de aquellos clientes que participen en un acuerdo de pagos a largo plazo, en un programa de asistencia de pago de facturas o que cuenten con certificados médicos activos.

Si su servicio es desconectado antes de marzo de 2022, no se cobrará un depósito ni cargos por reconexión del servicio. Después de esta fecha en adelante, se evaluará la aplicación de cargos, incluidos cargos por pagos atrasados.

Para saber más, visite [pse.com/ayuda](https://pse.com/ayuda) o llámenos al **1-888-225-5773**. Haga su pago en línea en [pse.com](https://pse.com), en persona en su tienda local de Fred Meyer o Walmart, utilizando la aplicación móvil myPSE, llamando al **1-888-225-5773** (Retransmisor: **1-800-962-9498**) con servicios de traducción disponibles, o enviando su pago con su factura por correo en el sobre incluido.

Los servicios de Puget Sound Energy en el estado de Washington están regulados por la Comisión de Servicios Públicos y de Transporte (UTC). También puede comunicarse con UTC llamando al **1-888-333-9882**, por correo electrónico a [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov), o por correo postal a P.O. Box 47250, Olympia, WA 98504.

### Car touching a downed line? Wait for help to arrive.

If you find yourself in a vehicle that is touching a downed line or electrical equipment, and you're not in imminent danger, stay put. Call **911**, if you can, and wait until the power company can de-energize the line. Even if there's no sign of sparking, the vehicle and the ground around could electrocute you as you try to leave. The same is true for anyone who tries to approach you from outside the vehicle. Don't approach to help unless the power company has verified that the line is de-energized.

### See downed lines? Stay 35 feet away!

There's no sure way to tell if downed lines are energized or "hot," so treat them, and anything they touch, as if they could kill you. Fences, tree limbs, telephone lines and even the ground around a downed line can electrocute you if they're in contact with a power line. And did you know power lines can look just like telephone lines? Take no chances: Call the power company and stay away!

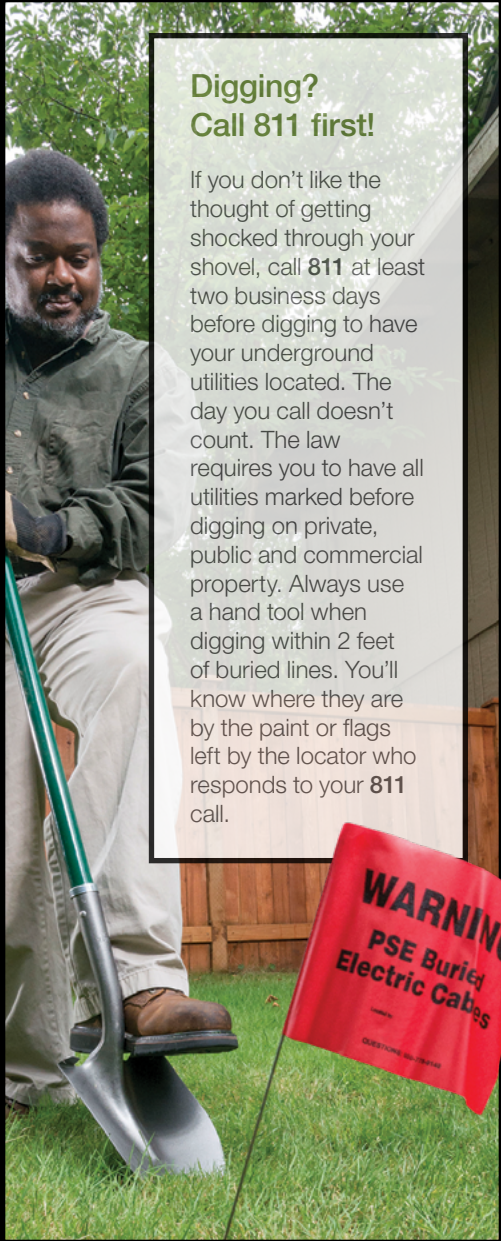
### Let that kite go!

Don't fly kites near overhead power lines. If a kite or Mylar-coated balloon should become entangled in a power line, or in a tree near a power line, let it be! Wood can conduct electricity, so building a tree house near a power line is also dangerous.

### Work safely around overhead lines

Always keep at least 10 feet—more for high voltage lines—between you and power lines. That goes for any equipment you're using, too. Avoid placing ladders near power lines, especially if they are aluminum. (Wood can also conduct electricity, but not as well.) If you need to trim trees around the line attached to your house, call the power company to de-energize it before you trim.

Greater than  
10 feet



### Digging? Call 811 first!

If you don't like the thought of getting shocked through your shovel, call **811** at least two business days before digging to have your underground utilities located. The day you call doesn't count. The law requires you to have all utilities marked before digging on private, public and commercial property. Always use a hand tool when digging within 2 feet of buried lines. You'll know where they are by the paint or flags left by the locator who responds to your **811** call.



### Power outage? Keep grills outside!

Never try to heat your house with a propane or charcoal grill or heater. They create carbon monoxide which can poison you if used indoors. Also, do not heat your house by running your gas oven with the door open.

 **PUGET SOUND ENERGY**

Puget Sound Energy  
P.O. Box 97034  
Bellevue, WA 98009-9734  
[pse.com/electricsafety](http://pse.com/electricsafety)



# HOW TO STAY SHOCK FREE



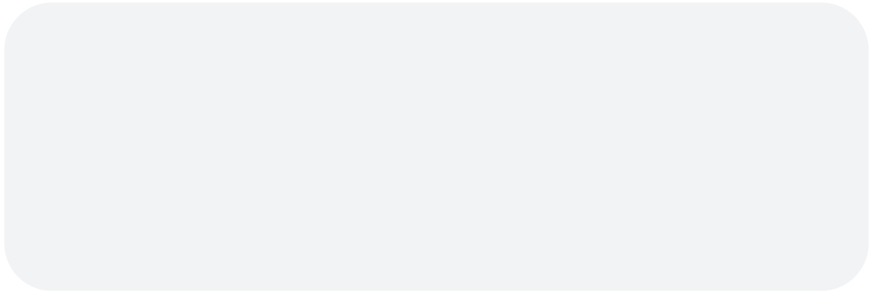
**DO THE SAFE THING.  
BE SMART AROUND POWER LINES.**



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## **YOUR PUGET SOUND ENERGY BILL ENCLOSED**



**Inside: How to  
stay safe around  
power lines.**







## Look up, look out.

Always keep at least 10 feet—more for high voltage lines—between you and power lines.





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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](https://pse.com/guarantees)

### **September 1, 2021 Price change – Bi-Monthly billed electric customers only**

Your bill reflects changes in rates that went into effect on September 1, 2021

### **October 1, 2021 Price change – All gas/electric customers**

Your bill reflects changes in rates that went into effect on October 1, 2021.

### **Transmission peak message for September 2021**

This past month's transmission system peak occurred on September 8 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, 2021

**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](mailto:customercare@pse.com).

Thank you,  
Puget Sound Energy

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