

Monthly promotions

November 2023 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](#)
- [Electric safety brochure](#)
- [2023 Climate Commitment Act Letter – Gas & Electric customers](#)
- [Envelope messaging](#) for current month's bill
- [Bill print messages](#)
- [eBill notification](#)

The latest news on what's powering our neighborhoods



Introducing our Bill Discount Rate program

Income-eligible customers can now reduce their energy bills by up to 45% a month through our Bill Discount Rate program. Joining the program is easy. It only takes a few minutes to fill out the online application. No proof of income or social security number is required to apply.

Program participants will get an automatic discount on their energy bills every month in addition to any other assistance they may be receiving. In fact, if you've received energy assistance in the past, it's likely you qualify for the Bill Discount Rate program.

Instantly see if you're eligible before applying. You just need to know which county you live in, the number of people in your household and your income. Go to pse.com/discount to get started.



Save on energy-efficient home upgrades

Increasing your home's efficiency can lower your monthly energy bill and make your home more comfortable during cold winters and hot summers. With our rebates, you can save big on efficient appliances, home heating systems, windows, smart thermostats and more.

Visit pse.com/lower to learn how you can save.

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

Natural gas, which is primarily methane, is colorless and odorless in its natural state. An odorant called mercaptan is added to give it a sulfur or rotten egg smell to help detect a leak. If you suspect a natural gas leak, don't activate anything that could create a spark; turning on the lights or ringing the doorbell could ignite the gas. Leave the area, then call us at 1-888-225-5773, TTY: 1-800-962-9488, or call 911.

pse.com/detectaleak

2023 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 2023. 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 were \$43.35 million per year at the time of acquisition and \$32.96 million for the qualifying renewable resource mix anticipated to be used in 2023.

Puget Sound Energy 2023 renewable energy target progress report card*

	2021	2022	2023
Target percentage	15%	15%	15%
Approved renewable energy target	3,069,109 MWh	3,084,363 MWh	3,198,752 MWh
Available renewable energy resources	4,094,497 MWh	3,794,770 MWh	5,220,760 MWh

* As required by the Energy Independence Act of Washington state

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!

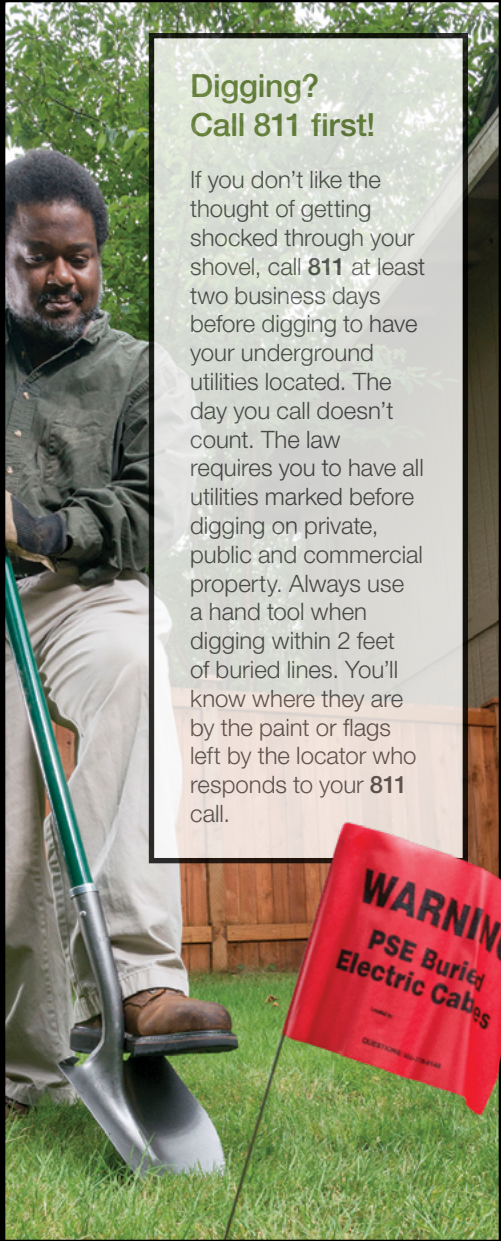
Let that kite go!

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
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Bellevue, WA 98009-9734
pse.com/electricsafety



HOW TO STAY SHOCK FREE



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

To our valued customer:

You will soon see changes to your monthly bill associated with the state's new law, the "Climate Commitment Act" (CCA). The CCA establishes a market-based cap-and-invest program designed to reduce greenhouse gas emissions.

This new program puts a price on greenhouse gas emissions emitted in the state and thereby increases the cost to deliver electricity and natural gas to our customers. The state plans to use revenue raised through the cap-and-invest program to invest primarily in new projects that reduce greenhouse gas emissions and help Washington transition to a lower-carbon economy.

Starting October 1, PSE's natural gas customers will see higher rates reflected on their monthly bills. The higher rates result from costs incurred by PSE to purchase allowances (a compliance instrument) to cover greenhouse gas emissions and comply with the cap-and-invest program. PSE's natural gas customers may also see a "State Carbon Reduction Credit" to help mitigate the cost of compliance. Please visit our website for expected average rate and credit impacts: pse.com/cca. The total bill impact will vary for customers based on household size, energy usage, and other factors.

The Washington Utilities and Transportation Commission approved the new rates and credits associated with PSE's compliance with the state's cap-and-invest program for natural gas customers only. PSE is still determining impacts to electric customers.

What you can do

PSE is here to help with a variety of programs to save money and energy. Residential customers that are income qualified, such as those who have received federal government or PSE-funded assistance over the past 24 months, may qualify for a reduced rate. All customers can participate in payment plans to manage their bills. Learn more and sign up today at pse.com/assistance.

One of the easiest ways to save is through PSE's energy efficiency programs. These range from DIY tips to rebates. More information is available at pse.com/lower.

To learn more about how the state will be investing the revenue received from the cap-and-invest program, visit the Department of Ecology's website:

<https://ecology.wa.gov/air-climate/climate-commitment-act/auction-proceeds>. More information about programs that PSE customers could access, like grants for appliance replacements or electric vehicle incentives, will be shared as it becomes available.

What PSE is doing

PSE aspires to be a beyond net zero carbon energy company by 2045. Through this initiative, PSE is targeting reduction of our carbon emissions to net zero and going beyond by helping other sectors, such as transportation, to reduce greenhouse gas emissions across the state.

Currently, more than 43% of PSE's electric energy supply comes from renewable sources like wind and hydroelectric facilities. By 2030, our electric supply will be 80% carbon-free, on the path to 100% carbon-free by 2045 per Washington State's Clean Energy Transformation Act. For our natural gas customers, we're working on a combination of efforts, from targeted electrification to using lower carbon fuels like Renewable Natural Gas. Learn more about what we're doing and how you can participate at pse.com/together.

We are grateful for the opportunity to serve you and committed to being your partner in creating an energy future that is clean, safe and reliable.

Thank you,



Aaron August
Chief Customer Officer



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

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Spend less time paying bills by enrolling in AutoPay.
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This envelope is recyclable.

September 2023 bill print messages

Summary page

We're here to help

If you're having difficulty paying your PSE bill, consider setting up payment arrangements for smaller, multiple payments over time. Sign in to your account or contact us.

pse.com/paymentarrangement

October 1st Price Change – Electric bi-monthly customers

Your bill reflects changes in rates that went into effect on October 1, 2023.

Transmission Peak Message

This past month's transmission system peak occurred on October 30 at hour ending 0900.

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, 2023

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

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