

The latest news on what's powering our neighborhoods



Need help paying your energy bills?

If you, or someone you know, are worried about paying energy bills this winter, our Assistance Programs can help. Income-qualified customers can receive financial assistance through PSE's Home Energy Lifeline Program (HELP), the LIHEAP program, and The Salvation Army Warm Home Fund.

Income-qualified customers can also significantly reduce their monthly energy bills with free, energy-saving home upgrades through PSE's Weatherization Assistance Program. The Efficiency Boost program offers increased rebates to help you pay for home improvements such as space heaters, water heaters and more. Learn more about PSE's assistance programs at pse.com/assistance.

Payment arrangements can help you catch-up on a past due balance by setting a payment schedule that works for you. Also, signing up for our Budget Payment Plan evens out your energy costs throughout the year so you can avoid seasonal spikes on your bill. Log in to your PSE online account to find out more.



New and expanded electric vehicle programs coming in 2023

PSE Up & Go Electric is launching new and expanded electric vehicle programs for our customers in 2023: fleet electrification, multifamily charging and education and outreach. More details are coming soon, but our goal is to help customers electrify their fleets, increase charging availability for residents of multifamily properties and engage customers who face higher barriers to electric transportation.

Learn more about our vision for the future of transportation electrification at pse.com/upandgo.

Investing in our grid for continued reliable power

We're always looking for ways to avoid outages and improve response times when outages happen. Our efforts include trimming tree limbs that have grown too close to power lines, regular inspections and repairs on our power lines and implementing innovative technology for a smarter, greener and more reliable grid. For example, our Distribution Automation program helps us automatically detect and address outages more quickly, and has saved our customers over 10 million outage minutes.

To learn about our holistic approach to delivering safe and reliable power with a flexible and resilient grid, visit pse.com/gridmodernization.

A line on the ground could be live—stay away!

Wind, rain and snow can cause a downed power line. This can be a very dangerous situation. Telephone, cable and power lines look the same. You should assume that any line on the ground is energized. Even approaching a fallen line can be fatal. Stay safe and keep a distance of at least 35 feet. Never drive over or under a downed power line. If you see a line on the ground, immediately call 911 or PSE at 1-888-225-5773 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 non-major storm power outage restoration guarantee
- 120-consecutive-hour power outage restoration guarantee

Conditions apply. pse.com/guarantees.