

Puget Sound Energy

**Attachment A to Low Income Program Outcome Compliance Filing
Annual Report on Program Outcome of PSE's Low Income Program**

Of

**Electric and Natural Gas Schedules 129
Home Energy Lifeline Program (“HELP”)**

**For 2020 Program Year
October 2020 through September 2021**

Filed May 27, 2022

Table of Contents

Introduction and Background	3
Description of HELP Bill-Payment Assistance	5
HELP Bill-Payment Assistance by Fuel Type and Program Year	5
Monthly Pattern of Distribution of HELP Bill-Payment Assistance	8
HELP Bill-Payment Assistance by County Area.....	12
HELP Bill-Payment Assistance and Annual Bill by County Area	13
HELP Customers Average Monthly Energy Usage.....	16
HELP Bill-Payment Assistance by Residential Housing Structure	17
HELP Bill-Payment Assistance Impacts	17
Administration of Program	19
Marketing of PSE Home Energy Lifeline Program.....	20

Introduction and Background

Puget Sound Energy's ("PSE's") low income bill assistance program, the Home Energy Lifeline Program ("HELP"), provides bill-payment assistance to eligible PSE customers whose household is considered as a low-income household. For the purposes of the 2020 HELP year of October 2020 through September 2021, an eligible HELP household is defined as a household with income level equal to 150% of the federal poverty level for Washington State, which is consistent with the Federal Low Income Home Energy Assistance Program ("LIHEAP") statute section 2605(b)(2)(B)(i).

The majority of HELP funding is collected from all PSE customers via rates that are set by PSE's electric and natural gas tariff Schedules 129: Low Income Program. Also, if PSE does not meet its service quality index ("SQI") benchmarks set forth in its Service Quality program and the total annual penalty dollars are less than the equivalent of \$12 per customer, the applicable SQI penalty will then be allocated to the appropriate PSE HELP funding based upon the energy service affected by each missed SQI.

PSE's HELP bill-payment assistance is separate but supplemental to the LIHEAP, which is available year-round to eligible households. For the 2020 program year, October 2020 through September 2021, eligible households may receive up to \$1,000 per year per customer in HELP credit to offset their PSE electricity or natural gas bills, which is the same maximum as the 2009 through 2019 program years.

PSE's HELP was first implemented in accordance with Exhibit G to Settlement Stipulation Agreement approved by the Commission in consolidated Dockets UE-011570 and UG-011571 Twelfth Supplemental Order dated June 20, 2002. HELP was further amended by the Partial Settlement Agreement approved by the Commission on January 5, 2007, in Dockets UE-060266 and UG-060267. The HELP settlement terms allow eligible low-income customers to receive bill-payment assistance with no limitation on how the HELP bill-payment assistances are applied to any amounts owed (past, present, and future) by these customers to PSE.

On October 8, 2008, the Commission approved three additional HELP changes in its Order 12 of the consolidated Dockets UE-072300 and UG-072301 (2007 Order 12). Appendix D to the 2007 Order 12 detailed the three changes that became effective for program years starting 2008.

1. HELP funding is distributed to electric and natural gas customers at the fixed ratio of 75% and 25%, respectively.
2. The total annual HELP funding is increased from \$10.25 million to \$15 million.
3. Any HELP funds not distributed to customers in any single program year will be carried over to the next program year as supplemental HELP funding.

With the merger of PSE and Puget Holdings LLC, these three changes above were further affirmed as Commitments 22, 23, and 42 of the Multi-Party Settlement Stipulation approved by the Commission on December 30, 2008, in Order 8 of Docket U-072375, Approving and Adopting Settlement Stipulation; Authorizing Transaction Subject to Conditions.

Additional funding has been available to low-income customers to mitigate the effect of PSE electric and natural gas rate changes (Supplemental HELP Funding Adjustment). This Supplemental HELP Funding Adjustment was described in PSE's Initial Brief in the PSE's 2009 General Rate Case ("2009 GRC") under the consolidated Dockets UE-090704 and UG-090705, as follows:

The company proposed to increase the annual level of low-income electric and natural gas bill assistance funding by the corresponding percent increase to the residential class that are approved by this Commission. The amount of this percentage increase would be added to the low income tariff in the next program year.

This Supplemental HELP Funding Adjustment had been incorporated into PSE's annual electric and natural gas Schedules 129 HELP funding requirement true-up for the HELP periods of October 1, 2010, through September 30, 2017.

On May 7, 2012, per Order 8 of the consolidated Dockets UE-111048 and UG-111049, the base funding for the low-income bill assistance program was increased to \$20.2 million, based on 0.665 percent of PSE's 2010 operating revenues. Prior funding level reflected about 0.51 percent of PSE's 2010 operating revenues. The base HELP funding is distributed to electric and natural gas customers at the fixed ratio of 75% and 25%, respectively, as set forth in 2007 Order 12.

On June 25, 2013, as a condition for the Commission's approval of PSE's Expedited Rate Filing ("ERF") and Decoupling mechanisms¹, the Commission ordered an increase of HELP funding of \$1.0 million per year during the three-year rate plan for the two mechanisms. The additional \$1.0 million per year became the base HELP funding to \$21.2 million for the program years starting from October, 1 2013. In addition, per paragraph 177 on page 76 in Order 7 of ERF and Decoupling dockets, HELP funding is increased in proportion to the residential bill impacts of decoupling.

In the low income filings for the 2016 program year, UE-161039 and UG-161047, the total annual funding cap became \$23.503 million, which was reflected in the total HELP funding for the 2017 program of October 1, 2017, through September 30, 2018.

For the 2018 program year of October 1, 2018, through September 30, 2019, additional HELP funding was made available and the associated allocation between electric and natural gas services became 80% and 20%, respectively. These funding changes were approved by the Commission in Order 08 of the consolidated Dockets UE-170033 and UG-1700340 ("Order 08"). Order 08 also adopted new HELP eligibility criteria that are based upon federal poverty level and approved a two-year eligibility certification process for certain income-qualified customers. Both eligibility changes became effective on October 1, 2018.

¹ Order 7 of consolidated Dockets UE-121697 and UG-121705 (Decoupling) and consolidated Dockets UE-130137 and UG-130138 (Expedited Rate Filing)

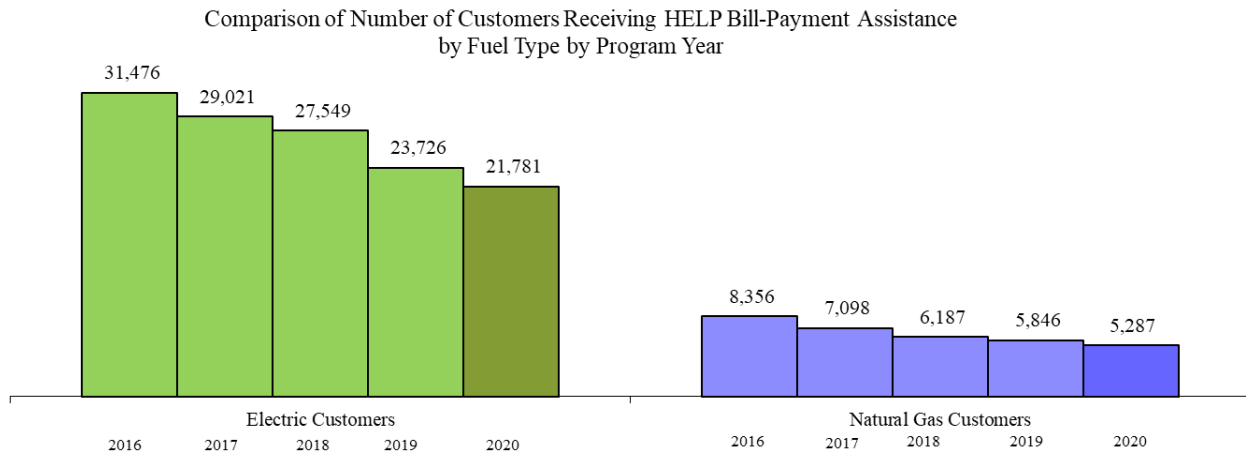
Description of HELP Bill-Payment Assistance

HELP Bill-Payment Assistance by Fuel Type and Program Year

The following table shows the number of PSE residential low-income customers who received bill-payment assistance from PSE’s HELP during the 2020 program year, the 12-month period of October 1, 2020, through September 30, 2021.

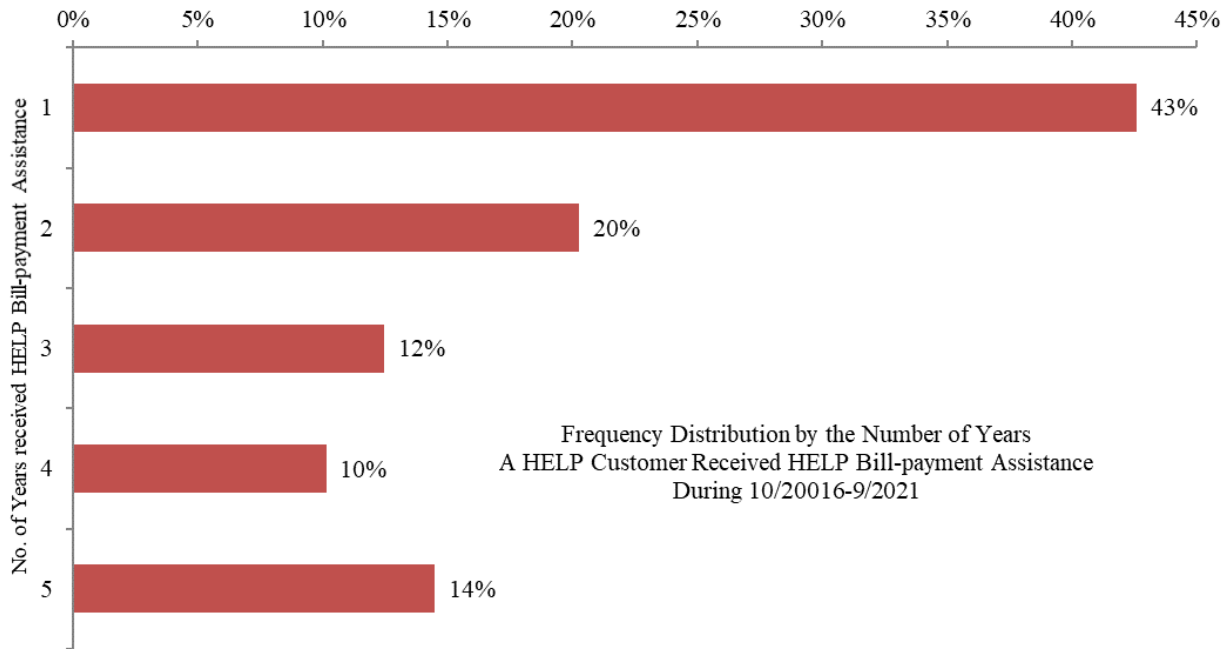
Electric customers: 21,781
Natural gas customers: 5,287

The number of eligible low-income households that received HELP bill-payment assistance is lower than the sum of the two numbers above since some households are both PSE natural gas and electric customers. The total number of low-income households that received bill-payment assistance is 27,068 i.e., there are 3,011 HELP households that received both PSE electric and natural services during the period of October 1, 2020, through September 30, 2021. Of the electric customers who received bill-payment assistance, 14% were also natural gas customers. Of the natural gas customers who received bill-payment assistance, 57% were also electric customers. The chart below is a comparison of the number of customers who received bill-payment assistance since 2016 by fuel type and by program year.



The number of eligible low-income customers that received HELP bill-payment assistance as percentage of the total number of residential customers by electric and natural gas is 2.1% (21,781 out of 1,049,806) and 0.7% (5,287 out of 798,729), respectively. Overall 1.5% of PSE residential customers received either or both electric and natural gas HELP bill-payment assistance.

The chart below shows the distribution of the number of years a customer received HELP bill-payment assistance for either their PSE electric or natural gas service or both during the 2016-2020 program years. 43% of the HELP customers received only one HELP bill-payment assistance during those years; while 14% of HELP customers received at least one HELP assistance every year during that 5-year period.



The total dollar amount of HELP bill-payment assistance distributed to customers during the 2020 program year was:

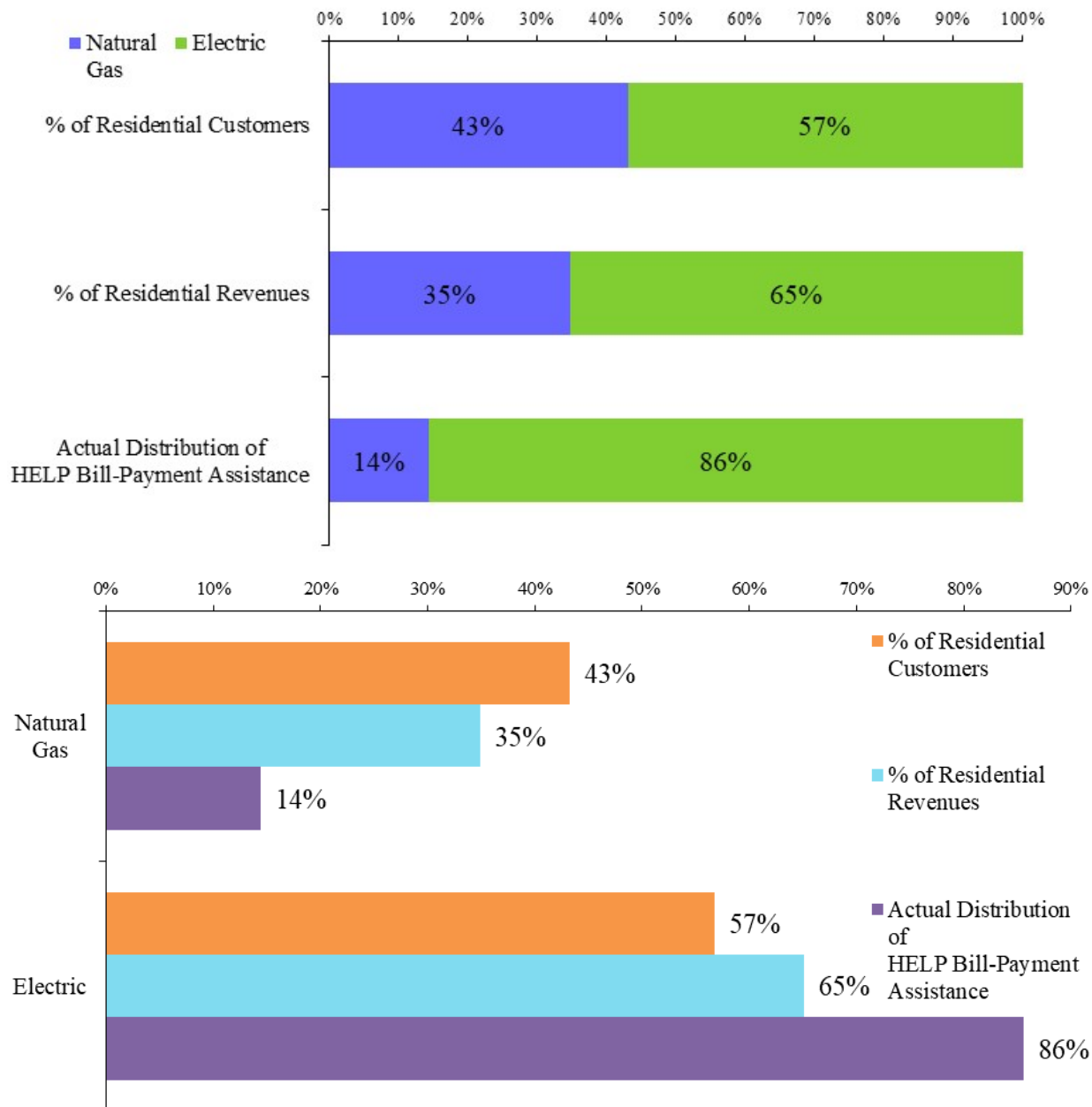
Electric	\$11,255,247
Natural Gas	\$1,835,981
Total	\$13,091,228

The total HELP funding provides for the bill-payment assistance to customers, PSE program costs, and the fees to agencies that administrate HELP as outlined in PSE’s electric and natural gas tariff Schedules 129. The actual percentages of HELP bill-payment assistance distributed to the customers of each fuel type are 86% electric and 14% natural gas for the 2020 HELP year.

The base 2020 program year HELP funding was allocated initial as 79% for electric and 21% for natural gas as approved by the Commission in Dockets UE-190752 and UG-190729. The final allocation of 80% and 20% reflects the additional residential bill impact due to the rate increases from the electric Schedule 142 Revenue Decoupling Adjustment Mechanism update (Docket UE-200298), the electric and natural gas rate increases pursuant to Order 08 Paragraph 34 in PSE’s 2019 generate rate case under the consolidated Docket UE-190529 and UG-190530, and other adjustments.

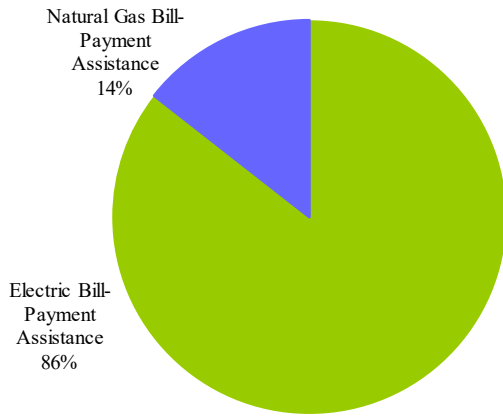
The table and chart below shows a comparison, by fuel type, of the percentages of HELP bill-payment assistance distributed with the percentages of total residential customers and total residential revenues. Electric residential customers were allocated significantly more HELP payment assistance than that of natural gas residential customers based upon the proportion of total residential revenue and total residential customer count percentages.

2020 Program Year	% of Actual Total Distributed HELP Bill-Payment Assistance	% of Residential Customers	% of Residential Revenues
Electric	86%	57%	65%
Natural Gas	14%	43%	35%

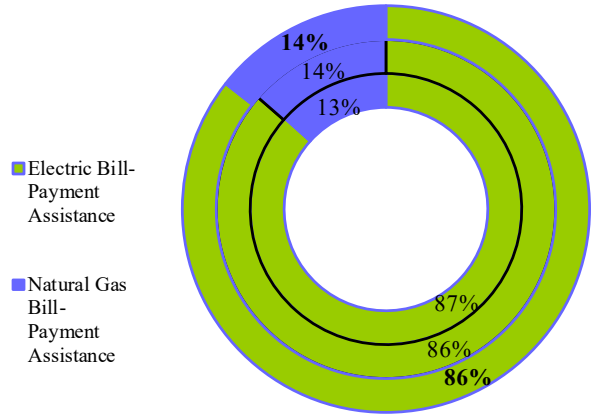


The following charts show the relative amount of bill-payment assistance distributed to eligible low-income electric and natural gas residential customers by program year.

2020 HELP Year (10/2020-9/2021) Comparison of HELP Bill-Payment Assistance by Fuel Type

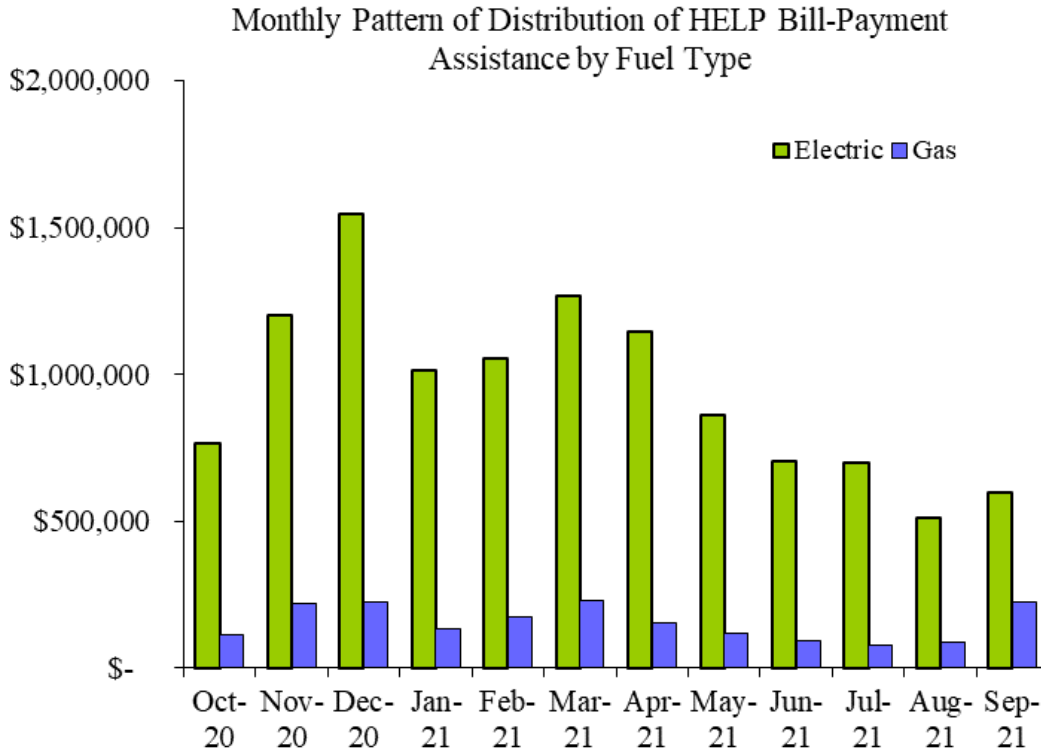


Comparison of HELP Bill-Payment Assistance by Program Year and Fuel Type 2020 (Outer Ring), 2019, and 2018 (Inner Rings)

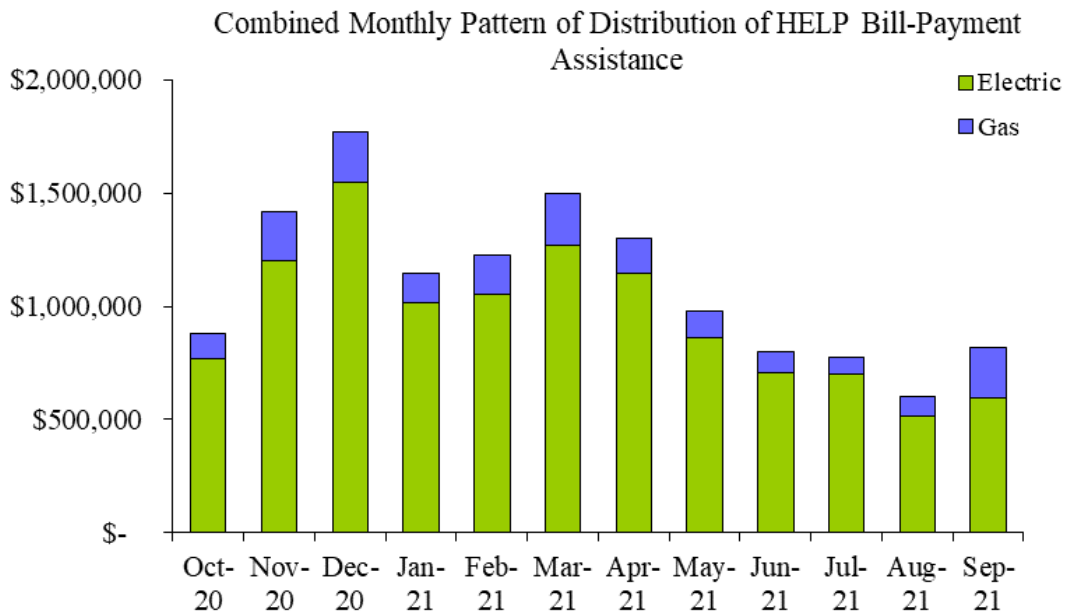


Monthly Pattern of Distribution of HELP Bill-Payment Assistance

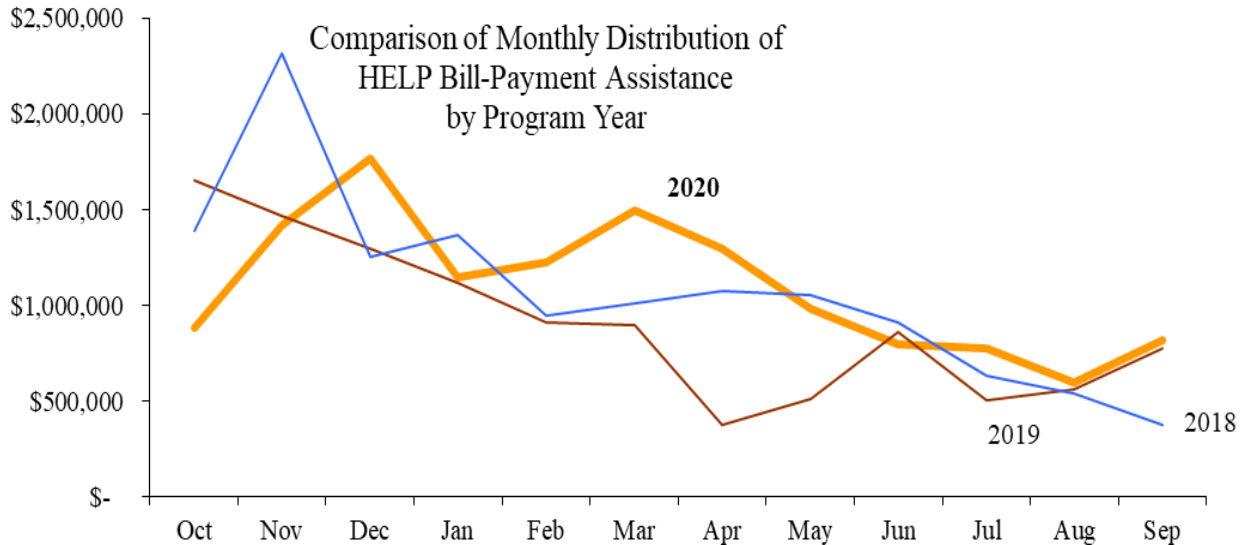
The following two charts show the monthly pattern of distribution of HELP bill-payment assistance to eligible low-income PSE customers during the 2020 program year by fuel type. The first chart is a side-by-side bar chart with both the electric and natural gas payment assistance.



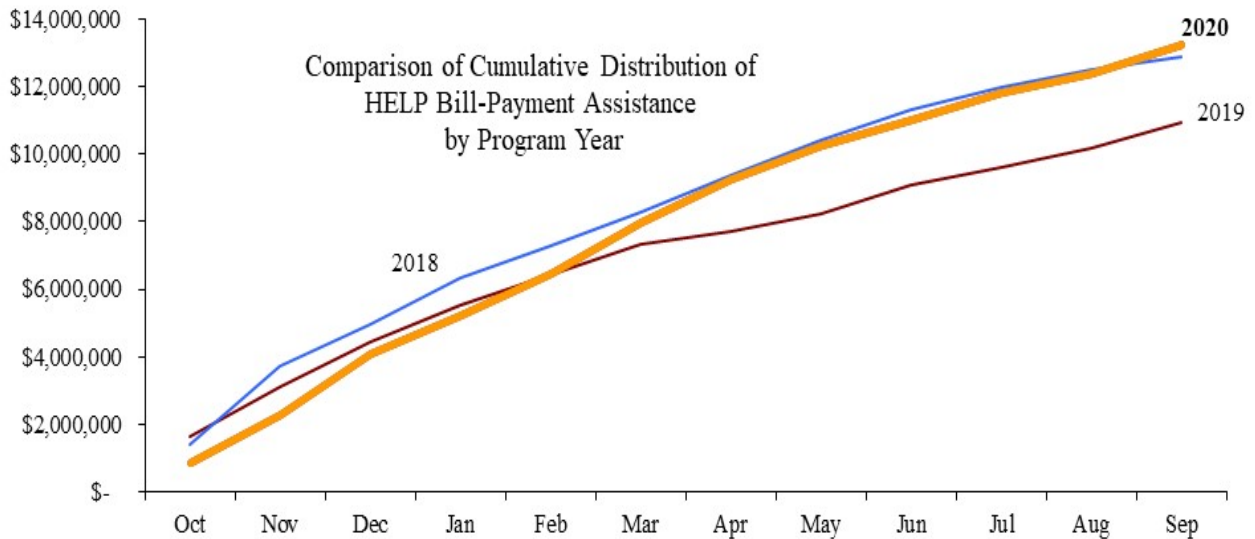
The second chart is a stacked bar chart with both the electric and natural gas payment assistance by month.



The chart below shows the combined electric and natural gas distributed HELP bill-payment assistance on a monthly basis for the 2020 program year (depicted by the heavy line) and the previous two program years (in light lines). As the qualifying low-income agencies exhaust the LIHEAP funding throughout the program year, the distribution of PSE HELP funding increased to make up the difference in the available low-income bill-payment assistance. The timing that the qualifying low-income agencies notified PSE of the eligible HELP customers also affected the monthly distribution pattern. For the 2020 HELP year of October 2020 through September 2021, 39% of the annual amount of HELP bill-payment assistance was distributed to the eligible very-low income customers in the first four months of, October through January, before and during the peak of winter heating season.

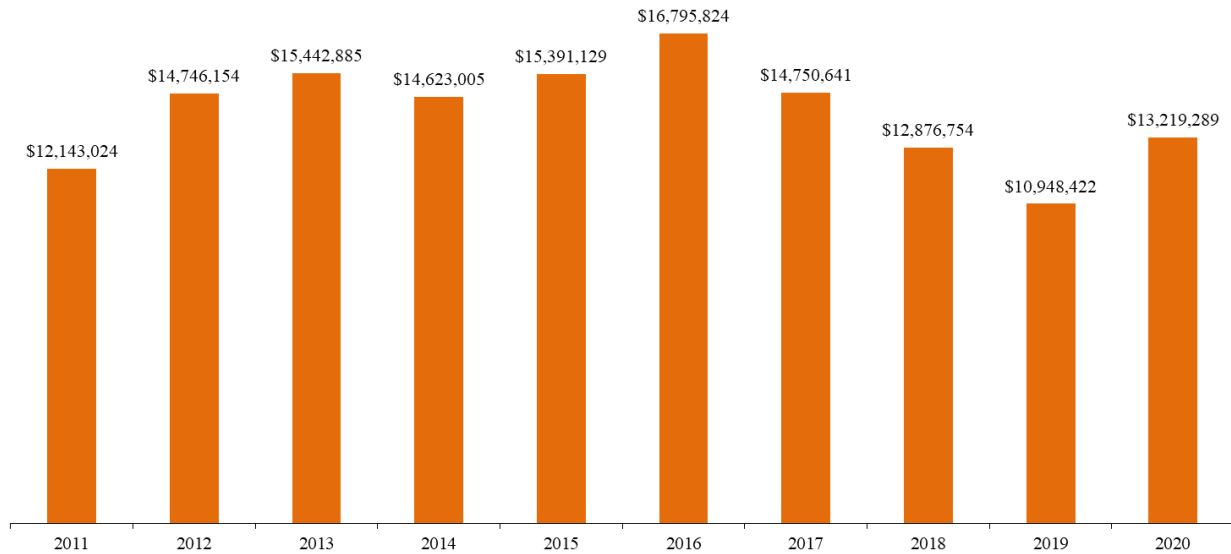


The chart below shows a comparison of the cumulative amount of distributed HELP bill-payment assistance on a monthly basis for the 2020 program year (shown in heavy line) and the previous two program years (in light lines). Among the 2018-2020 program years, the 2020 HELP year has the highest amount of distributed HELP bill-payment assistance -- an increase of 21% from the 2019 HELP year or 3% increase from the 2018 HELP year.



Among the HELP bill-payment distribution results for the past ten program years, the 2019 program year had the lowest amount of \$10,948,422 during the 2010-2020 HELP years. The 2016 HELP year had the highest amount of HELP bill-payment distribution of \$16,795,824. The 2020 program year ranks the 7th in the annual results of the HELP bill-payment distribution.

Comparison of Distribution of
HELP Bill-Payment Assistance
for the Last Ten Program Years, 2011 - 2020

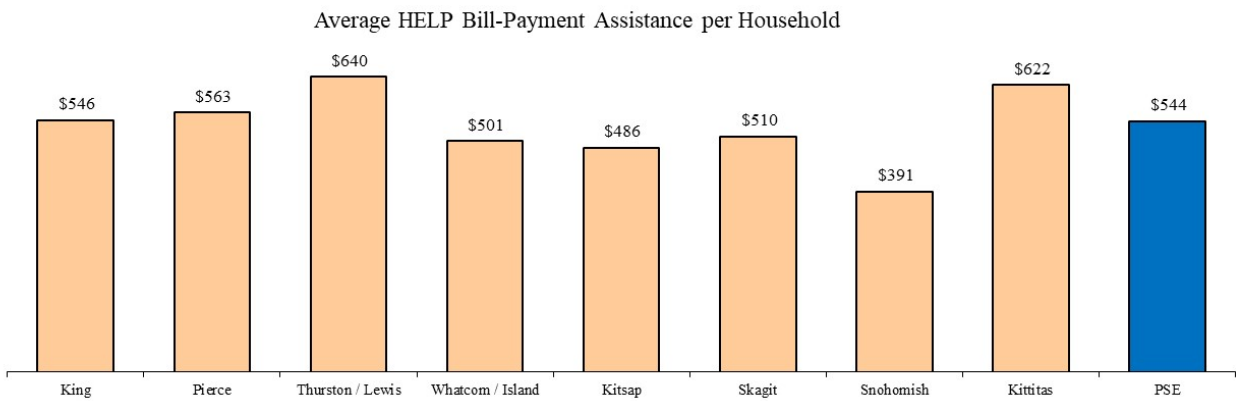


Demographics of Customer Households

HELP Bill-Payment Assistance by County Area

The average level of HELP bill-payment assistance to each eligible low-income household is \$544 for the 2020 program year ending September 31, 2021. It is a \$126 or 23% increase from the \$418 per household of the 2019 HELP year. The overall average HELP bill-payment assistance per PSE energy account that received HELP bill assistance is \$484 due to the fact that 3,011 households have both PSE electric and natural gas services. The average HELP bill-payment assistance per PSE electric account that received electric HELP bill assistance is \$517. The average HELP bill-payment assistance per PSE natural gas account that received natural gas HELP bill assistance is \$347.

The chart below shows the average HELP bill-payment assistance per household for the various county areas in PSE’s service territory. Thurston and Lewis Counties combined has the highest average of HELP bill-payment assistance per household whereas Snohomish County, where PSE provides mostly natural gas service, has the lowest average HELP assistance amount.

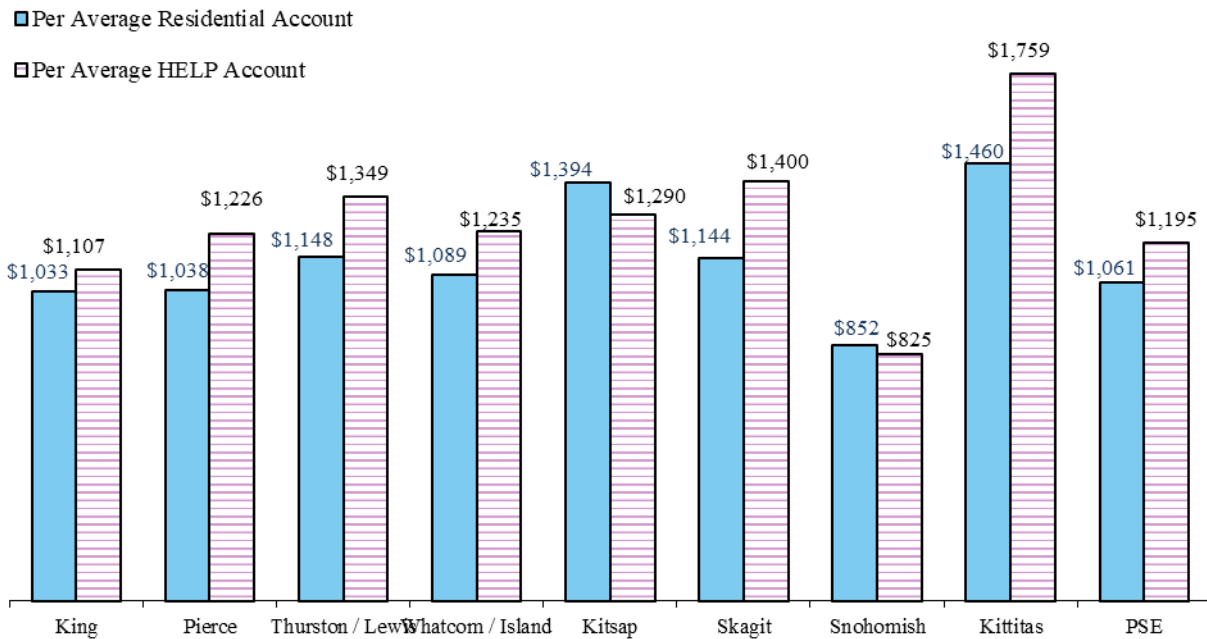


HELP Bill-Payment Assistance and Annual Bill by County Area

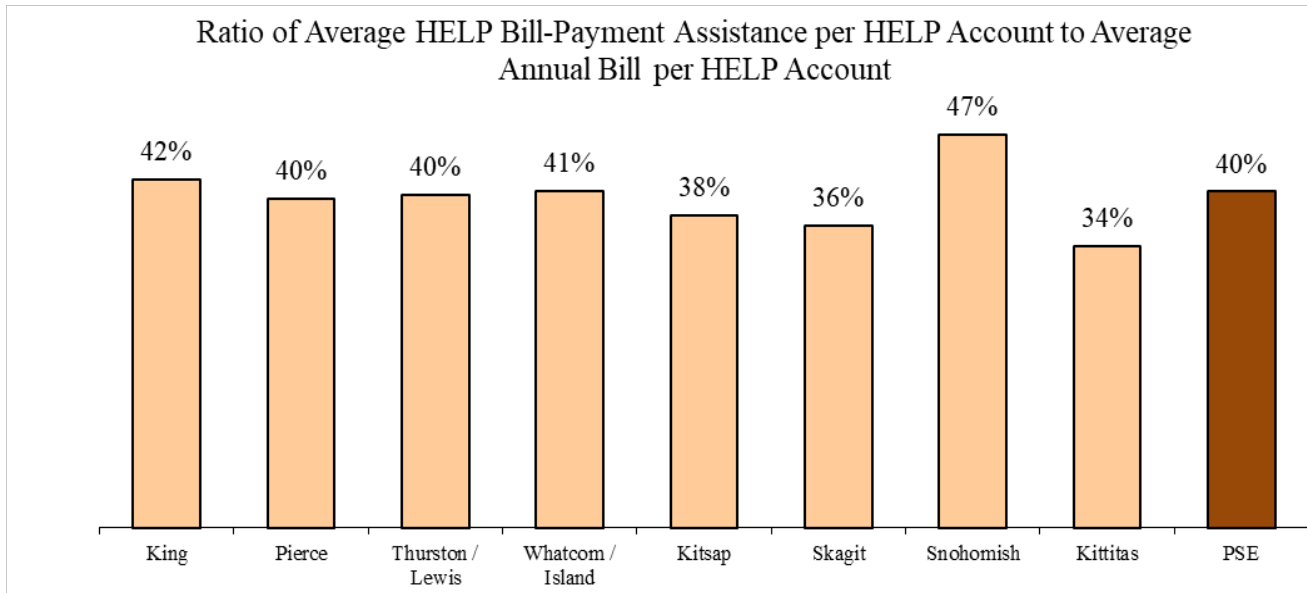
For the purpose of comparison among all the county areas, the average residential and the HELP customer annual bill information presented in the following charts and the customer count information used in the calculation is based upon 12 months ending September 30, 2021, to coincide with the 2020 HELP year.

The chart below shows a comparison by county area of the average annual bill per HELP account and per PSE residential account, thus comparing the average bill of a HELP customer to the average bill a general residential customer. For the 2020 program year, the customers who received HELP bill-payment assistance had, on average, annual bills that were higher than that of average PSE residential customers, which is consistent with results from the prior HELP years. Most of the county areas show similar relationship except Kitsap and Snohomish Counties.

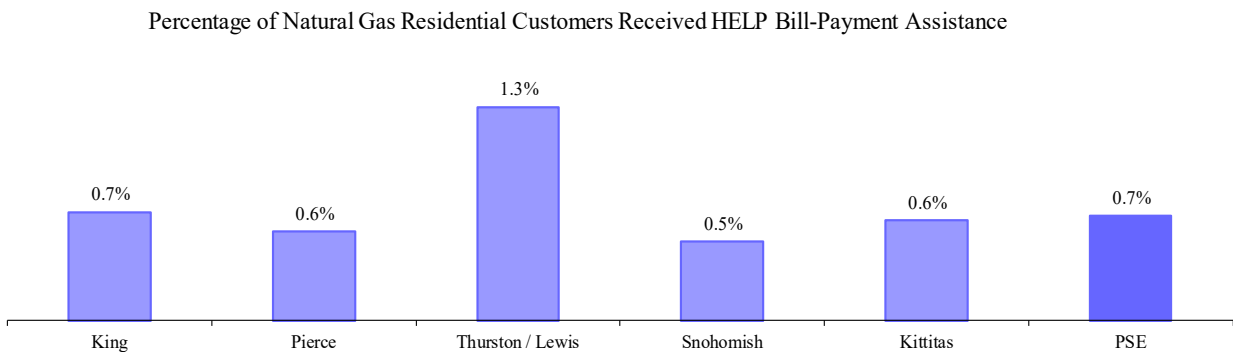
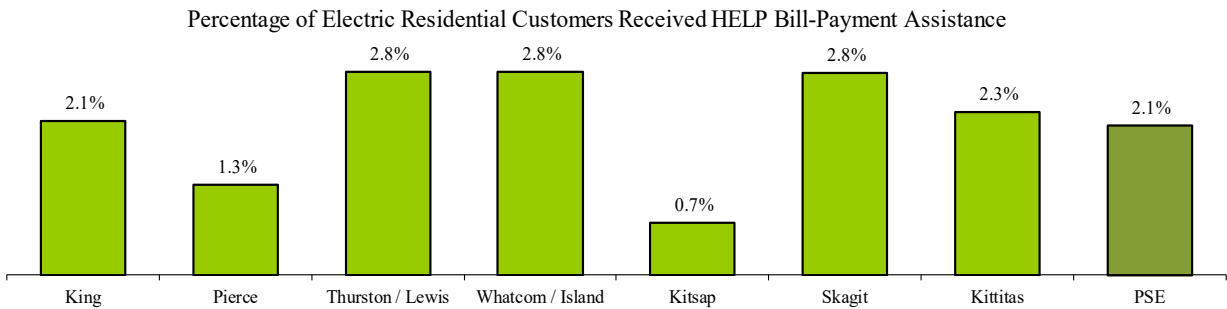
Comparison of Average Annual Bill per HELP Account and per Average PSE Residential Account



The chart below compares the ratio of average HELP bill-payment assistance per HELP account to the average annual bill per HELP account for the 2020 program year by county area. It demonstrates, on average, how much of an electric and/or natural gas PSE HELP customer's PSE annual energy bills was mitigated by PSE's HELP bill-payment assistance. The overall average ratio is 40%, i.e. the HELP bill-payment assistance alone could pay for 40% of a HELP customer's annual energy bills. Among the current PSE service areas, Snohomish County has the highest ratio of 47% and Kittitas County has the lowest ratio of 34%.

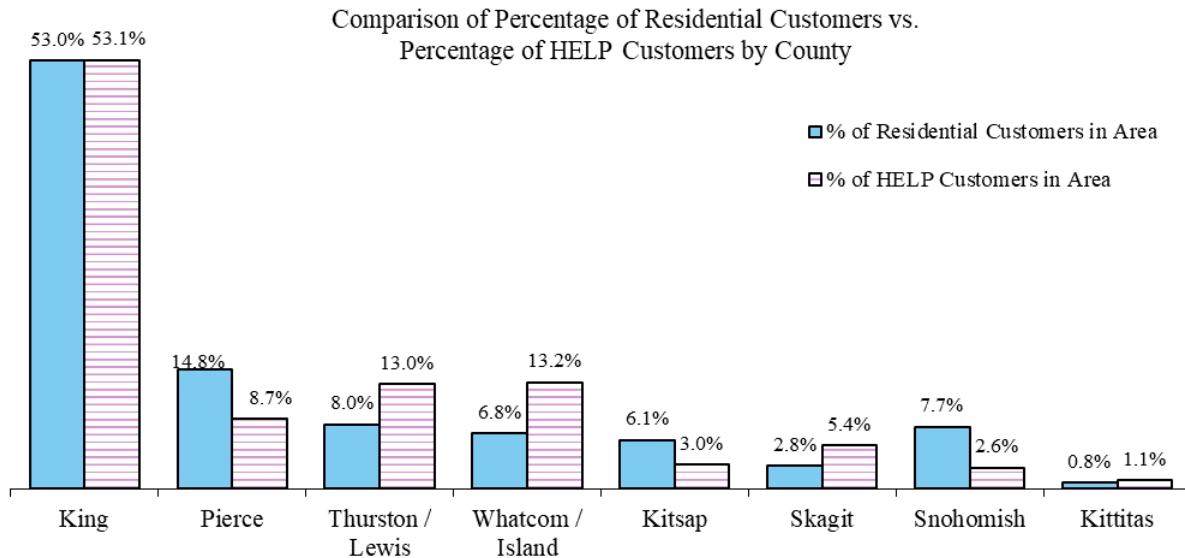


The following charts show the number of eligible low-income customers receiving HELP bill-payment assistance as percentage of the number of residential customers in a county area. The overall percentages for electric and natural gas are 2.1% and 0.7%, respectively.



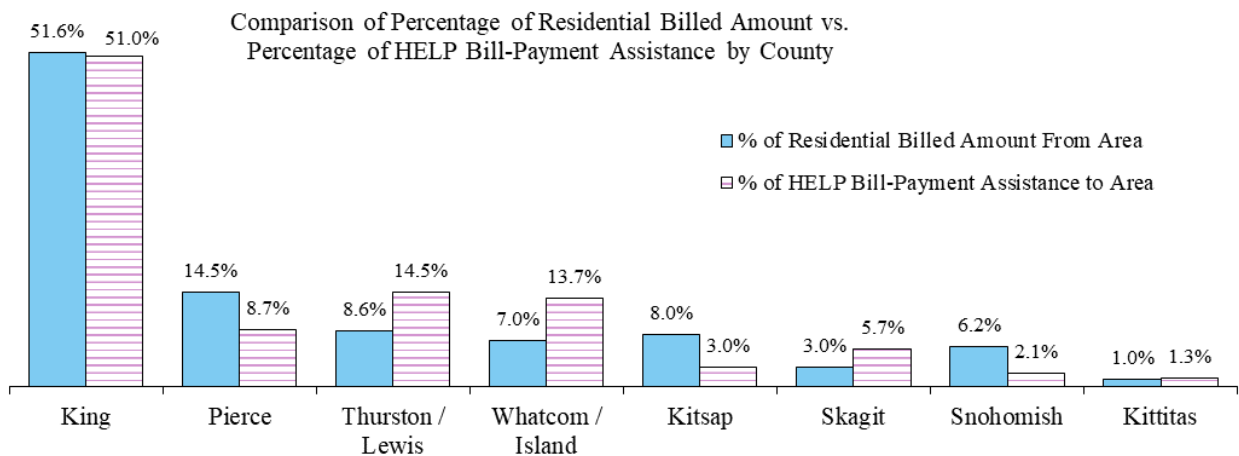
The chart below shows the percentage distribution of PSE residential customers, including both electric and natural gas, by county area along with the percentage of PSE HELP customers in that area during the same period of October 2020 through September 2021. Snohomish, Pierce, and Kitsap Counties have proportionally significantly less number of HELP customers than the rest of the county areas.

- 7.7% of PSE residential customers are in Snohomish County but only 2.6% of the PSE HELP customers are in the county.
- Whatcom and Island Counties combined have 6.8% of PSE residential customers but 13.2% of the PSE HELP customers are in the county.



The chart below shows the percentage by county area of PSE total residential electric and natural gas billed amount in a county area compared to the percentage of PSE HELP bill-payment assistance distributed to that area.

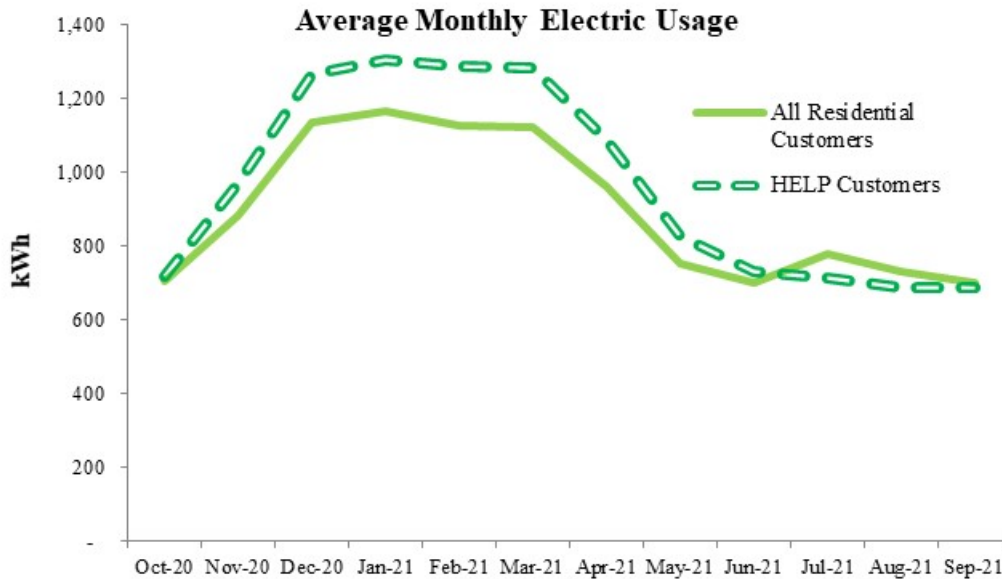
- Similar to the residential customer count comparison above, Snohomish, Pierce, and Kitsap Counties received less HELP bill-payment assistance than the rest of the county areas in terms of the percentage of the residential billed amount.
- Thurston/Lewis, Whatcom/Island, and Skagit Counties received higher percentages of PSE HELP bill-payment assistance than that of PSE residential billed amount from these areas.
- In comparison, King County has similar percentages of the residential and HELP customers and billed amounts in the county.



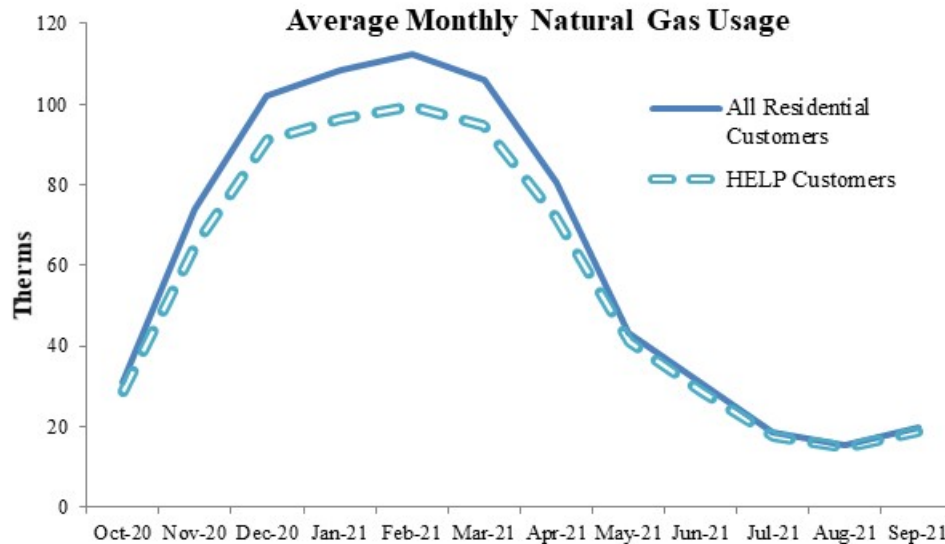
HELP Customers Average Monthly Energy Usage

The following charts show the patterns of the average monthly energy usage of PSE HELP customers in comparison with that of all PSE residential customers for the 2020 program year of October 1, 2020, through September 30, 2021, by electric and natural gas. These two charts are based upon the customers who received either electric and/or natural gas PSE HELP assistance/s during the 2020 program year. Both natural gas and electric usage of a PSE HELP customer are included in the analysis, e.g., the average natural gas monthly usage chart reflects the natural gas usage of both natural gas and electric PSE HELP bill-assistance customers.

For the 2020 program year, PSE HELP customers had higher average electric monthly usage than that of PSE residential customers except during the summer months.



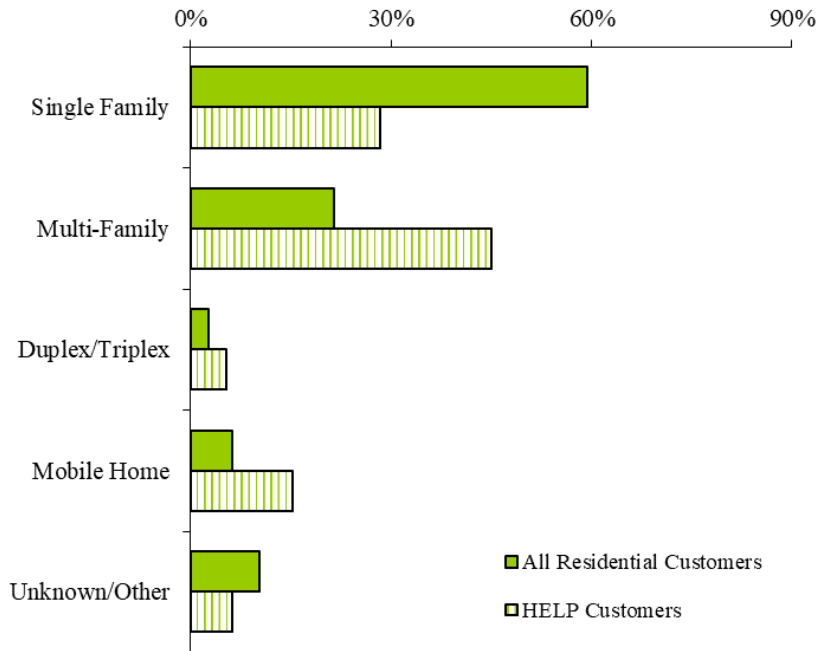
For the natural gas usage, the HELP customers' usage during the winter months was less than that of residential customers but about the same as that of PSE residential customers during the summer months.



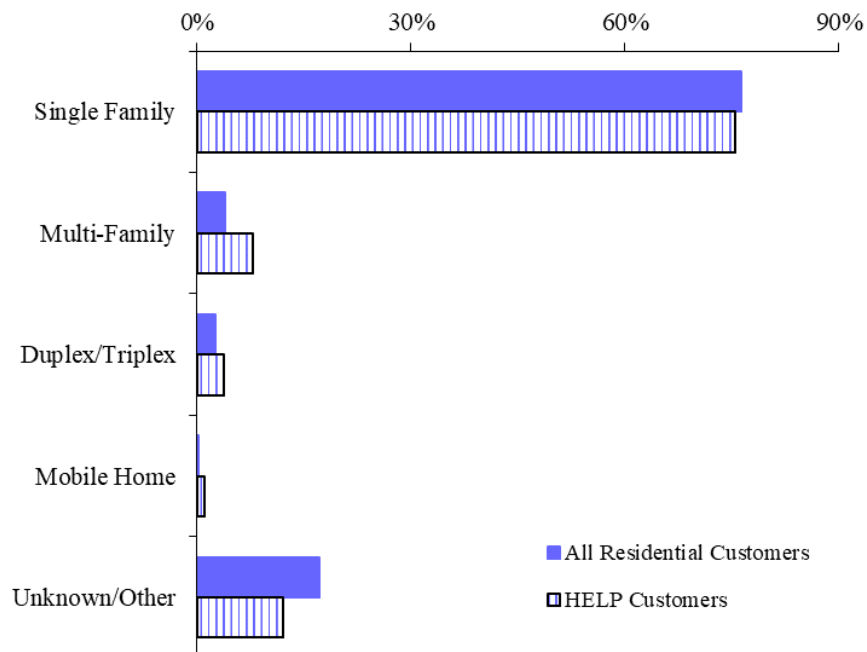
HELP Bill-Payment Assistance by Residential Housing Structure

The two charts below show comparisons by fuel type and residential housing structure type between PSE residential customers and the eligible low-income customers who received HELP bill-payment assistance during the 2020 program year. Electric HELP customers were more likely to live in a multi-family structure whereas natural gas HELP customers were mostly living in a single-family structure.

Electric Residential Structure Type Distribution



Natural Gas Residential Structure Type Distribution



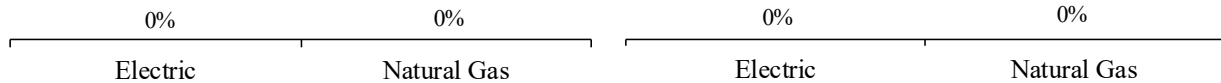
HELP Bill-Payment Assistance Impacts

The charts below show the relationship between the low income customers who became eligible HELP customers during the 2020 program period of October 2020 through September 2021 and the non-payment/credit disconnections associated with these customers that occurred during the same period. As shown, there zero HELP customers experienced a non-payment/credit disconnection during the 2020 HELP year. Moreover, there is no disconnection for non-payment of amounts of any customers during this period.

On February 29, 2020, Washington Governor Jay Inslee declared a state of emergency in response to the COVID-19 pandemic. On April 17, 2020, Governor Inslee issued Proclamation 20-23.2, which prohibits all energy, water, and telecommunications providers from (1) disconnecting residential service due to nonpayment, (2) refusing to reconnect residential customers who were disconnected due to nonpayment, and (3) charging late fees or reconnection fees. Prior to the April 17 2020 Proclamation, PSE had already suspended all service disconnections and late payment fees. On October 20, 2020, the Commission issued Order 01 in Docket U-200281 to extend the suspension of the disconnection of energy services for nonpayment initially until after April 30, 2021, but further extended to September 30, 2021. PSE is allowed to resume the non-payment disconnection 180 days after the moratorium was lifted.

Percent of Customers Who Became HELP Customers and Were Disconnected due to Electric/Gas Non-payment/Credit During October 2020-September 2021

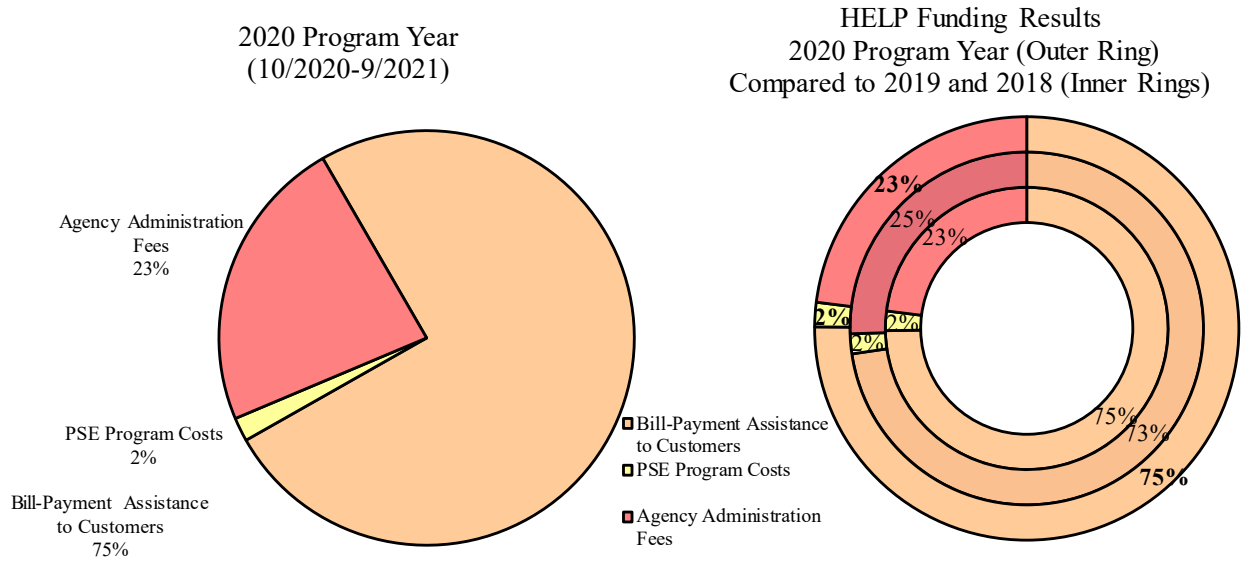
Percent of Non-payment/Credit Disconnected Customers Who Became Electric/Gas HELP Customers During October 2020-September 2021



Administration of Program

During the 2020 program year, there were eleven qualifying low-income agencies administering PSE’s HELP and distributing bill-payment assistance to PSE customers. In addition to the distribution of the HELP bill-payment assistance to eligible low-income customers, these agencies also received allotment of funds from PSE as administrative fees to run the HELP and related support services such as customer education, eligibility evaluation, bill-assistance amount determination, and other services.

The charts below illustrate the amounts of the HELP administration costs and bill-payment assistance to customers by program year. For the 2020 program year, the overall agency administration fees comprised 23% of the total actual spending of the HELP and PSE’s own administrative program costs were 2%.



Marketing of PSE Home Energy Lifeline Program

During the 2020 program year, October 2020 through September 2021, Puget Sound Energy made customers aware of the HELP and through bill inserts, bill mailing envelopes, bill-print messages, and in-person conversations.

The samples below illustrate some of the communications used to raise awareness about PSE's Home Energy Lifeline Program.

1. January 2021: Voice article



Get help with your energy bills through bill assistance and home weatherization

Our Home Energy Lifeline Program (HELP) provides funds to help pay your energy bill.

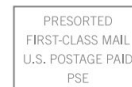
Our Weatherization Assistance Program can provide free home upgrades and repairs that will keep your bills low and your home healthy all year long.

Here's how it works:

- Eligibility for both programs is based on your income and the number of people that live in your home
- You don't need to have a balance or be behind on your bill to qualify
- You may qualify for both programs even if you are already enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)
- You can apply anytime and can reapply every year for HELP

Begin the process pse.com/HELP and click on GET STARTED

2. January 2021 Bill envelope, also posted on pse.com



YOUR PUGET SOUND ENERGY BILL ENCLOSED

Help us help you.

You may qualify for assistance with your heating bill. Visit pse.com/help.



3. February 2021, Voice, general assistance page which leads to PSE HELP

THE VOICE OF
myPSE



The latest news on what's powering our neighborhoods



We're here to help

We understand that the past year has been difficult. You've worked hard to keep your family safe while facing challenging obstacles. We're here to help with energy assistance programs, flexible payment options, and resources to manage your monthly bills.

Bill assistance

We have programs that provide funds to help pay your bill or save energy with free home upgrades and repairs.

pse.com/support

Payment arrangements

We understand that sometimes it's more convenient to make small bill payments, and we're happy to work with you.

Budget Payment Plan

Do you want predictable energy bills? Our Budget Payment Plan evens out your energy costs throughout the year.

February 2021 EnergyWise



4. February 2021: Voice article

Difficulty paying your bill?

Set up a payment arrangement to make smaller weekly, bi-weekly, or monthly payments, which will help you manage your energy costs and keep your account in good standing.

Learn more: Log in to your account at pse.com/login or call customer service at 1-888-225-5773.

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.

5. February 2021: Bill Envelope



1101 02/21



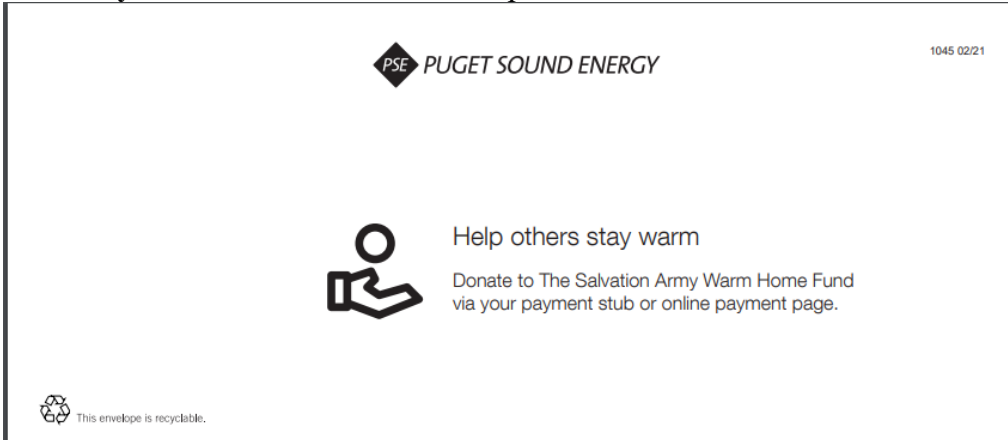
Help us help you

You may qualify for assistance with your heating bill. Visit pse.com/help.



This envelope is recyclable

6. February 2021: Bill remittance envelope



7. February 2021: Bill Print Message

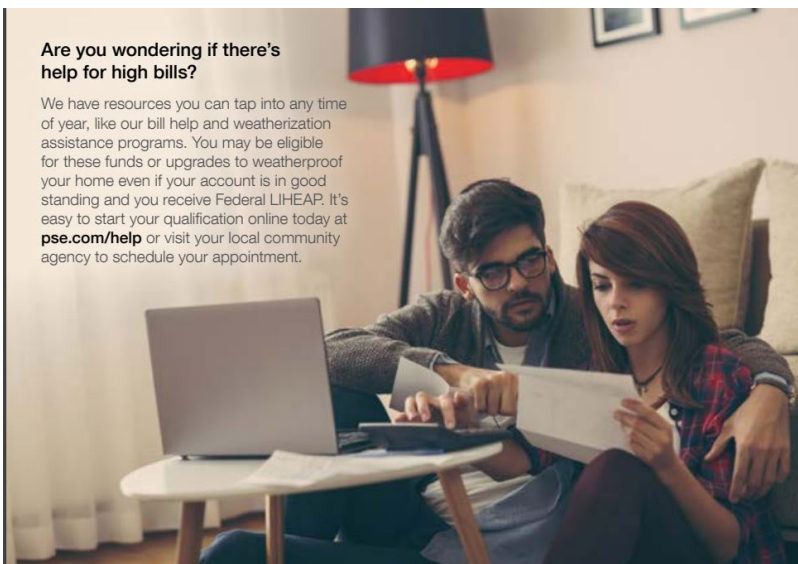
February 2021 bill print messages Summary page

We're here to help

If you're having difficulty paying your bill, please call us or go to your myPSE account for payment arrangements.

pse.com/mypse

8. March 2021: Voice article



9. March 2021: Bill remittance envelope



Help others stay warm

Donate to The Salvation Army Warm Home Fund via your payment stub or online payment page.



10. March 2021: Bill Print Message

March 2021 bill print messages
Summary page

Get Help with your heating bill

Depending on income and household size, you may be eligible for free weatherization assistance as well as payment assistance.

pse.com/assistance

11. May 2021: Bill Print Message

May 2021 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



The latest news on what's powering our neighborhoods

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 August 2, 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 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 January 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 or call us at 1-888-225-5773 today. Make your payment online at 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) (with 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, or by mail at P.O. Box 47250, Olympia, WA 98504.

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 2 de agosto 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 su 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 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 enero del 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 o llámenos al 1-888-225-5773. Haga su pago en línea en 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, o por correo postal a P.O. Box 47250, Olympia, WA 98504.

13. June 2021: Bill Print Message

June 2021 bill print messages **Summary page**

Effective June 1, 2021, the Utilities and Transportation Commission (UTC) approved the resumption of collections activities, including the disconnection of service due to non-payment as early as August 2, 2021. With this change PSE can begin disconnecting electric and/or natural gas service for non-payment. If you need help paying your bill: pse.com/help

14. July 2021: Voice article

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. 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.

pse.com/help

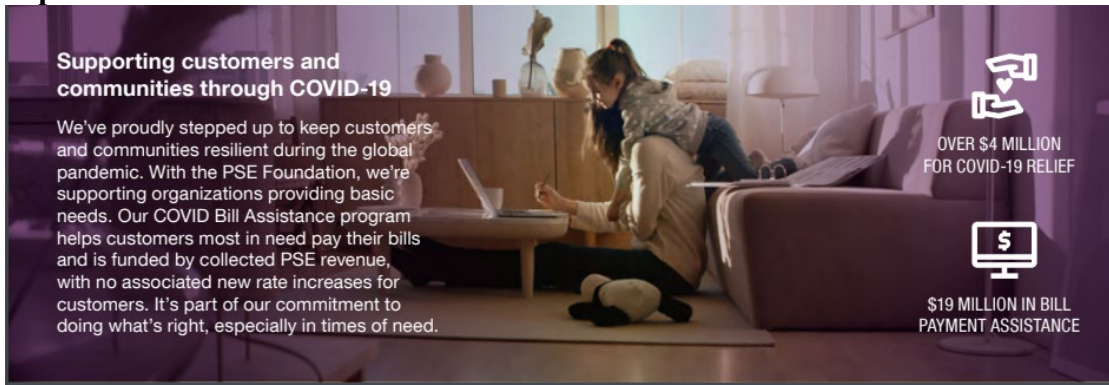
15. August 2021: Voice article

We're here to help

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: Covid Bill Assistance, PSE HELP and Federal LIHEAP.

Visit pse.com/help to learn more.

16. September 2021: Voice article



Supporting customers and communities through COVID-19

We've proudly stepped up to keep customers and communities resilient during the global pandemic. With the PSE Foundation, we're supporting organizations providing basic needs. Our COVID Bill Assistance program helps customers most in need pay their bills and is funded by collected PSE revenue, with no associated new rate increases for customers. It's part of our commitment to doing what's right, especially in times of need.

OVER \$4 MILLION FOR COVID-19 RELIEF

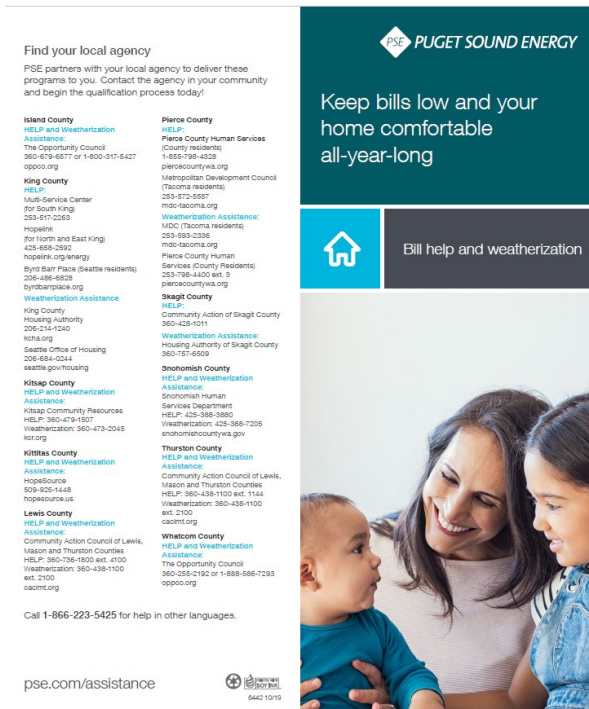
\$19 MILLION IN BILL PAYMENT ASSISTANCE

Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at pse.com.

f t ●● in YouTube

3671 09/21

17. Help Brochure: Distribution of the HELP brochures through agencies



Find your local agency

PSE partners with your local agency to deliver these programs to you. Contact the agency in your community and begin the qualification process today!

Island County
HELP and Weatherization Assistance:
The Opportunity Council
360-479-6677 or 1-800-917-5427
oppco.org

King County
HELP
Multi-Service Center for South King
253-617-2263
hoppeln
for North and East King
425-688-2392
hopsn.org/energy
Byrd Barr Place (Seattle residents)
206-486-8828
bysrbarplace.org

Weatherization Assistance
King County
Housing Authority
206-214-1340
kcha.org
Seattle Office of Housing
206-684-0244
seattle.gov/housing

Kitsap County
HELP and Weatherization Assistance:
Kitsap Community Resources
HELP: 360-479-1507
Weatherization: 360-479-2045
kccr.org

Kittitas County
HELP and Weatherization Assistance:
Hogsdoun
509-626-1448
hogsdoun.org

Lewis County
HELP and Weatherization Assistance:
Community Action Council of Lewis, Mason and Thurston Counties
HELP: 360-736-1900 ext. 4100
Weatherization: 360-438-1100 ext. 2100
cacmt.org

Pierce County
HELP
Pierce County Human Services (County residents)
1-888-798-4329
piercecountywa.org
Metropolitan Development Council (Tacoma residents)
253-972-5927
mhc-tacoma.org

Weatherization Assistance:
NDC (Tacoma residents)
253-693-2336
mhc-tacoma.org
Pierce County Human Services (County Residents)
253-788-4400 ext. 3
piercecountywa.org

Skiagit County
HELP
Community Action of Skagit County
360-428-1011
Weatherization Assistance:
Housing Authority of Skagit County
360-757-6609

Snohomish County
HELP and Weatherization Assistance:
Snohomish Human Services Department
HELP: 425-388-3880
Weatherization: 425-388-7205
snohomishcountywa.gov

Thurston County
HELP and Weatherization Assistance:
Community Action Council of Lewis, Mason and Thurston Counties
HELP: 360-438-1100 ext. 1144
Weatherization: 360-438-1100 ext. 2100
cacmt.org

Whatcom County
HELP and Weatherization Assistance:
The Opportunity Council
360-258-2332 or 1-888-666-7193
oppco.org

Call 1-866-223-5425 for help in other languages.

pse.com/assistance

6442 10/19

18. Events/Outreach: Targeting hard to reach areas



¡Ahorre energía y reduzca el costo de su factura de electricidad con PSE!



PSE está ofreciendo instalaciones gratuitas de sistemas de calefacción y aire acondicionado, para clientes que califiquen.

Estos sistemas están diseñados para brindar la máxima comodidad en su casa móvil (trailer) durante todo el año y pueden reducir hasta un 50% sus costos de calefacción.

Para saber si califica, pregunte por estos servicios en esta agencia.

pse.com/asistencia  **PUGET SOUND ENERGY**

