

Proposed Head Start Benefit

Low-Income Advisory Committee Meeting

Theresa Burch

Manager, Billing and Payment Operations

August 26, 2025



**PUGET
SOUND
ENERGY**

Context and Purpose



PSE

Context

- Arrearages grew significantly during the extended moratorium on PSE disconnections
- Customers' financial recovery from the pandemic is slow
- Many customers are struggling to pay off their past due balance despite increased participation in PSE's bill assistance programs and services

Purpose

- Prevent disconnection for participants in the 2025 calendar year
- Bring participants from past due to current
- Encourage participants to participate in PSE's bill assistance programs and services

Eligibility and Prioritization

The logo for PSE (Puerto State Electric) is located in the top right corner. It consists of a teal diamond shape with the letters "PSE" in white, set against a background of red and teal geometric shapes.

Eligibility

- Known or estimated low income
- With a past due balance at the time of the data pull
- Residential customer (Electric Rate Schedules 7, 307, 317, or 327 or Gas Rate Schedule 23)
- Each customer can only receive this benefit once
- No application required
- Do not opt out
- Min \$5; Max \$15,000

Prioritization

- Group 1: Known Low Income
 - Customers that have applied for and received bill assistance* in the past 24 months
 - Start with lowest income and highest energy burden
- Group 2: Estimated Low Income
 - Customers that are estimated to be at or below 80% of Area Median Income based on third party data
 - Start with lowest income and highest energy burden

Outreach



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Initial

- Timing: October-November 2025
- Method: Email or letter
- Content:
 - Explanation of the benefit
 - Process for optional opt out
 - Encourage participation in PSE's bill assistance to manage bill affordability moving forward

Second

- Estimated Timing: January 2026
- Method: Email or letter
- Content:
 - Notification of awarded amount
 - Encourage participation in PSE's bill assistance to manage bill affordability moving forward

Third

- Estimated Timing: April 2026
- Method: Automated call
- Content:
 - Encourage participation in PSE's bill assistance to manage bill affordability moving forward

Funding and Timing



PSE

Funding

- Unspent Schedule 129 funding from the 2025 Program Year or prior Program Years

Timing

- October-November 2025: Initial outreach and opt out
- December 2025: Benefit applied to accounts
- Estimated January 2026: Secondary email or letter outreach
- Estimated April 2026: automated phone outreach

Questions and Next Steps



PSE

- What initial questions about the program do you have?
- Please provide feedback via email to Theresa Burch and Valerie Newman by EOD on Friday, August 29, 2025
 - Theresa.Burch@pse.com
 - Valerie.Newman@pse.com