

The latest news on what's powering our neighborhoods



Tips for combating winter weather

In preparing for the onset of winter, remember the impact that the temperature outside has on heating your home. The colder it gets outside, the more energy it takes to maintain the temperature inside. Here are a few suggestions to help you save on your heating costs:

- Adjust your thermostat. By lowering your thermostat 10–15°F for eight hours when you're asleep you can save 10% on your heating.
- Cover your windows. Closing your window coverings at night will help reduce heat loss and prevent cold air from coming in. Open them during the day, to let the warm sunlight in.
- Take care of your fireplace. Using the fireplace can be cozy, but when not in use close the damper to prevent warm air from escaping.

For more tips to help you save on your home heating costs visit pse.com/lower.

Customer service guaranteed

We stand behind our service to you. We continuously 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-hour power outage restoration guarantee
- 120-hour power outage restoration guarantee

Conditions apply.

pse.com/guarantees



Natural gas mixed with air is explosive

Surprisingly, pure natural gas won't ignite, but mix it with air and you have an explosive combination. That's why it's important to recognize the odor of sulfur or rotten eggs, which tells you natural gas is present. It can be ignited by as little as a spark from flipping a light switch. So play it safe. If you detect gas, even if you're unsure, leave the area, then call **911** or call us at **1-888-CALL-PSE**. TTY: **1-800-962-9498**.

pse.com/detectaleak



You may qualify for assistance

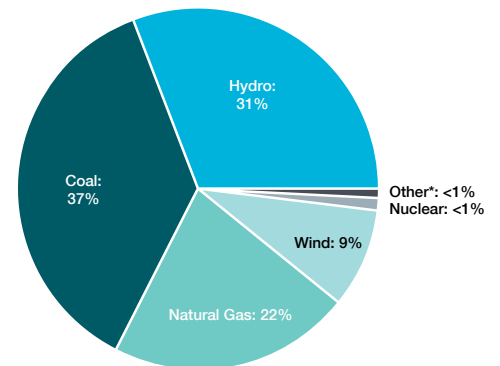
Depending on income and household size, you may be eligible for payment assistance with your heating bill and for free energy-efficient improvements to your home. Recipients can receive up to \$1,000 in credits from the federal Low Income Home Energy Assistance Program (LIHEAP) and another \$1,000 in credits from PSE's Home Energy Lifeline Program (HELP). Contact your local energy-assistance agency at **1-866-223-5425**.

Diverse resources powering your home and business

The electricity generated for you uses a diverse mix of resources. The fuel mix resources used for generating electricity delivered in 2016 are shown in the chart and graph:

2016 electricity fuel mix

Coal	37%
Hydroelectric	31%
Natural Gas	22%
Nuclear	<1%
Other*	<1%
Wind	9%
Total	100%



* Biomass, non-biogenic and petroleum.

Source: Published by the Washington Department of Commerce, October 2017, with data reported by PSE in August 2017.