Leading with our values

As a provider of essential services, Puget Sound Energy is working to ensure that we are here for our customers, our community and our employees as coronavirus impacts our region.

We’re taking the following measurable actions during these unprecedented times.
Doing what’s right for customers

- No disconnections for non-payment
- No fees collected on late payments

- Working with customers on options such as payment plans and choosing a new bill due date

- Connecting income-qualified customers to bill payment assistance programs
COVID-19 Pandemic Assistance Fund

Our new Crisis-Affected Customer Assistance Program (CACAP) provides up to **$11 million** to customers impacted by the pandemic.

**How it works**

- Customers receive a one-time bill credit up to $1,000
- Amount is determined by their average monthly usage from March to August 2019.

**Customer eligibility**

- Became recently unemployed, partially unemployed or cannot work due to COVID-19
- Meet income and household size requirements
In order to help our community partners, The PSE Foundation and PSE have teamed up to donate over $1 million to support relief efforts across our service territory.
Teaming up for our communities

Together, the PSE Foundation and PSE have already contributed more than $1.3 million towards mitigating impacts of COVID-19 across PSE’s service area communities.

- PSE was one of the first utilities to announce they would not be disconnecting customers for non-payment or collecting late fees.
- PSE designated $11 million dollars to fund the new Crisis-Affected Customer Assistance Program (CACAP) to help customers impacted by the pandemic. To date 10,300 customers have received more than $6 million in assistance.
- PSE Foundation has re-casted the standard “Emergency and Preparedness” grant program for 2020 to provide $400,000 to aid in the response and recovery of the COVID-19 pandemic.
PSE has partnered with 24 non-profit organizations across our service area to help families in need and protect the environment. By providing financial support, we’ll be working with these partner organizations to extend our reach to customers who need help staying safe and warm while continuing our commitment to the environment.
We understand business needs are changing. As part of our efforts to better serve you as our customer, we are upgrading our Business Incentives program to help during this time.
Increased Business Incentives

PSE offers easy ways to directly improve your workspace and increase savings:

- A no-cost comprehensive assessment and energy savings report
- Proposal including additional energy efficiency upgrade opportunities, if eligible
- Installation of no-cost and low-cost energy saving products
- Reduced energy use and savings on your bill

Eligible businesses may be able to take advantage of these energy upgrades:

- LED lighting:
- Occupancy sensors
- Refrigeration
- Water savers
- HVAC

*All projects must be approved before any work is started
**Retroactive projects do not qualify

Now until December 31st

New Incentive
All exterior & parking lot lighting up to 100% of project costs

All business lighting is up to 50% higher incentives, up to 70% of project costs
Workplace Chargers Pilot
PSE Electric Only
Why host a PSE Up & Go Electric charging station?

Participants in this pilot program will:
- Receive Level 2 smart chargers for employee charging, up to 10 per location
- No-cost installation by a trusted PSE Service Partner
- Pay only for the electricity used at the chargers and any required signage and pavement striping
- Ongoing maintenance and support to help launch workplace charging program

Why should a business apply to participate?
- Demonstrates innovation and dedication to employees
- Attracts a wider pool of candidates
- Helps reach sustainability goals
Thank you

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