



April 13, 2020

### CACAP Messaging

Puget Sound Energy will make funds available to help customers who have been impacted by the COVID-19 pandemic. This includes customers who recently became unemployed, partially unemployed, or cannot work. The \$11 million are carry-over funds under PSE’s Low Income Program. With approval from the Washington Utilities and Transportation Commission, PSE made revisions to its program to make these funds available to a broader group of customers.

This program will be available to PSE’s residential customers in Island, King, Kitsap, Kittitas, Lewis, Pierce, Skagit, Snohomish, Thurston and Whatcom counties who meet the household size and income criteria.

Depending on average monthly usage, a qualified PSE customer:

- Must have a monthly household income limit at 250% of Federal Poverty Level
- Can receive up to \$1,000 in PSE utility-bill credits per household

This table outlines the monthly household income limits at the Federal Poverty Level for households up to 10 people.

Number of Persons in Household	Qualifying Monthly Household FPL Income	Number of Persons in Household	Qualifying Monthly Household FPL Income
1	\$2,658	6	\$7,325
2	\$3,592	7	\$8,258
3	\$4,525	8	\$9,192
4	\$5,458	9	\$10,125
5	\$6,392	10	\$11,058

PSE continues to offer [payment plans](#) and allow customers to [change bill’s due date](#) for those who may need additional assistance. PSE will continue to offer its other [assistance programs](#), including the Warm Home Fund, PSE Home Energy Lifeline Program and Weatherization Assistance Program for income-eligible customers.

### How to apply

1. A Customer, co-Customer on the PSE bill, or a customer care agent acting on a Customer’s behalf must first submit a complete and accurate application to the Company. Instructions on how to apply are available at [www.pse.com](http://www.pse.com). The application will include all of the following information:
  - a. Proof or a self-declaration of unemployment or underemployment;
  - b. Photo ID with date of birth of the Customer.
2. The Customer will create and/or sign into their myPSE account either on [www.pse.com](http://www.pse.com) or via the myPSE mobile app for smartphones or other mobile devices. They will then access the Energy Portal where they can apply through the CACAP agency portal link. All supporting documents can be either scanned or photographed to create a JPEG picture file which can be uploaded to the portal.

Direct website URL: [www.pse.com/covidhelp](http://www.pse.com/covidhelp)