

Bill Assistance & Income Eligible Programs

Help to pay your bills

PSE 2023



Safety during storm



- While PSE is busy restoring power, here are things you can do to keep your family safe and comfortable:
 - Stay away from downed power lines
 - Turn off lights and appliances
 - Keep fridge and freezer doors closed
 - Never use a gas range, indoor cooker, charcoal or gas barbeque for heating inside
 - Use flashlights, not candles
- Stay up-to-date by downloading the myPSE app to report outages and see the outage map



**PUGET
SOUND
ENERGY**

How we can help



- PSE HELP
- LIHEAP
- Salvation Army Warm Home Fund
- Payment Arrangements
- Home Weatherization Assistance
- Efficiency Boost
- Income Eligible Community Solar

Income Eligibility Requirements



Assistance Programs Income Guidelines

Number of Persons in Household	HELP Monthly Net Household Income Limit	LIHEAP Monthly Net Income Limit	Warm Home Fund Monthly Net Household Income Limit	Home Weatherization Monthly Gross Household Income Limit
1	\$5,563	\$1,699	\$5,563	\$5,563
2	\$6,354	\$2,289	\$6,354	\$6,354
3	\$7,150	\$2,879	\$7,150	\$7,150
4	\$7,942	\$3,469	\$7,942	\$7,942
5	\$8,579	\$4,059	\$8,579	\$8,579
6	\$9,213	\$4,649	\$9,213	\$9,213
7	\$9,850	\$5,239	\$9,850	\$9,850
8	\$10,483	\$5,829	\$10,483	\$10,483

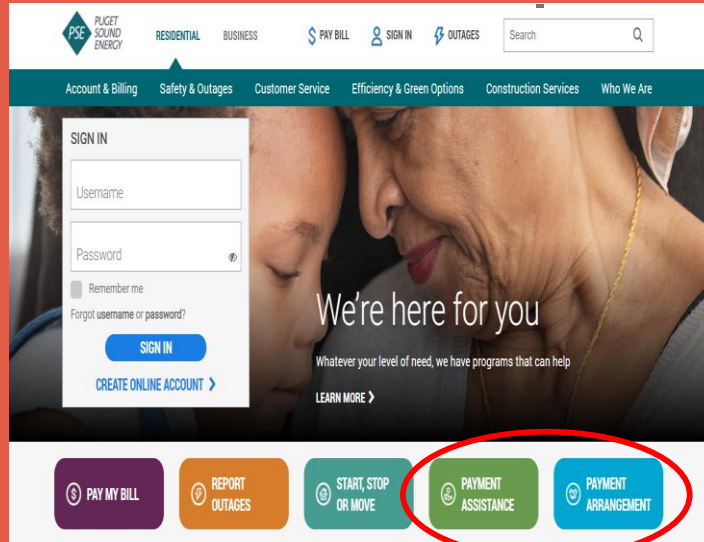
PSE Online

Step 1:

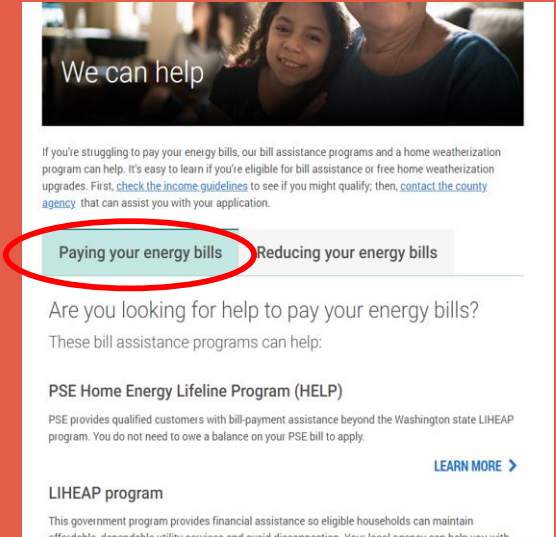
WWW.PSE.COM



Step 2:



Step 3:



What is PSE HELP?

(Home Energy Lifeline
Program)



- Provides assistance for customers to help pay electric or natural gas bills. If you qualify, we'll credit your account for up to \$1,000.
- PSE funded – no personal documentation needed.

Step 1: Eligibility



PSE leverages funds from federal, state and PSE resources to offer you more services. If your household monthly income is less than the limits for your county, as listed below, you may qualify.

Number of Persons in Household	Island County	King County	Kitsap County	Kittitas County	Lewis County	Pierce County	Skagit County	Snohomish County	Thurston County	Whatcom County
1	\$4,163	\$5,563	\$4,804	\$3,967	\$3,683	\$4,738	\$4,021	\$5,563	\$4,708	\$4,233
2	\$4,758	\$6,354	\$5,488	\$4,533	\$4,208	\$5,417	\$4,596	\$6,354	\$5,383	\$4,838
3	\$5,354	\$7,150	\$6,175	\$5,100	\$4,733	\$6,092	\$5,171	\$7,150	\$6,054	\$5,442
4	\$5,946	\$7,942	\$6,858	\$5,667	\$5,258	\$6,767	\$5,742	\$7,942	\$6,725	\$6,046
5	\$6,425	\$8,579	\$7,408	\$6,121	\$5,679	\$7,308	\$6,204	\$8,579	\$7,267	\$6,533
6	\$6,900	\$9,213	\$7,958	\$6,575	\$6,198	\$7,850	\$6,663	\$9,213	\$7,804	\$7,017

Step 2: Documents



- ◆ Photo ID
- ◆ Income documentation or self declaration online.

If you receive:

Then provide the following documentation:

Social Security/SSI/SSD Income

Current year award letter

Earned Income

1-3 months paystubs prior to current month

Pension/retirement income

Current year award letter or 1-3 months bank statements

DSHS cash benefit (TANF/GAU)

Current year award letter

Child support / cash income

Self-declaration in the application

Dividends/interest

Bank statement for the 1-3 months prior to the current month

Self-employed/other income

Agency will provide a self-declaration form

No household income

Agency will provide a self-declaration form

Step 3:

Apply online or call your local agency



The PSE HELP and LIHEAP program is administered through county agencies. Contact your local agency to see if you qualify and to apply for these assistance programs.

If you have a PSE digital account, you can begin your application.

King County	Tel
Multi-Service Center (for South King) mschelps.org	253-517-2263
Hopelink (for North and East King) hopelink.org/energy	425-658-2592
The Byrd Barr Place (Seattle residents) byrdbarrplace.org	206-486-6828

What is LIHEAP?

(Low income home energy assistance program)



- ◆ Federal program assisting with keeping electricity and gas services and avoid disconnection.
- ◆ LIHEAP is administered through county agencies.
- ◆ Program that requires documentation of your personal information.

Step 1: Eligibility



Income Eligibility Requirements

Effective October 1, 2022, for 2022-23 program year:

**Gross Earned Income Less a 20% Deduction*

Household Size	Federal Requirements (LIHEAP) Average Monthly Income*
1	\$1,699
2	\$2,289
3	\$2,879
4	\$3,469
5	\$4,059
6	\$4,649
7	\$5,239
8	\$5,829
9	\$6,419
10	\$7,009

Step 2: Call your agency



- ◆ Call your agency to see if you qualify and to apply for these assistance programs.

King County	Tel
Multi-Service Center (for South King) https://mschelps.org/gethelp/energy/	253-517-2263
Hopelink (for North and East King) hopelink.org/energy	425-658-2592
The Byrd Barr Place (Seattle residents) byrdbarrplace.org	206-486-6828

Step 3:

Documents



You will need to bring the following items with you to your appointment:

- ◆ Social security card or legal document with name and social security number for everyone in your household
- ◆ Picture ID with birthdate for the applicant
- ◆ Verification of total household income for the three months prior to the month of appointment for everyone in your house
- ◆ Adults age 18 and older with no income in any one of the three required months must sign additional forms to confirm no income
- ◆ Current month's energy bill
- ◆ Disconnection notice with current address (if applicable)
- ◆ Rent/lease agreement or proof of residence

Depending on circumstances, more information may be required.

Step 4:

Appointment



- ◆ Some appointments will remain remote (via phone) while others will be in-person.
- ◆ There are accommodations for home-bound individuals. Please contact the applicable agency for additional information and assistance.

What is The Salvation Army Warm Home Fund?



- ◆ Provides short-term, emergency bill payment assistance to PSE customers facing financial difficulties.
- ◆ The funding are contributions from other PSE customers.

Step 1: Eligibility



Assistance Programs Income Guidelines

Number of Persons in Household	Warm Home Fund Monthly Net Household Income Limit
1	\$5,563
2	\$6,354
3	\$7,150
4	\$7,942
5	\$8,579
6	\$9,213
7	\$9,850
8	\$10,483

Step 2: Call your local county agency



The Salvation Army Warm Fund is administered through your local Salvation Army. Contact them to see if you qualify to apply for these assistance programs.

Central King County	Tel
Seattle (Downtown)	206-447-9944
Seattle (White Center)	206-767-3150
Seattle (Greenwood)	206-783-1225
South King County	Tel
Des Moines	253 946-7933
Enumclaw	360-886-1011
Federal Way	253 946-7933
Kent, Algona, Auburn, Black Diamond	253-852-4983
Pacific	253-852-8655
Renton	425-255-5969

What are Payment Arrangements?



- ◆ If you don't qualify for bill assistance you can create a plan so you don't have to pay your bill all at once.
- ◆ Creating a plan for you to pay parts of your bill on a weekly, biweekly or monthly plan that work with your individual situation.
- ◆ Go to www.PSE.com for more info.

What is Home Weatherization Assistance?



- ◆ The Home Weatherization Assistance program is a partnership between PSE, federal and state funding sources.
- ◆ It's a way for us to connect our income-qualified customers to the local agencies that can assess your home and provide free, whole-home upgrades to help lower your monthly energy bill.

Step 1: Eligibility



PSE leverages funds from federal, state and PSE resources to offer you more services. If your household monthly income is less than the limits for your county, as listed below, you may qualify.

If you do not qualify for these programs, please check out our Efficiency Boost program, which offers increased rebates for income-qualified customers.

Number of Persons in Household	Island County	King County	Kitsap County	Kittitas County	Lewis County	Pierce County	Skagit County	Snohomish County	Thurston County	Whatcom County
1	\$4,163	\$5,563	\$4,804	\$3,967	\$3,683	\$4,738	\$4,021	\$5,563	\$4,708	\$4,233
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Step 2: Call your agency



- ◆ Call your agency to see if you qualify and to apply for these assistance programs.

King County	Tel
Seattle Office of Housing (Seattle residents)	206-684-0244
King County Housing Authority	206-214-1240

What is the Process Like?



- ◆ The Home Weatherization Assistance program is not administered through PSE. It is administered through county agencies.
- ◆ Due to staffing and supply shortages related to the pandemic, wait times for the Home Weatherization Assistance program can be long.
- ◆ They will conduct a home assessment to determine how best to weatherize your home and possibly upgrade equipment that is old or inefficient. The list of free upgrades you could potentially receive is extensive.

What is Efficiency Boost?



PSE created the Efficiency Boost program to offer higher rebates on energy-efficient upgrades to income-qualified customers. Improve the comfort and efficiency of your home without breaking the bank.



Eligibility



- ◆ If you live in a manufactured home, you may receive a higher rebate for making upgrades to your home, even if you do not qualify for Efficiency Boost.
- ◆ Low-Moderate Income Requirements listed in the table below.
- ◆ If your income is below the minimum income range, check out PSE's no-cost Home Weatherization Assistance program, administered through your local community agency.

		1	2	3	4	5	6	7	8	9	10
King County	Min*	\$66,750	\$76,250	\$85,800	\$95,300	\$102,950	\$110,550	\$118,200	\$125,800	\$133,450	\$141,050
	Max	\$75,094	\$85,781	\$96,525	\$107,213	\$115,819	\$124,369	\$132,975	\$141,525	\$150,131	\$158,681

Efficiency Boost Incentives



- ◆ Get additional rebates on:
 - Insulation
 - Windows
 - Water/space heaters
 - Furnaces
 - Heat pumps
 - Boilers
- ◆ See the full list of Efficiency Boost rebates at pse.com/boost

How Does Efficiency Boost Work?



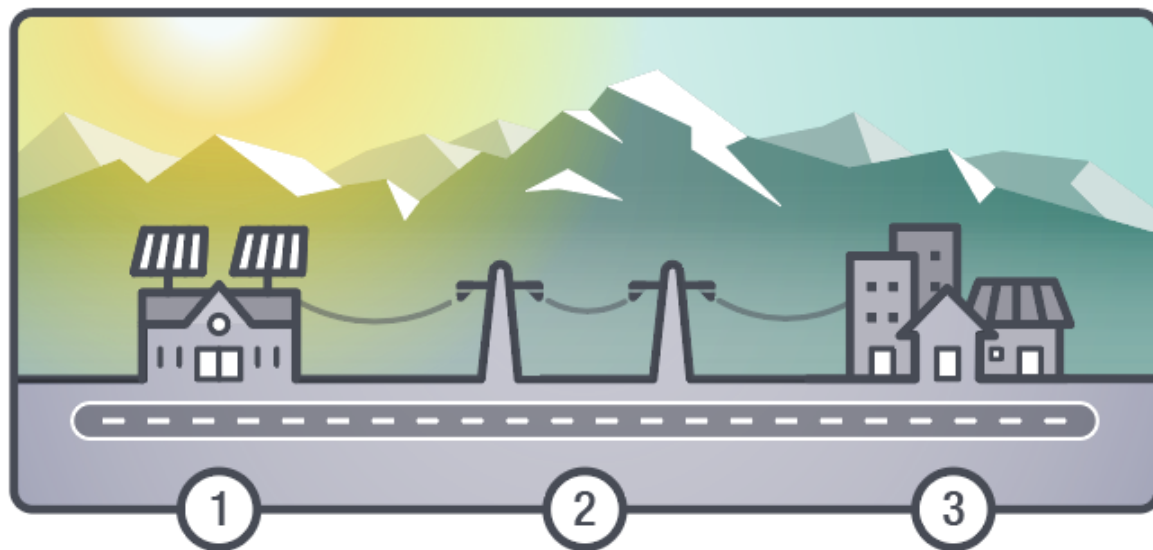
- 1) Contact an Energy Advisor to confirm income eligibility. Call 1-800-562-1482.
- 2) Get a referral for a REP to do the work.
- 3) Sign the income qualification form

What is Income Eligible Community Solar?



- ◆ Community Solar is a new renewable energy program that offers 100% local solar energy without having to invest in or install your own solar system.
- ◆ You subscribe to shares in a newly constructed, local solar energy site of your choice and receive bill credits for the energy that your shares generate.
- ◆ Income-eligible customers will be able to participate at no cost.

HOW PSE COMMUNITY SOLAR WORKS



1 GENERATE

Local communities and organizations within PSE's service area host solar panels to generate clean solar energy.

2 DELIVERY

The solar energy is delivered to PSE's grid and collectively drives growth in a clean energy supply for all.

3 CUSTOMER

Subscribers share the benefits of 100% local solar without the need to install or maintain solar panels on their own.

Who is Income Eligible?



Subscribers participating in the income-eligible option of Community Solar will be required to confirm their eligibility on an annual basis.

Household size	Maximum household income per year
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320

How Do I Subscribe?



Right now, income-eligible customers can contact an Energy Advisor at 1-800-562-1482 to enroll.

You will be asked to affirm you meet the household income requirements during the enrollment process to self qualify.

[PSE.com/solarforall](https://pse.com/solarforall)

Questions?

Feel free to contact me directly

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