

Public Webinar: Customer priorities for a clean energy future

Meeting details

- Tuesday, Nov. 18, 2025
 - 12:00 - 1:00 p.m. (227 participants)
 - 5:30 p.m. – 6:30 p.m. (56 participants)
- Virtual webinars hosted by PSE and facilitated by Triangle Associates
- Links to:
 - [Presentation](#)
 - [Nov. 18, 2025 \(session 1\) meeting recording](#)
 - [Nov. 18, 2025 \(session 2\) meeting recording](#)

Questions and responses

The following table records participant questions and PSE responses from the public webinar. Please see the written Q&A report and the meeting chat transcript for additional responses to questions in the meeting. All meeting materials are available on the [ISP website](#).

PSE endeavors to provide clarity in responses but subsequent follow-up may be required at times. Please direct any follow-up clarifications to isp@pse.com.

No.	Date	Question or comment	PSE response
1	11/18/25 12:00 p.m.	Why is the consumer being saddled with huge rate increase to pay for the insatiable power grab by Cryptocurrency and AI? They should be paying for their growth, not us.	We will be addressing costs to customers and growing energy needs in the Integrated System Plan.
2	11/18/25 12:00 p.m.	Are those of us already on net metering grandfathered?	PSE continues to offer net metering and plans to continue to do so for the foreseeable future. While PSE cannot speak to future regulatory determinations, we intend to give consideration to current net metered customers.

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3	11/18/25 12:00 p.m.	Is PSE planning to start separate rates depending on time of day usage? So standard in Europe.	To meet goals for providing clean, sustainable and affordable energy to all of our customers, PSE launched a Time-of-Use (TOU) pilot program in 2023. PSE plans to make available a full residential TOU services in early 2027 pending submission and approval of such services in PSE's next general rate case to be filed in the first quarter of 2026. See more here: PSE Time of Use .
4	11/18/25 12:00 p.m.	What about the gift card raffles?	The three \$100 visa gift card winners were sent out via email on 11/24/2025
5	11/18/25 12:00 p.m.	Why no gas cooking during outages?	To clarify, you can cook with gas during an outage, but please do not use your gas stove, a grill, or other "cooker" indoors to heat your home.
6	11/18/25 12:00	V2E (Vehicle to everything) coming soon?	PSE is exploring this option. Currently, V2E has the ability to send energy from the vehicle to multiple use cases, and so PSE is exploring some of those capabilities. See more here: PSE V2X .
7	11/18/25 12:00 p.m.	How do I get a link for tonight's webinar?	You can find recorded public webinars on our clean energy website: Public Webinar November 18, 2025 .
8	11/18/25 12:00 p.m.	By when will PSE start incorporating geothermal power into its baseload supply? I asked this question 10 yrs ago and there is still no progress evident.	PSE is actively researching geothermal power as part of the ISP planning process. We discussed this during the July public webinars: Public Webinar July 17 and 22, 2025 .
9	11/18/25 12:00 p.m.	PSE keeps saying that power from sun and wind is limited during peak times. Solar is now the cheapest source of energy. It is being rapidly installed around the world, and it is being paired with large-scale batteries. Why is PSE not discussing getting their own solar and batteries to supplement what they hope customers will do?	PSE is considering and has acquired both solar and battery resources. This was discussed during the July webinars: Public Webinar July 17 and 22, 2025 .
10	11/18/25 12:00 p.m.	What can people in condos do?	PSE's Multi-Occupant Solar program provides a way for property owners, or condo associations to install a solar system on their building and distribute financial credits directly to tenants' utility bills: PSE Multi Occupant Solar .
11	11/18/25 12:00 p.m.	How can the public/customers get access to the data which shows how much of the total power demand is from "large customer load requests"?	Large load requests come to us in different ways and in different states of readiness. PSE should be able to share more information about its load forecast when it publishes its Integrated System Plan in 2027.
12	11/18/25 12:00 p.m.	I hope PSE speaks to how changes in federal energy policy prioritization by the current administration could affect these solar and battery programs?	PSE is currently evaluating how changes to federal incentives will impact our planning and clean energy goals. We will be examining this in the Integrated System Plan.

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13	11/18/25 12:00 p.m.	And how is PSE going to ensure WA does not have the same issues with electric rates and stalled progression closing fossil fuel power plaguing VA, LA, GA	This is a big question that our integrated system planning process is looking at; we'll have more to share as the process moves forward.
14	11/18/25 12:00 p.m.	Why is PSE not discussing getting their own solar & batteries to supplement what they hope customers will do?	PSE is considering and has acquired both solar and battery resources. This was discussed during the July webinar: Public Webinar July 17 and 22, 2025 .
15	11/18/25 12:00 p.m.	Is there a plan to support a pilot program for users to utilize battery backup as a resource for PSE?	PSE offers incentives for residential customers to enroll batteries in a demand response program known as Flex Batteries. You can see more at: PSE Flex Batteries .
16	11/18/25 12:00 p.m.	Do you see having some incentives to encourage those of us participating in net metering encouraging us to invest in some sort of storage for our rooftop solar? Thanks	Net metering allows solar customers to receive kilowatt-hour credits for excess energy sent to the grid, typically generated during long Pacific Northwest summer days when solar production is high and usage is lower. PSE offers incentives for residential customers to enroll batteries in a demand response program known as Flex Batteries. You can see more here at: PSE Flex Batteries .
17	11/18/25 12:00 p.m.	How does PSE interact/sync with Seattle City Light? We get gas from PSE and electric from Seattle. PSE has great initiatives, but the Seattle programs seemed to be mired in City politics.	In some areas, we provide gas service only, while another utility provides electric service. We coordinate with Seattle City Light on a variety of issues, including planning and other issues that affect both utilities.
18	11/18/25 12:00 p.m.	What steps are being taken for energy storage, such as batteries or pumped hydro, so that we stop using intermittent as a problem with wind and solar? slide 20, all that new capacity is just to address EVs? Truly?	PSE is researching various energy storage options as part of the Integrated System Plan process.
19	11/18/25 12:00 p.m.	Why cant the Flex rewards get applied to your PSE bill rather than gift cards?	While currently rewards are given in the form of a gift card, we are changing the format to a bill credit in 2026. See more here: PSE Flex Rewards .
20	11/18/25 12:00 p.m.	Would you consider program to give free smart devices to turn off demand at home if you participate in FLEX and meet income criteria?	Customers can sign up for PSE Flex Smart, which uses smart technology to smooth out the demand for energy when it's at its highest: PSE Flex Smart . Visit the PSE Marketplace to buy a smart thermostat approved for PSE Flex and receive up to a \$75 discount instantly, plus incentives for enrolling in Flex Smart.
21	11/18/25 12:00 p.m.	Many households have a thermal battery (water heater). Is PSE offering an incentive for customers to switch from gas to an electric tank with CT-2045 or other control interface?	PSE currently offers thermal storage programs exclusively through our Flex Water Heater program. Customers can participate if they have a water heater with a CTA 2045 port, newer hybrid water heaters, or electric resistance water heaters with Wi-Fi connectivity. While there may be future

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			developments, water heaters are currently the only thermal storage option available for load flexibility programs at PSE. Read more at PSE Commercial Heat Pump Water Heater Rebate .
22	11/18/25 12:00 p.m.	How much can your average customer save by signing up for your Flex programs?	Average savings can vary quite widely depending on the program(s) someone is enrolled in, the footprint of the home, and the type of efficiency measures installed in the home (e.g., weatherization). Generally speaking, there is a direct relationship between higher efficiency homes and earning/saving potential, which is why we always encourage people to learn more about PSE's Energy Efficiency rebate offerings to maximize long-and-short term savings.
23	11/18/25 12:00 p.m.	How can I share this program [Flex], easily, with friends and neighbors?	For flex programs you can share this with your friends and neighbors: PSE PSE Flex .
24	11/18/25 12:00 p.m.	Washington is installing lots of minisplit heatpumps, how can that be incorporated into FLEX. Most minisplits are remote or IR controlled.	This is an area of active development for us. The challenge we face is that many major minisplit manufacturers have only recently begun incorporating the physical infrastructure necessary to receive demand response program signals into their units. We are currently conducting comprehensive evaluations to determine the most effective approaches for integrating both the newer generation minisplits with built-in connectivity capabilities and legacy units that require proprietary control systems.
25	11/18/25 12:00 p.m.	What % of the industrial/commercial customers participate in flex events and how much of that 3M goes to them vs. residential customers?	Industrial/commercial customers make up approximately 12%, or 12.8 MW of Flex participation. Participation incentives are spent proportionally to the different rate classes.
26	11/18/25 12:00 p.m.	I am confused on the rewards and how the \$ is received.	You can check out more about the Flex program specifics at: PSE PSE Flex . You can see more about the rewards here as well at: PSE Flex Rewards .
27	11/18/25 12:00 p.m.	If one makes an expensive commitment for batteries, how many years are the incentives guaranteed for? How is the "up to \$500 per year" calculated?	PSE has a straightforward \$/kWh rate that is calculated via telemetry from the battery. The more kWh your battery is able to provide the more you will earn!
28	11/18/25 12:00 p.m.	Can customers on net metering participate in ToU program?	PSE launched a Time-of-Use (TOU) pilot program in 2023. See more here: PSE Time of Use . However, customers enrolled in net metering were not able to simultaneously participate in the TOU pilot. PSE is working on solutions to enable co-participation in TOU and Net Metering as we move to full scale deployment.
29	11/18/25 12:00 p.m.	I'm just curious - how do you incentivize people who are wealthy enough to ignore all this, who	It's not an easy question to answer. Part of the answer is offering a variety of ways for all customers to participate.

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		basically have no financial incentive to participate or be altruistic?	
30	11/18/25 12:00 p.m.	Do you expect the TOU rate pilot results (in terms of customer results and satisfaction) may be skewed since the voluntary opt-in customers were likely already more energy savvy and more able to make changes to energy use habits?	A representative sample of roughly 175k random residential customers were invited to participate in the pilot. The TOU pilot was designed to be a randomized control trial, and the treatment group (pilot participants) were compared against similar non-pilot customers.
31	11/18/25 12:00 p.m.	How do you keep a hacker from playing with my thermostat?	PSE takes cyber security extremely seriously, and as such, has rigorously high standards for technology implementations that touch customers' homes. The most likely point of incursion from a bad actor is through wi-fi endpoints in the home. We recommend maintaining best practices for at home wi-fi security to prevent any unwanted incursions.
32	11/18/25 12:00 p.m.	Will we have access to view the entire call recording?	Both meetings are recorded and available on our website: Public Webinar November 18, 2025 .
33	11/18/25 12:00 p.m.	I currently have a small solar system although I have never produced enough to "go off the grid." My question is if I can produce more solar energy without more panels. I don't have room for more panels.	Without specifics, it's hard to say if output can be increased. One option is enrolling in PSE's Community Solar program , which lets you gain additional solar benefits without installing panels at home.
34	11/18/25 12:00 p.m.	How can those of us in apartments, who don't have much control over how we're getting power or how it's managed, make any significant changes?	PSE offers Community Solar which allows renters to enroll in shares from regional solar projects. PSE also offers multi-tenant solar programs . Property owners can install solar and share financial benefits directly on tenants' bills.
35	11/18/25 12:00 p.m.	I'm electrifying. Is PSE on track to do its part for us to meet the CCA requirements?	Yes. PSE is evaluating potential decarbonization plans in alignment with Climate Commitment Act (CCA) requirements as part of the Integrated System Plan (ISP).
36	11/18/25 12:00 p.m.	Utilities in WA State are not required to support private community solar installations by crediting the community solar subscribers' bills for the energy they generate. Will PSE support legislation to require WA State utilities to do this?	PSE's Community Solar program is open to PSE electric customers, including renters, homeowners and businesses, who receive their own bill. Participants receive on bill credits for their share of the output from their selected project: Community Solar program .
37	11/18/25 12:00 p.m.	If you have solar, does Flex really make sense?	Yes. Solar production often doesn't align with peak demand (e.g., evenings in winter). Flex helps manage demand during those times when solar isn't producing.
38	11/18/25 12:00 p.m.	How much of Flex benefit comes from residential vs. industry?	Residential currently makes up a slightly larger share than commercial, but PSE is working toward a balanced portfolio.

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39	11/18/25 5:00 p.m.	Does the rate change daily based on the time of day you use electricity?	<p>Under Time-of-Use (TOU) pilot rates, pricing varies by peak and off-peak periods (e.g., 5-8 p.m. evenings, 7-10 a.m. winter mornings). Rates do not change daily but follow set time blocks. Times typically last between 2-4 hours each and will never take place on holidays (see list below). Winter events can occur from Nov. 1 to March 31 and summer events can occur from May 1 to Sept. 30.</p> <p>Holidays:</p> <ul style="list-style-type: none"> • New Years • Memorial Day • Independence Day • Labor Day • Thanksgiving • Christmas
40	11/18/25 5:00 p.m.	Does that mean you will raise rates to cover that \$4 million rebate?	The current rates already cover existing program costs, which include incentives.
41	11/18/25 5:00 p.m.	Is PSE going to make TOU the norm for all customers rather than an opt-in system?	Not at this time. PSE plans to propose expanded optional residential TOU rates in its next General Rate Case in 2026. If approved, broader availability is expected by early 2027.
42	11/18/25 5:00 p.m.	I think the Flex event process is pretty smooth. My only question is how to redeem my rewards.	Rewards are redeemed via gift cards within 4-6 weeks. Enrollment rewards are sent after validation; seasonal rewards after each season (April and October). Contact Flex@pse.com if you haven't received yours or visit the PSE Flex Rewards page to learn more.
43	11/18/25 5:00 p.m.	Is PSE open to working with private community solar installers to include credits on community solar subscribers' bills for the energy produced?	PSE works with private developers on multifamily properties and passes financial benefits directly to customer bills.
44	11/18/25 5:00 p.m.	What is the difference between slide 32 and net metering?	Slide 32 shows the general framework for customer-owned solar generation, including both Solar Energy Credit and Net metering. Net metering provides kilowatt-hour credits, while other programs (e.g., Solar Energy Credit) provide monetary credits at a set rate.
45	11/18/25 5:00 p.m.	Are there any programs for single homes on SS (likely social security)?	Yes. PSE offers various programs. Customers can contact Energy Advisors for tailored recommendations: Ask an Energy Advisor .
46	11/18/25 5:00 p.m.	There is some community resistance and pushes to get county governments to prohibit BESS (Battery Energy Storage Systems) due to safety concerns based on old information. Does PSE	Yes. PSE is actively engaging elected officials and county agencies, sharing safety information and hosting site visits to existing projects.

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		have any community education resources to help counter this?	
47	11/18/25 5:00 p.m.	How can an EV owner ensure they have power in their car when they need it if PSE is drawing power from their batteries?	PSE sets minimum state-of-charge thresholds (e.g., 30%) to ensure customers retain enough power for driving needs.

Other participant feedback

During the webinars PSE engaged participants in “waterfall” activities by asking questions and having participants type their responses into the chat feature. Below are the questions and a thematic summary of responses provided by participants.

- 1.) Have you taken part in any of PSE's renewable energy programs for your home? If so, please type any that apply into the chat — for example: Green Power, Solar Choice, Community Solar, or Net Metering.
 - a. **High participation in Flex programs** (Flex, Flex Events, Flex Rewards, Flex Corps), with many expressing positive experiences and frequent engagement.
 - b. **Strong presence of rooftop solar and net metering users**, showing many participants are already generating their own renewable energy at home.
 - c. **Continued interest in subscription-based renewable programs**, such as Green Power, Community Solar, Solar Choice, along with a few mentions of rebates and incentives.
- 2.) Do you remember seeing any PSE communications about the Flex Program? If yes, feel free to share what stood out to you or what you liked most.
 - a. **Mixed recall of Flex communications**, with some participants clearly remembering emails or mailings while others reported not seeing them or not recalling how they learned about the program
 - b. **Positive experiences with Flex messaging**, including appreciation for event reminder emails, heads-up about the Flex season, smooth participation, and earning rewards or bill credits.
 - c. **Interest paired with barriers or confusion**, such as uncertainty about EV eligibility, redeeming rewards, or choosing not to engage deeply due to already low usage from solar/efficiency.
- 3.) As we think about future planning of customer programs, are we missing anything that you think we should be considering? Maybe you have experience with another utility or region - if so, please share your ideas in the chat.

- a. **Support for renters and multi-unit buildings**, including programs for apartment dwellers whose landlords won't engage and interest in multi-tenant participation options.
- b. **More transparent, conservation-driving rate design and billing tools**, such as tiered rates for heavy users, clearer bill breakdowns, and detailed day/hour usage data to help customers manage consumption.
- c. **Need for stronger affordability measures**, including incentives or assistance to help households manage high winter bills.