



APPROVED 2-25-15

MINUTES  
City of Tacoma  
Public Utility Board Study Session  
February 11, 2015  
3:00 p.m.

Mr. Flint called the Public Utility Board study session to order at 3:00 p.m. at the Public Utilities Administration Building.

Present: Woody Jones, Dave Nelson, Mark Patterson, Bryan Flint, Monique Trudnowski (arrived 3:10)

**Customer Solutions: Low-Income Assistance Programs Overview**

Francine Artis, Customer Solutions Manager, stated Customer Solutions was formed in 2007 to establish a centralized area to serve and educate customers who need extra assistance to manage their utility bill. The average number of walk-in customers is 491 per month. Ms. Artis detailed Customer Service demographic profiles and community partners. The eligibility criteria for discount rates, Family Need, Power Aid, and Water and Environmental Services assistance programs were detailed. Program income guidelines, examples of available assistance, and pledges from community resources were outlined. Customer feedback and success stories were shared. Ms. Artis concluded by sharing program goals for 2015 and 2016.

**Community and Media Services: Community Connection/Social Responsibility Programs Overview**

Chris Gleason, Community and Media Service Manager, outlined goals, requirements, and the review/decision process to receive funding from the TPU sponsorship program. The legal requirements that govern sponsorships were summarized. Sponsorship funding history and organizations funded in 2014 were shared. Erika Tucci, Community Relations Officer, stated that the mission of Community Connection is TPU's employee-led giving and volunteer program. The Community Connection requirements, guiding principles, program results, giving history were detailed.

**Tacoma Power and Water: Rates Adjustment**

Bill Berry, Power Rates, Planning, and Analysis Manager outlined the public outreach to policymakers, stakeholders, and customers. Mr. Berry then reported that rate negotiations with Joint Base Lewis McChord (JBLM) are complete. The cost of service (COSA) results, proposed fixed charge increase, and customer charge were reviewed. The monthly electric

bill comparison with peer utilities was shared. A graphical representation of the rate adjustment's impact on typical residential bills was shared. Kyle Smith, Attorney for JBLM, made positive comments about the rate negotiation process.

Sean Senescall, Water Rates and Financial Planning Manager, reviewed COSA results. The fixed charged comparison and average bill comparison were shared. A graphical representation of the rate adjustment's impact on typical residential bills was shared.

**Miscellaneous**

Todd Lloyd, Assistant Power Manager, provided an update on the low snow pack and the effects on hydropower. Linda McCrea, Water Superintendent presented the same information from the water supply perspective.

**Executive Session**

Mr. Flint moved to convene an executive session at 5:34 p.m. for fifteen minutes for the purpose of discussing litigation per RCW 42.30.110(1)(i); seconded by Mr. Patterson. Attorneys present were Bill Fosbre and Joseph Sloan. The executive session was adjourned at 5:49 p.m.

**Adjournment**

The study session was adjourned 5:49 at pm until the next regularly scheduled study session on Wednesday, February 25, 2015 at 3:00 p.m.

Approved:

Approved:

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Woodrow E. Jones, Jr., Chair

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Mark Patterson, Secretary