OUR MISSION
Tacoma Public Utilities provides services that are vital to our quality of life.
Power • Water • Rail • Click!

1,378 EMPLOYEES

NOTEWORTHY
• TPU volunteer program wins first employer-based Governor’s Volunteer Service Award

REVENUE & BUDGET
2016 operating revenue
• $542.2 MILLION
2015-2016 budget
• $1.2 BILLION

LEADERSHIP
We are governed by a five-member utility board, the members of which appoint the Director of Utilities. Board members serve five-year terms.

BOARD
Mark Patterson, chair | Monique Trudnowski, vice-chair
Woodrow Jones, secretary | Bryan Flint | Karen Larkin

MANAGEMENT
Bill Gaines • Director of Utilities / CEO
Chris Robinson • Tacoma Power Superintendent
Dale King • Tacoma Rail Superintendent
Steve Hatcher • Customer Services Manager
Jim Sant • Deputy Director for Administration

SERVING OUR COMMUNITY
TPU HELPED 3,561 HOUSEHOLDS PAY THEIR UTILITY BILLS WITH $659,804 IN ASSISTANCE
In addition, TPU gave qualifying seniors and adults receiving disability benefits more than $2.1 million in discounted utility bills.

COMMUNITY CONNECTION
EMPLOYEES VOLUNTEERED 2,148 HOURS WITH LOCAL NONPROFIT ORGANIZATIONS AND GAVE MORE THAN $321,600 IN CASH, PRODUCTS, AND VOLUNTEER TIME

Information based on 2016 data.
Community engagement, emergency preparedness and improved planning were the themes of 2016 for Tacoma Water. The utility continued to make progress on its strategic plan, ensuring that work is prioritized and adequately resourced, that actions are planned, progress is measured, and issues are resolved.

**RATES**

We are proud to say that our rates are among the lowest in the region.

**Value of our fixed assets**

$879.5 MILLION

**Total operating revenue**

$92.8 MILLION

**BOND RATINGS**

Moody’s: Aa2

Standard & Poor’s: AA

**TAXES WE PAY**

Tacoma Gross Earnings: $6.8 MILLION

Federal (Social Security): $1.5 MILLION

State: $4.6 MILLION

Other cities’ and counties’ fees: $653,192

**Taxes as a percent of total revenue**

15.4%

**MAIN SERVICE AREA**

1,376 MILES OF WATER MAINS

1,235 DISTRIBUTION & 141 TRANSMISSION

**AVERAGE HOUSEHOLD USE**

Daily .......... Annually

2015: 195 .......... 71,239

2014: 186 .......... 67,923

2013: 182 .......... 66,705

2012: 186 .......... 67,914

**AVG COST PER HOUSEHOLD**

$36/month

$432/year

**NOTEWORTHY**

- Tacoma Water won a Platinum Award for Utility Excellence from the Association of Metropolitan Water Agencies, which includes the largest publicly owned drinking water systems in the country.

- The Green River Filtration Facility completed its first full year of operation.
Tacoma Power completed a new comprehensive strategic plan in 2016. The development of the plan incorporated an analysis of challenges and opportunities the utility faces, as well as feedback from customers, employees and key stakeholders. The plan will help the utility put a laser focus on a series of priority strategic objectives related to employees, customers, finances and environmental stewardship.

**LINES & SERVICE AREA**

180 square miles of service area

2,365 MILES OF POWER LINES
2,014 DISTRIBUTION & 351 TRANSMISSION

About the distance from Tacoma to Dayton, OH

**GENERATION** in megawatt-hours produced per year

MOSSYROCK 1,203,631
MAYFIELD 785,507
LAGRANDE 318,886

CUSHMAN 2 322,300
ALDER 251,585
CUSHMAN 1 185,318
WYNOOCHEE 47,209
HOOD STREET 2,942

**SUBSTATIONS**

5 main/transmission substations
5 switching stations
49 distribution substations
12 dedicated distribution substations
23 BPA customer substations
8 generation switchyards

2,365 MILES OF POWER LINES
2,014 DISTRIBUTION & 351 TRANSMISSION

About the distance from Tacoma to Dayton, OH

**CUSTOMERS**

175,870 total customers
157,540 TACOMA CITY LIMITS

381,000 total people served, approximately

**RESIDENTIAL**

53% INSIDE
47% OUTSIDE

**COMMERCIAL/INDUSTRIAL**

18,330

**AVERAGE HOUSEHOLD USE**

31.4 kWh PER DAY
11,494 kWh PER YEAR

**CONSERVATION**

The utility relies on conservation, as opposed to other, more expensive power sources.

**SAVED**

45.8 MILLION kWh
13.2 residential
32.6 commercial

**INVESTED**

$19.1 MILLION
$9.4 million PAID BY TACOMA POWER
$9.7 million PAID BY CUSTOMERS

**ENVIRONMENT**

**WHAT WE DID TO PROTECT LAND AND WATER**

- Created 100 habitat trees for cavity-nesting birds at Cushman
- Provided 60 wood duck nesting boxes on Nisqually and Cushman wildlife lands
- Provided 17 bat roosting boxes on Nisqually and Cushman wildlife lands
- Observed osprey activity at two of three of the nesting platforms at Cushman
- Thinned 111 acres of dense forest on Cushman wildlife lands and 362 acres on Cowlitz wildlife lands

**RATES**

We are proud to say that our rates are among the lowest in the region.

Seattle City Light
$91 month
$1,092 year

Snohomish PUD
$93 month
$1,116 year

Puget Sound Energy
$98 month
$1,176 year

**FINANCIAL**

As a result of careful financial, ratemaking and risk management processes, our bond ratings are stable, which helps Tacoma Power borrow money at low interest rates. That helps keep rates low.

Taxes we pay
Tacoma Gross Earnings
$30.5 MILLION
Federal (Social Security)
$6.8 MILLION
State
$16.9 MILLION
Other cities’ and counties’ fees
$6.7 MILLION
Taxes as a percent of operating revenue
14.5%

**TAXES WE PAY**

**BASED ON TYPICAL HOME WITHOUT ELECTRIC HEAT**

**HYDROELECTRIC POWER** 90%
OTHER 10%

**NOTEWORTHY**

- Won National Hydropower Association award recognizing innovative Lake Cushman floating juvenile fish collector
- Built and sold out the utility's first community solar project, consisting of four, 75-kilowatt solar arrays on its warehouse roof; customers who bought solar units receive an annual Washington state solar production incentive payment, as well as payment for the electricity produced from the project
- Two employees who created Tacoma Power’s video chat inspection program earned the Leadership in Energy Efficiency Award for Innovation from the Northwest Energy Efficiency Alliance

**KWH = kilowatt-hour**

**831 EMPLOYEES**

8.6 PER kWh
Click! Network, part of Tacoma Power, is one of the largest municipally owned telecommunications systems in the country. Launched in 1998, Click! brought Tacoma and the surrounding area competition in the cable television market.

SERVICE AREA

1,427 MILES OF FIBER-OPTIC & COAXIAL CABLE

About the distance from Tacoma to Pueblo, CO

17,468 CABLE TV CUSTOMERS

23,352 HIGH-SPEED INTERNET CUSTOMERS

CABLE CHANNELS

235 VIDEO

143 HIGH DEFINITION

64 AUDIO

INTERNET SERVICE PROVIDERS

2 HIGH-SPEED INTERNET

- Rainier Connect
- Advanced Stream

SERVICE AREA

140 MILES OF TRACK

About the distance from Tacoma to Portland, OR

FINANCIAL

Value of our fixed assets

$28.2 MILLION

Total operating revenue

$30.8 MILLION

TAXES WE PAY

Tacoma Gross Earnings

$2.6 MILLION

Federal (Railroad retirement & Unemployment)

$2.1 MILLION

State

$844,984

Taxes as a percent of total revenue

18.07%

NOTEWORTHY

- Repowered a 1956 locomotive that has been in Tacoma Rail’s fleet since 1998

One of the busiest short-line railroads in the country

IN TERMS OF VOLUME AND FREIGHT

113 EMPLOYEES

16 DIESEL LOCOMOTIVES

It was a year of growth for Tacoma Rail, with 8% more intermodal and 10% more commercial traffic than 2015. The utility also continued to meet its primary goal of providing efficient, cost-effective rail service.