TACOMA PUBLIC UTILITIES

2019 QUICK FACTS

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

NOTEWORTHY
Our employees volunteered 509 hours at the Emergency Food Network – more than any other volunteer group – earning its top honor, the Silver Spoon Award.

REVENUE & BUDGET
2017 operating revenue
$590.4 MILLION
2017-2018 budget
$1.2 BILLION

SERVING OUR COMMUNITY
TPU HELPED 1,093 HOUSEHOLDS PAY THEIR UTILITY BILLS WITH $194,339 IN ASSISTANCE

In addition, TPU gave qualifying seniors and adults receiving disability benefits more than $2.97 million in discounted utility bills.

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
Woodrow Jones • Chair
Karen Larkin • Vice-Chair
Bryan Flint • Secretary
Mark Patterson
Christine Cooley

MANAGEMENT
Jackie Flowers • Director of Utilities / CEO
Chris Robinson • Tacoma Power Superintendent
Scott Dewhirst • Tacoma Water Superintendent
Dale King • Tacoma Rail Superintendent
Steve Hatcher • Customer Services Manager
Jim Sant • Deputy Director for Administration

COMMUNITY CONNECTION
EMPLOYEES VOLUNTEERED 1,828 HOURS
With local nonprofit organizations and...

...GAVE MORE THAN $381,195 in cash, products, and volunteer time

Information based on 2018 data.
Our 2018 strategic themes were community understanding and support, workforce development, operational innovation and operational optimization to achieve our mission to provide clean, reliable water. We identified safety as a core value and put focus on improving our safety culture. Workforce Connect and the Advanced Meters project, two large multi-year efforts to improve how we work and serve our customers, were underway in 2018.

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

Value of our fixed assets $871.0 MILLION
Total operating revenue $101.9 MILLION

BOND RATINGS
Moody’s Aa2
Standard & Poor’s AA

TAXES WE PAY
Tacoma Gross Earnings $7.7 MILLION
Federal (Social Security) $1.6 MILLION
State $5.4 MILLION
Other cities’ and counties’ fees $660,095
Taxes as a percent of total revenue 15.8%

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

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NOTEWORTHY
• The Green River Filtration Facility was awarded a Bronze Certificate of Achievement under the Department of Health Treatment Optimization Program for three years of outstanding performance.
• Voluntary testing for manmade perfluorinated chemicals known as PFAS was conducted at individual groundwater wells and the Green River.

ENVIRONMENT
WHAT WE DID TO PROTECT LAND AND WATER
• Re-routed and restored 478-feet of the Deep Creek stream channel in King County to protect a major water transmission pipeline. Restoration included developing a new stream channel, removing human debris and non-native vegetation, re-establishing a natural floodplain, placing log jams and large wood for habitat development, and installing native vegetation. The project will improve spawning habitat for kokanee salmon and native trout.

• Completed an approximately 70-mile habitat monitoring project survey in the Upper Green River Watershed that totaled 180 acres of aquatic habitat.
• Finished the Deep Creek Pipeline Protection Project that both protected Pipeline 1 from further erosion and enhanced in-stream habitat conditions.
• Captured 34 chinook salmon, 60 coho salmon, and nine steelhead trout at the Green River Trap and Sort Facility.

Mains & Service Area
1,399 MILES OF WATER MAINS
1,257 DISTRIBUTION & 142 TRANSMISSION

Supply in million gallons per day
95% GREEN RIVER UP TO 150 MGD
5% LOCAL WELLS 48 mgd

Storage
Mcmillin Reservoir 67.6 MILLION GALLONS
73.1 MILLION GALLONS
18 OTHER RESERVOIRS AND STANDPIPES

Customers 103,116 total customers
Residents 95,893

Commercial/Industrial 7,223

Average household use

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<th>Daily</th>
<th>Annually</th>
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<tbody>
<tr>
<td>2017</td>
<td>169</td>
<td>61,685</td>
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<tr>
<td>2016</td>
<td>189</td>
<td>69,056</td>
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<tr>
<td>2015</td>
<td>195</td>
<td>71,239</td>
</tr>
<tr>
<td>2014</td>
<td>186</td>
<td>67,923</td>
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<tr>
<td>2013</td>
<td>182</td>
<td>66,705</td>
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Total gallons used in 2018 6,253,044,380
Tacoma Power delivered on its strategic initiatives to care for the environment, improve safety at work, leverage data and pursue organizational improvements that sustain affordability for our customers.

**LINES & SERVICE AREA**

180 square miles of service area

2,374 MILES OF POWER LINES

2,027 DISTRIBUTION & 352 TRANSMISSION

About the distance from Tacoma to Dayton, OH

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

MOSSYROCK 1,267,162

MAYFIELD 872,118

LAGRANDE 395,263

**SUBSTATIONS**

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<th>Type</th>
<th>Quantity</th>
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<tr>
<td>main/transmission substations</td>
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<tr>
<td>switching stations</td>
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<td>distribution substations</td>
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<td>dedicated distribution substations</td>
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<tr>
<td>BPA customer substations</td>
<td>23</td>
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<td>generation switchyards</td>
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**CUSTOMERS**

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
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<tr>
<td>Residential</td>
<td>178,272</td>
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<tr>
<td>Commercial/Industrial</td>
<td>19,298</td>
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</table>

411,000 total people served, approximately

**TACOMA CITY LIMITS**

54% INSIDE

46% OUTSIDE

**AVG. HOUSEHOLD USE**

Daily .......Annually

2017 33.5 ...........12,242

2016 31 ..............11,494

2015 31 ..............11,315

2014 33 ..............12,029

2013 34 ..............12,490

**CONSERVATION**

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

**SAVED**

73.6 kWh total

16.9 residential

56.7 commercial

**INVESTED**

$15 MILLION

$8.8 million PAID BY TACOMA POWER

$5.2 million PAID BY CUSTOMERS

**ENVIRONMENT**

WHAT WE DID TO PROTECT LAND AND

- Thinned 588 acres of dense forest on Cowlitz wildlife lands
- Provided and maintained 60 wood duck nest boxes on Nisqually and Cushman wildlife lands
- Provided 17 bat boxes on Nisqually and Cushman wildlife lands
- Maintained and monitored 75 acres of elk forage fields on the Cushman wildlife lands
- Maintained and monitored 100 acres of elk forage fields on the Nisqually wildlife lands

**RATES**

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

- **Tacoma Power**
  - $93 month
  - $1,112 year

- **Snohomish PUD**
  - $100 month
  - $1,197 year

- **Seattle City Light**
  - $105 month
  - $1,261 year

- **Puget Sound Energy**
  - $107 month
  - $1,286 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.

Value of our fixed assets:

$1.068 BILLION

Total operating revenue:

$455.3 MILLION

**BOND RATINGS**

- Fitch AA-
- Moody’s Aa3
- Standard & Poor’s AA

**TAXES WE PAY**

Tacoma Gross Earnings:

$34.4 MILLION

Federal (Social Security):

$7.3 MILLION

State:

$18.7 MILLION

Other cities’ and counties’ fees:

$7.0 MILLION

Taxes as a percent of operating revenue:

14.8%

**NOTEWORTHY**

- Governor Jay Inslee joined Nancy LeMay of LeMay - America’s Car Museum in cutting the ribbon for the museum’s new electric vehicle Fast Charging station, the first of six charging sites slated to open along Washington State’s Interstate 5 corridor, and one of fifteen sites selected as part of Washington’s 2017-2019 Electric Vehicle Infrastructure Pilot Program.
- As part of the Environmental Action Plan (EAP) efforts, Tacoma Power committed to a 15% reduction in fossil fuel use on traditional vehicles as well as having 3% of the fleet vehicles purchased be electric vehicles (EVs).
- Collaborated with our City partners to launch the Shade Tree Discount program in support of the City’s efforts to increase tree canopy cover by 10% by 2030.
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.

Tacoma Rail’s line-haul traffic was up by nearly 24,000 units in 2018 over 2017 with an increase in both intermodal platforms and unit train railcars. The Northwest Seaport Alliance experienced volatility in international intermodal trade leading to large monthly volume swings throughout 2018. Tacoma Rail’s agreement with the Union Pacific to assemble 10,000-foot intermodal trains continued to be a significant success by handling over 29,000 domestic intermodal platforms.

- **SERVICE AREA**
- **CUSTOMERS**
  - CABLE TV: 14,680
  - HIGH-SPEED INTERNET: 21,825

- **SERVICE AREA**
- **CUSTOMERS**
  - 140 MILES OF TRACK
  - About the distance from Tacoma to Portland, OR

- **CABLE CHANNELS**
  - 233 VIDEO
  - 143 HIGH DEFINITION
  - 64 AUDIO

- **CARS SWITCHED**
- **FINANCIAL**
  - Value of our fixed assets: $21.6 MILLION
  - Total operating revenue: $33.2 MILLION

- **TAXES WE PAY**
  - Tacoma Gross Earnings: $2.8 MILLION
  - Federal (Railroad retirement & Unemployment): $2.2 MILLION
  - State: $990,317
  - Taxes as a percent of total revenue: 17.96%

- **NOTEWORTHY**
  - Mainline locomotive servicing revenues continued to increase in 2017 due to both the Union Pacific and BNSF’s utilization of the service.
  - Intermodal line-haul railcars increased 8.7% over the prior year.

- **ONE OF THE BUSIEST SHORT-LINE RAILROADS IN THE COUNTRY**
  - IN TERMS OF VOLUME AND FREIGHT

- **108,719**
Our Service Area