



Winter 2022

UTILITIES & YOU

Stuck on U*...

Water rate adjustment in effect Jan. 1

New water rates went into effect on Jan. 1. You will see a \$0.82 average monthly increase on your utility bills if you live within the City of Tacoma and \$0.99 if you live in our surrounding service area. As a not-for-profit utility our customers own, you entrust us to ensure you get the most value and quality services you expect. Your water rates cover the cost of providing you with safe, reliable water, maintaining utility infrastructure, protecting natural resources near our facilities, and investing in system improvements that make your services better.

Rate adjustments help cover the cost of operating the utility and caring for its assets, make up for revenue shortfalls, and provide increases in payment assistance to customers in need during the pandemic.

Visit [MyTPU.org/Rates](https://www.mytpu.org/Rates) for more information. U*

Make a plan to pay off past due utility bill balances

Tacoma Public Utilities is continuing its moratorium on disconnection past Washington state's end date, providing our customers with additional time to take care of past due balances before disconnections resume.

Don't wait to take care of your past due utility bill balances. Tens of millions of dollars are available through several relief funds, but you must apply for them while they last.

When disconnections resume, we will place all past due balances accumulated during the pandemic on an automatic installment plan. You must stay current on your installments and new balances to prevent disconnection.

If you are behind on payments, plan now to pay down your balance and reduce the monthly amount you owe on your installment plan.

To learn more about your options to reduce utility bill balances and prevent disconnection, visit our Covid resources page. [MyTPU.org/COVID19](https://www.mytpu.org/COVID19). U*

A new MyAccount experience coming soon

If you use MyAccount to manage your utility bills, you'll soon notice an upgrade to the site that includes a new look and feel, enhancements, and many new features. We know change can be difficult, but rest assured that your account information and payment and billing preferences will remain the same unless you update them. Now is a good time to log in and verify that your contact information and preferences are up-to-date.

As the upgrade approaches, we'll provide information at [MyTPU.org/MyAccount](https://www.mytpu.org/MyAccount) so you can prepare. Once the upgrade is complete, you'll log in using your existing user ID/account number and password, and the system will prompt you to update your password to meet the new security requirements.

Don't use MyAccount? You can enroll at any time and take advantage of the helpful tools and features like AutoPay and paperless billing. If you have an Advanced Meter, you can also access detailed power and or water use data.

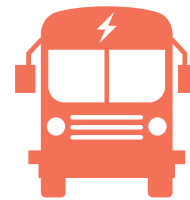
View information, login, or enroll at [MyTPU.org/MyAccount](https://www.mytpu.org/MyAccount). U*



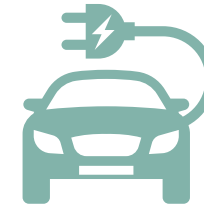
Tacoma Power works to kick carbon to the curb through pioneering projects

We are building a clean energy future by using our clean, renewable hydroelectric energy in innovative ways that are better for you, the economy, and our environment.

Some of these ways are included in Strategic Directive (SD) 11: Decarbonization/Electric Vehicles. SD11 is one of 14 Tacoma Public Utility Board SDs that guide our efforts to stay accountable to you. We:



Partner with schools on electric buses that support healthier air for kids.



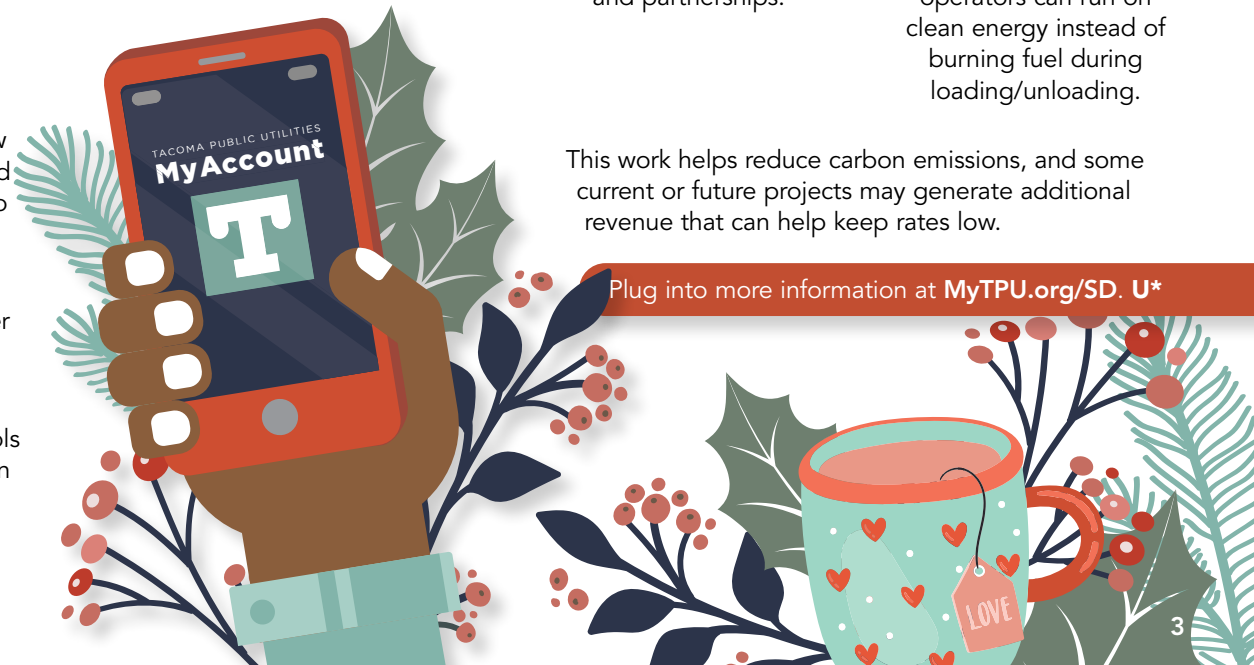
Are increasing access to EV charging locations in Tacoma through incentives and partnerships.



Helped the Port of Tacoma with their electric charging infrastructure; now ship operators can run on clean energy instead of burning fuel during loading/unloading.

This work helps reduce carbon emissions, and some current or future projects may generate additional revenue that can help keep rates low.

Plug into more information at [MyTPU.org/SD](https://www.mytpu.org/SD). U*



4 ways to protect your pipes from freezing

As temperatures drop, chances increase that the pipes in your home can freeze and burst. You will lower that risk by winterizing your plumbing now.

1.

Protect outside spigots by draining faucets and disconnecting hoses from hose bibs.

2.

Wrap exposed pipes, valves, and hose bibs with insulation sleeves or foam pipe insulation.

3.

Turn off your irrigation system and other water fixtures.

4.

Locate your emergency shut-off valve and know how to turn off your water supply.

Don't be caught off guard – frozen water pipes are not only inconvenient but can also be costly.

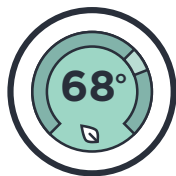
For more tips, visit MyTPU.org/ProtectPipes.

If you have a water emergency, call 253-502-8384. U*

Control your temp the smart way



Tacoma Power has some life hacks to help you save money and energy. Called **Power Moves**, these nuggets are sure to help you upgrade your home, raise its value, and increase your comfort with ease and affordability.



Get started with **POWER MOVE #23**

Getting \$50 back on your new smart thermostat.

Heating and cooling are a big part of your utility bill. A smart thermostat makes it easy to save. It can automatically adjust the temperature based on patterns or when people are home, and you can control it remotely. That way, you never waste energy.

We'll help with the cost, too. Get a \$50 rebate when you buy and install any qualifying smart thermostat.

Learn more at MyTPU.org/PowerMoves. U*

Earn \$80 by helping accelerate the use of clean energy

Smart water heater controllers provide hot water when you need it and learn to save energy when you don't. Participate in our two-year smart water heater controller study to help regional utilities learn whether the controllers can shift energy use to allow more wind and solar power into the regional power supply. You must:



Own your home.



Have a standard electric water heater.



Fill out an application.



Take brief surveys during the study.

A professional will safely install the smart controller on your water heater for free at your convenience. **You'll receive \$40 after the install and \$40 at the end of the study.**

Learn more and sign up at MyTPU.org/SmartWaterHeater. U*

Everyone wins with home improvements



When you improve your home with a better heating and cooling system, water heater, insulation, or windows, everyone wins – homeowners, utilities, local contractors, and the environment. Knowing this, we provide loans, rebates, and discounts at local stores for energy-efficient home improvements.



Homeowners win:

You'll see immediate financial savings – as much as a 30% reduction in electricity costs.



Utilities win:

When you conserve energy, it helps us meet our community's energy needs without building or acquiring costly additional power supplies.



Contractors win:

Your home improvement projects support over 60 local businesses – our vetted contractors specialize in helping you find the best products and utility incentives for your home.



The Environment wins:

The electricity you use comes from clean, renewable hydroelectric energy. When you conserve electricity, it ensures enough clean energy is available for our community in the future.

Let's keep this winning streak going. Consider what home improvements you want, and we'll help you pay for them.

Get your incentive and learn how to start your project today at MyTPU.org/Incentives. U*

Advanced meter upgrades deliver immediate benefits

We have completed 25% (74,000) of our community's advanced meter upgrades to date. After we exchange your meter, you will start to receive a monthly bill and can access your detailed power and water use data through a new button online in MyTPU.org/MyAccount.

View the installation map to see completed and scheduled areas at MyTPU.org/AdvancedMeters. U*





EV charging just got easier and more affordable

Whether you're thinking about buying an electric vehicle or own one already, consider taking advantage of one or more of our new offers on the installation of Level 2 charging.

You'll receive a \$400 credit on your utility bill when you buy and install a Level 2 charger or smart splitter or install a 240-volt outlet. You will receive a \$600 maximum credit on your bill when you install more than one of the items mentioned above. Our convenient list of helpful contractors makes them easy to install.

Visit MyTPU.org/EVatHome to learn more. **U***

Go green with \$30 off on trees

Planting trees that provide shade in your yard in the spring will help lower your utility bill, reduce stormwater runoff, improve air quality, and beautify your landscape. If you live in Pierce County you can get a \$30 coupon to buy up to three trees (\$90 maximum) at local participating nurseries now through March 31, 2022. You'll even get planting and tree care tips to guide you.

Our tree coupon partnership with the City of Tacoma and the Puyallup Watershed Initiative will help the City reach its goal to increase the tree canopy in Tacoma 30% by 2030. Join other community members and plant a tree today!

Learn more and request your tree coupon at CityofTacoma.org/TreeCoupon. **U***



Utility employees continue their tradition of giving

Utility employees continued giving back to our community, breaking records in dollars and goods raised last summer. Nothing stopped them, not even a pandemic! Our employees have a long-standing tradition of giving back to the community, but 2021 raised the bar on achievement.

Employees collected 784 books during our annual Book Drive in May for Communities in Schools, totaling \$7,000 worth of books. The Food & Basic Needs Drive brought in nearly \$4,800 for My Sister's Pantry. In July, we collected donations supporting Taste of TPU, totaling just over \$2,200 in support of the TPU Senior Assistance Fund, which helps with one-time donations to seniors struggling to pay their utility bills. In August, the TPU Dam Ride brings adventure-seeking employees together to drive to LaGrande Dam and Mayfield Park (operated by Tacoma Power), complete with a photo scavenger hunt that raised almost \$8,000 for the Senior Assistance Fund. Our HopeSparks School Supply Drive produced nearly \$5,800 in school supplies for local kids. We ended the summer by raising just over \$202,000 during our annual United Way Campaign, supporting many types of services for those most in need in our community. **U***

U* Calendar

All events take place online during the Covid-19 pandemic unless otherwise noted.

JANUARY

12
Public Utility Board meeting | 3 p.m.

17
Martin Luther King Jr. Day | TPU
Offices Closed

26
Public Utility Board meeting | 3 p.m.

FEBRUARY

9
Public Utility Board meeting | 3 p.m.

21
Presidents Day | TPU Offices Closed

23
Public Utility Board meeting | 3 p.m.

MARCH

9
Public Utility Board meeting | 3 p.m.

23
Public Utility Board meeting | 3 p.m.

Find a complete list of events at MyTPU.org/Calendar. **U***

You make the call

Area code (253)

Report a power outage	502-8602
Start or stop service	502-8600
Home weatherization	502-8363
Fishing and recreation	502-8690
Fish and wildlife programs	502-8008
Education programs	502-8224
Power conservation	502-8363
Water conservation	502-8723
Report a water emergency	502-8384

Bill Payment Assistance

(available for limited-income customers)

- **Electric bill assistance**
 - City of Tacoma residents 572-5557
 - Pierce County residents 855-798-4328
- **TPU Utility Bill Assistance** 502-8400

U* readers know the number to call for tree trimming

Congratulations, and thanks to the 364 people who participated in the trivia published in the October issue of *U**.

The number to call and learn more about Tacoma Power's tree trimming and removal services for safety around power lines is 253-502-8729.

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U* Trivia ANSWER AND WIN

Where do you learn more about options to reduce utility bill balances and prevent disconnection after disconnections for non-payment resume?

Be one of 50 randomly chosen people with the correct answer, and we will mail you a free prize. To enter, submit your answer by January 31 either online at MyTPU.org/Trivia or by mail to **U* Trivia, 3628 S. 35th St., Tacoma, WA 98409**. Include your name, phone number, and mailing address. **U***

* City of Tacoma employees and their immediate family members are ineligible to win. One entry per household.



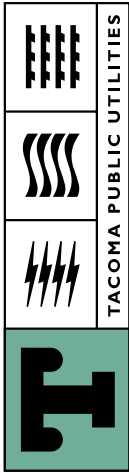
Winter 2022

UTILITIES & YOU

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THE END

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