

Fall 2021

UNITIES & YOU

Fall forward...

## We're upgrading MyAccount with new and improved features

MyAccount, your online payment portal, will soon have a new look and enhanced features that make managing your utility bills and accessing your data easier than ever. The updated modern design provides a friendly experience and easy access on a desktop computer or mobile device. Once you receive your advanced meter upgrade, you can view your weekly, daily, or hourly energy and/or water use data and add data overlays such as the outside temperature.

Your payment and billing information is also as secure as ever. You can sign up for custom email and text message notifications to stay informed of important dates and service details. Watch for additional information and features over the coming months.

If you are already a MyAccount user, you will log in using your existing credentials, and the system will prompt you to reset your password during your first visit. If you don't have an account, you can enroll in minutes and unlock the many features.

Visit [MyTPU.org/MyAccount](https://MyTPU.org/MyAccount) to learn when the new portal will be available. **U\***

## New appointment scheduling tool now available

Our lobby is open and appointments are available. Scheduling an appointment is easy and reduces your wait time. You can schedule appointments up to seven days in advance at [MyTPU.org/Appt](https://MyTPU.org/Appt).

After selecting your date and time, you will receive a code with your confirmation email and a QR code. You can check in at our lobby kiosk up to 10 minutes before your appointment. Simply enter the confirmation email code or scan the QR code at the kiosk. You will receive a text message when the agent is ready to assist you.

[MyTPU.org/Appt](https://MyTPU.org/Appt) **U\***



## Recovering from Covid-19 together

As we prepare to resume our regular billing practices, such as disconnects for nonpayment, we encourage you to take advantage of the many payment resources available.

- Pierce County Human Services and the City of Tacoma have limited utility assistance funding for renters impacted by Covid-19 and behind on their utilities. Apply online at [PierceCountyWA.gov/HousingHelp](https://PierceCountyWA.gov/HousingHelp).
- TPU assistance programs now provide more funding per household, and more households are eligible. To see if you qualify, visit [MyTPU.org/Assistance](https://MyTPU.org/Assistance).
- We offer multiple ways to pay your bill, including online, Pay Box locations, and our lobby is open by appointment. To schedule a time, go to [MyTPU.org/Appt](https://MyTPU.org/Appt).
- Extended payment arrangements are also available by calling Customer Services at **253-502-8600**.

For a full list of resources, visit [MyTPU.org/COVID19](https://MyTPU.org/COVID19). **U\***

## Four ways to prep for power outages

When storm season hits, the potential for power outages increases. A little planning can reduce stress and inconvenience for you and your family. Use these four simple tips to prepare.



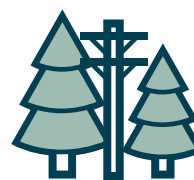
### 1. Sign up for our power outage reporting tool.

You can easily report outages online or sign up to notify us via text message. You can also receive text or email updates about outages. Our outage map displays the cause of an outage, crew status, and estimated restoration time. Visit [MyTPU.org/OutageMap](https://MyTPU.org/OutageMap) for more information and to sign up.



### 2. Get on our list of customers using life-sustaining equipment.

If you or someone you love uses life-sustaining medical equipment requiring electricity, call **253-502-8600**. We'll add you to our list and attempt to notify you in advance of any planned outages, tag your meter with a medical seal, and send an updated list with your information to our Systems Operations Team. You'll need to provide a Healthcare Provider Form completed by your physician.



### 3. Ask us to trim or remove hazardous trees away from power lines.

We'll remove and haul away trees, branches, and chips directly under or close to our power lines or electrical systems that pose hazards or are unlawful for a qualified contractor to remove. Call **253-502-8729**. Some restrictions apply.



### 4. Keep emergency kits and information handy.

Make a list of equipment in your home that uses electricity and needs turning off during an outage, such as computers, TVs, and security systems. Stock up on batteries, flashlights, non-perishable food, and water. Have a list of emergency contacts available and keep your cell phone(s) charged.

# Make safety awareness around utilities part of your life

Safety is a priority at TPU. Following safety best practices around utilities will help prevent injuries and save lives in our community. Below are some great ways to stay safe.



## POWER LINE SAFETY

Power lines can often become compromised during a significant storm or accident like a car collision with a power pole, making them dangerous or deadly. It is also important to keep your distance from power lines in general.

1. Never touch a downed wire, pole, or other equipment that encounters a wire, even if you believe it isn't energized.
2. Keep children from climbing trees that are close to power lines. Consider having trees removed or trimmed if they are too close. Learn about our tree trimming and removal services at [MyTPU.org/Safety](https://MyTPU.org/Safety).
3. Do not attach signs, basketball hoops, or decorations to power poles.
4. Never fly drones, kites, balloons, or other similar items near power lines.

If other people are around, tell them not to approach potentially compromised lines or surrounding equipment. Call 911 to report a down power line and then call **253-502-8600** to let us know.



## WATER SAFETY

Some accidents can happen around water utility workers and associated property. Follow a few simple tips to keep you safe and our equipment working correctly and minimize incidents.

1. Maintain a safe distance from water excavation crews working underground. Heavy equipment and open trenches could cause serious harm.
2. Report missing or damaged meter box lids. Take a minute to locate your water meter and ensure it is visible to avoid being run over and damaged. An open box could be a tripping hazard and cause damage to your water meter.
3. Do not block a fire hydrant or park any closer than 15 feet, and keep it clear of grass and other objects. Fire hydrants provide an essential function to maintain our water system and adequate fire protection for our community.

To report a water issue, call **253-502-8384**.



## RAIL SAFETY

Many safety basics help reduce injuries at highway-rail crossings and around tracks and trains. We work with Operation Lifesaver to offer tips for drivers and pedestrians.

1. Obey all warnings and expect a train at each rail intersection.
2. Never walk on tracks and always cross at designated crossings.
3. Stay alert around railroad tracks and look both ways.

If you see a problem at a railroad crossing, call the number on the blue sign near the tracks, and an emergency response operator will help you. **U\***

## Make a *Power Move*

Tacoma Power has some life hacks to help you save money and energy. Called Power Moves, these actions will help you upgrade your home, raise its value, and increase your comfort, all with ease and affordability:



### POWER MOVE #19

Letting us buy you a new heating and cooling system



### POWER MOVE #16

Getting your new windows paid for



### POWER MOVE #12

Paying nothing for your insulation upgrade

Just pay us back when you sell your home!

Check out more power moves at [MyTPU.org/PowerMoves](https://MyTPU.org/PowerMoves). **U\***

## Tips for fall yard care success

Time to put your garden to bed! Start now with our simple tips to maintain your yard throughout autumn to help reduce your water bill and save money. And you can settle in for winter knowing your garden is contently tucked in.

- Cut back, clean, and prune garden beds.
- Remove leaves from your lawn.
- Plant trees, so their roots establish over winter.
- Winterize your irrigation system.



Discover more about yard care, saving money, and lowering your utility bills at [MyTPU.org/YardCare](https://MyTPU.org/YardCare). **U\***

# Strategic Directives provide a framework for the future of your utility

It's a time of monumental change in the utility industry. We must embrace innovation and move quickly to find new and better ways to deliver affordable, reliable, and environmentally responsible services to you.

With this in mind, the Tacoma Public Utility Board launched 14 Strategic Directives (SDs) between 2019 and 2020. These policies continue to guide our efforts to address current and future challenges, mitigate risks, pursue strategic opportunities, and optimize services effectively and efficiently. They also outline roles, expectations, and goals to help us stay accountable to you. The Board developed the SDs at meetings open to the public. The directives are:



**SD1**

Equity and Inclusion



**SD2**

Financial Stability



**SD3**

Rates



**SD4**

Stakeholder Engagement



**SD5**

Environmental Leadership



**SD6**

Innovation



**SD7**

Reliability and Resiliency



**SD8**

Telecom



**SD9**

Economic Development



**SD10**

Government Relations



**SD11**

Decarbonization



**SD12**

Employee Relations



**SD13**

Customer Service



**SD14**

Resource Planning

You can learn more about the purpose, values, measurement, and reporting for each SD at [MyTPU.org/SD](https://MyTPU.org/SD). **U\***



## U\* Calendar

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

### OCTOBER

**13**

Public Utility Board meeting | 3 p.m.

**27**

Public Utility Board meeting | 3 p.m.

### NOVEMBER

**11**

Veterans Day | TPU offices closed

**17**

Public Utility Board meeting | 3 p.m.

**25 & 26**

Thanksgiving | TPU offices closed

### DECEMBER

**15**

Public Utility Board meeting | 3 p.m.

**24**

Christmas Observance | TPU offices closed

Find a complete list of events at [MyTPU.org/Calendar](https://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 their neighborhoods!

Congratulations, and thanks to the 335 people who participated in the trivia published in the July issue of U\*. The Tacoma Rainiers ticket sales from TPU Night support our Senior Assistance Fund, which provides one-time \$100 utility bill assistance to seniors in need. **U\***



## U\* Trivia ANSWER AND WIN

What phone number can you call to learn more about our tree trimming and removal services for safety around power lines?

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 October 31 either online at [MyTPU.org/Trivia](https://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.

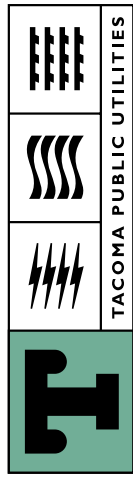
Fall 2021

UTILITIES & YOU

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