

# 2023 QUICK FACTS

## OUR MISSION

Tacoma Public Utilities delivers clean, reliable services essential to quality of life.

Power • Water • Rail



1,427  
EMPLOYEES

## NOTEWORTHY

We supported our customers in post-pandemic recovery to bring down past-due accounts from a high of nearly \$300M to approximately \$3.5M by the end of 2022.

## REVENUE & BUDGET



2022 operating revenue  
**\$627.9 MILLION**

2022-2023 budget  
**\$1.3 BILLION**



## LEADERSHIP

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

### BOARD

Carlos Watson

John O'Loughlin

Holland Cohen

William Bridges

Elly Claus-McGahan

### MANAGEMENT

Jackie Flowers • Utilities Director

Chris Robinson • Tacoma Power Superintendent

Scott Dewhirst • Tacoma Water Superintendent

Dale King • Tacoma Rail Superintendent

Francine Artis • Customer Services Manager

Jim Sant • Utilities Director Deputy

## SERVING OUR COMMUNITY

WE HELPED

16,345



HOUSEHOLDS PAY THEIR  
UTILITY BILLS WITH  
**\$14,780,448**  
IN ASSISTANCE

In addition, we gave qualifying seniors and adults receiving disability benefits more than

**\$3,632,892**  
in discounted utility bills.

## COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED

**844 HOURS**

with local nonprofit organizations and...

...GAVE  
MORE  
THAN

**\$255,682**

in cash, products, and volunteer time

We officially launched three of our six initiatives on our strategic plan:

1. Develop and implement a customer engagement program
2. Inventory and document core business processes
3. Establish and implement a risk management program

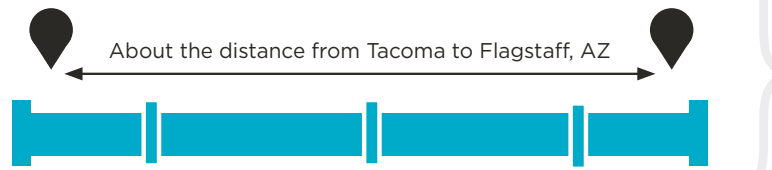


**MAINS & SERVICE AREA**

**119**  
square miles of service area

**1,428 MILES OF WATER MAINS**

1,292 DISTRIBUTION & 136 TRANSMISSION



**SUPPLY** in million gallons per day (mgd)

**95%** GREEN RIVER UP TO 150 MGD

**5%** LOCAL WELLS 40 MGD

**STORAGE**

**MCMILLIN RESERVOIR**

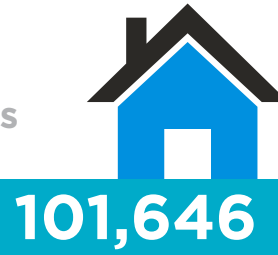
**67.6**  
MILLION GALLONS

**69.9**  
MILLION GALLONS

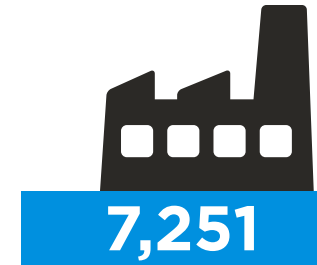
17 OTHER RESERVOIRS AND STANDPIPES

**CUSTOMERS RESIDENTIAL**

**108,897**  
total customers



**COMMERCIAL/INDUSTRIAL**



TACOMA CITY LIMITS

**61%**

INSIDE

**39%**

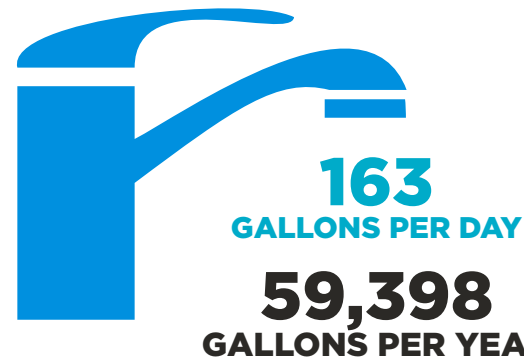
OUTSIDE

**People served directly by our utility ..... 353,057**

\* Through wholesale connections ..... 313,328

\* In partner service areas ..... 258,527

**AVERAGE HOUSEHOLD USE**



Daily ..... Annually

**2021** 176 ..... 64,418

**2020** 169 ..... 61,610

**2019** 161 ..... 58,755

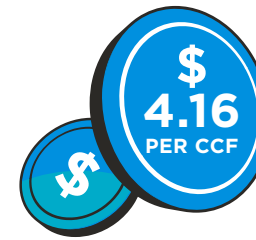
**2018** 170 ..... 62,014

**2017** 169 ..... 61,685

**6,374,710,320**  
TOTAL GALLONS USED IN 2022

**RATES**

Our rates are among the lowest in the region.



**1 CCF**

**748 GALLONS**

**City of Puyallup**

**\$29 month**  
\$350 year

**City of Bellevue**

**\$58 month**  
\$703 year

**City of Seattle**

**\$59 month**  
\$712 year



AVERAGE COST PER HOUSEHOLD + INSIDE CITY

**FINANCIAL**

As a result of careful financial rate-making and risk management, our bond ratings are stable, which helps us borrow money at low interest rates. That helps keep rates low.

Value of our fixed assets  
**\$932.8 MILLION**

Total operating revenue  
**\$115.2 MILLION**

**BOND RATINGS**

Moody's **Aa2**  
Standard & Poor's **AA+**

**TAXES WE PAY**

Tacoma Gross Earnings  
**\$8.7 MILLION**  
Federal (Social Security)  
**\$2.2 MILLION**  
State  
**\$7.8 MILLION**  
Other cities' and counties' fees  
**\$1.3 MILLION**  
Taxes as a percent of total revenue  
**18.33%**



**NOTEWORTHY**

- Upgraded to S&P's bond rating of AA+ from AA.
- Worked with the U.S. Army Corps of Engineers to complete design and construction of the downstream fish passage facility at Howard Hansen Dam and advocated to receive \$220M from the Infrastructure Investment & Jobs Act to help fund the project.
- Created a dashboard to monitor data of the water quality in Eagle Lake Reservoir ahead of the fish passage project.
- Launched a watershed-specific strategic plan to focus efforts for the next five years.
- Released an expanded 16-page children's activity book to tell the story of Tacoma's water coming from the mountains to the city and highlight careers in the water utility.

**ENVIRONMENT**

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

- Salvaged over 4,000 native plants from sites within the watershed for use in current and future restoration projects.
- Planted over 3,000 native plants on the Lester Airstrip restoration site in collaboration with Conservation Northwest and a grant from the Drinking Water Providers Partnership.
- Removed noxious weeds, on a two-acre restoration site, with help from Washington Conservation Corps crews, funded by a Re-Green the Green grant (through King County).
- Mechanically removed 267,000 sq. ft. (0.6 acres) of invasive plant species (primarily blackberry) along a stream supporting spawning salmon.
- Then planted 1,235 native plants to compete with the invasives and provide habitat/water quality improvements over time.



We continued to help secure the physical and financial safety of customers and employees during the second year of a global pandemic. Large projects (e.g., advanced meters, Energy Imbalance Market) saw great success in the face of multiple challenges.



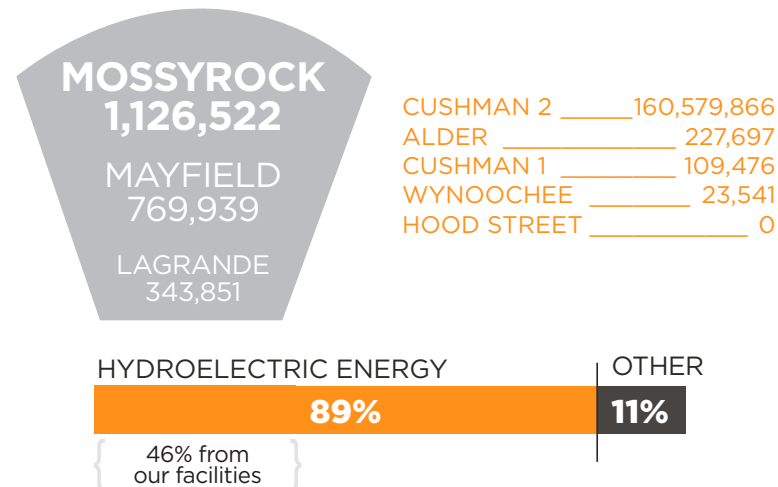
## LINES & SERVICE AREA



**2,388 MILES OF POWER LINES**  
2,036 DISTRIBUTION & 352 TRANSMISSION

About the distance from Tacoma to Legoland, CA

## GENERATION in megawatt-hours produced per year



## SUBSTATIONS

- 4** main/transmission substations
- 5** switching stations
- 49** distribution substations
- 13** dedicated distribution substations
- 23** BPA customer substations
- 8** generation switchyards

## CUSTOMERS

**187,950**  
total customers

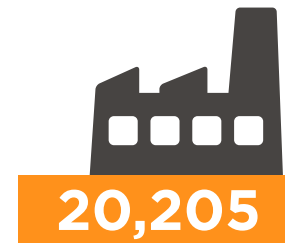
### RESIDENTIAL



TACOMA CITY LIMITS

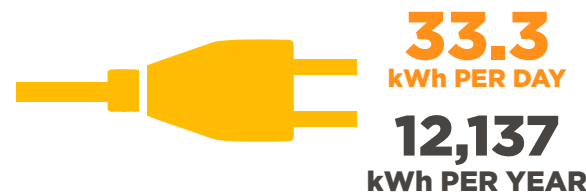


### COMMERCIAL/INDUSTRIAL



430,267 total people served, approximately

## AVERAGE HOUSEHOLD USE



Daily ..... Annually

|             |      |       |        |
|-------------|------|-------|--------|
| <b>2021</b> | 32.3 | ..... | 11,800 |
| <b>2020</b> | 32.2 | ..... | 11,761 |
| <b>2019</b> | 31.9 | ..... | 11,647 |
| <b>2018</b> | 32.2 | ..... | 11,770 |
| <b>2017</b> | 33.5 | ..... | 12,242 |

## CONSERVATION

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

**SAVED**  
**29.4 MILLION kWh**

**INVESTED**  
**\$8.1 MILLION**

## ENVIRONMENT

### WHAT WE DID TO PROTECT LAND AND WILDLIFE

- Reared and released 1,440,058 and 8,653,573 fish at Cushman and Cowlitz hatcheries, respectively, and transported 12,738 and 763,517 at Cowlitz and Cushman fish passage facilities, respectively, in support of salmon recovery efforts.
- Conserved over 20,000 acres of land for wildlife habitat and monitored species of concern, such as wood ducks and several bat species.



## RATES

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



KWH

= KILOWATT-HOUR

\*Monthly values may not sum to annual values due to rounding.

**Snohomish PUD**  
**\$103** month  
\$1,241 year

**Seattle City Light**  
**\$123** month  
\$1,472 year

**Puget Sound Energy**  
**\$120** month  
\$1,436 year

**Tacoma**  
**\$102** month  
**\$1,229** year

AVERAGE COST PER HOUSEHOLD

## FINANCIAL

As a result of careful financial rate making and risk management, our bond ratings are stable which helps us borrow money at low interest rates. That helps keep rates low.

Value of our fixed assets  
**\$1.15 BILLION**

Total operating revenue  
**\$480.5 MILLION**

### BOND RATINGS

Fitch **AA-**  
Moody's **Aa3**  
Standard & Poor's **AA**



### TAXES WE PAY

Tacoma Gross Earnings  
**\$42.1 MILLION**  
Federal (Social Security)  
**\$8.5 MILLION**

State  
**\$20.2 MILLION**

Other cities' and counties' fees  
**\$7.9 MILLION**

Taxes as a percent of operating revenue  
**16.4%**

## NOTEWORTHY

- We went live in the Western Energy Imbalance Market (EIM) allowing participants in the West to offer excess generation capacity or buy lower-cost wholesale power when needed.
- Our utility received high marks from Western Electricity Coordinating Council (WECC) following our 2022 audit. Every three years, WECC audits electric utilities to assess compliance with North American Reliability Corporation (NERC) federal Standards and Requirements.
- We completed our biennial budget for 2023/2024 while staying focused on developing a budget that supports our operational needs while maintaining low rates during a time of inflation.
- We received the Tree Line USA Award from the Arbor Day Foundation for the 18th consecutive year in recognition for our commitment to proper tree pruning, planting, and care.
- Our employees improved safety at our hydro projects by creating a Lone Worker Safe Practice Team at Cowlitz, and by introducing a second raft and creating a custom hitching device to safely transport the rafts from the work truck to the shoreline of the Nisqually River.
- The APPA awarded us an honorable mention Safety Award for the advancement of the Safety Culture and Programs.

Since 1914, Tacoma Rail has worked to meet our primary goal of providing efficient, cost-effective rail service. 2022 was no exception; we provided service to areas as diverse as the Port of Tacoma and Tacoma's industrial areas (Tidelands Division), Lakeview (Capital Division), and Frederickson (Mountain Division).



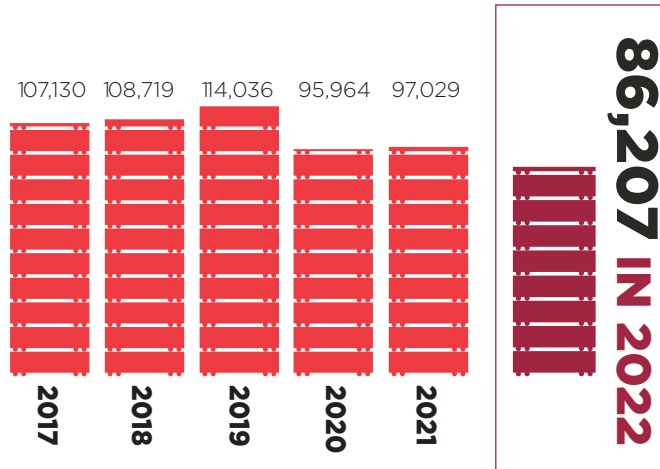
## SERVICE AREA



**140 MILES OF TRACK**

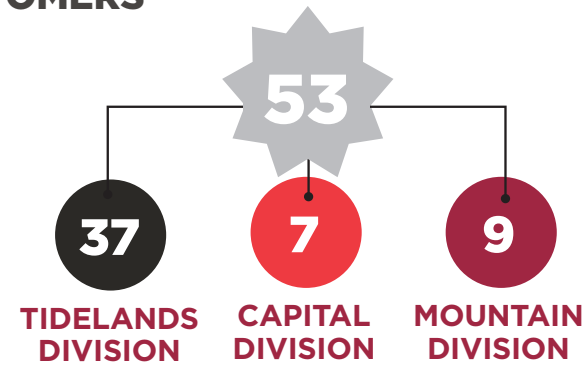
About the distance from Tacoma to Portland, OR

## CARS SWITCHED



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

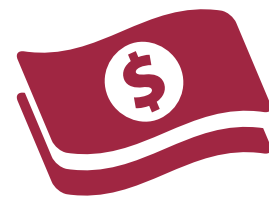
## CUSTOMERS



## FINANCIAL

Value of our fixed assets  
**\$36.5 MILLION**

Total operating revenue  
**\$32.1 MILLION**



### TAXES WE PAY

Tacoma Gross Earnings  
**\$2.6 MILLION**

Federal (Railroad retirement & Unemployment)  
**\$2.3 MILLION**

State  
**\$1.4 MILLION**

Taxes as a percent of total revenue  
**19.7%**

## NOTEWORTHY

- We provided service to the Port of Tacoma and Tacoma's industrial areas (Tidelands), Lakeview, and Frederickson.
- We added new domestic rail intermodal service in the South Intermodal Yard with the BSNF.
- We took critical planning time to create a new five-year strategic plan designed to help the railroad adapt to the changing landscape.

# Our Service Area

