

2022 QUICK FACTS

OUR MISSION

Tacoma Public Utilities provides services that are vital to our quality of life.

Power • Water • Rail



1,382
EMPLOYEES

NOTEWORTHY

2021 United Way Campaign raised over \$202,340; we hadn't raised over \$200k since 2010.

REVENUE & BUDGET



2021 operating revenue
\$615.8 MILLION

2021-2022 budget
\$1.3 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
- Christine Cooley • Vice-Chair
- Carlos M. Watson • Secretary
- Joe Bushnell
- Holland Cohen

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

SERVING OUR COMMUNITY

TPU HELPED

5,406



HOUSEHOLDS PAY THEIR
UTILITY BILLS WITH
\$3,301,291.19
IN ASSISTANCE

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

\$257,540 THOUSAND
in discounted utility bills.

COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED
190 HOURS

With local nonprofit organizations and...

...GAVE
MORE
THAN

\$282,428

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

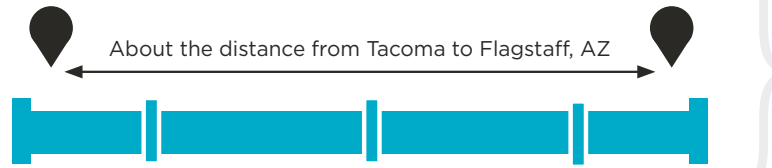


MAINS & SERVICE AREA

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

108,165
total customers



101,197

TACOMA CITY LIMITS

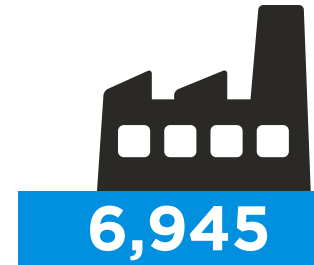
61%

INSIDE

39%

OUTSIDE

COMMERCIAL/INDUSTRIAL



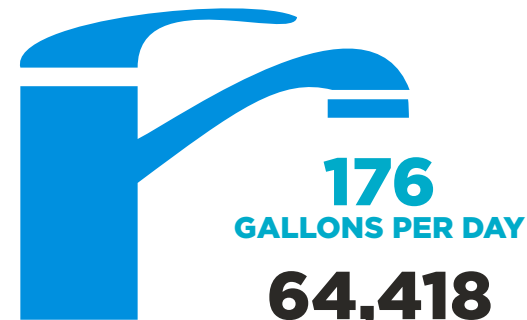
6,945

People served directly by Tacoma Water 375,626

* Through wholesale connections 322,340

* In partner service areas 243,497

AVERAGE HOUSEHOLD USE



Daily Annually

2020 169 61,610

2019 161 58,755

2018 170 62,014

2017 169 61,685

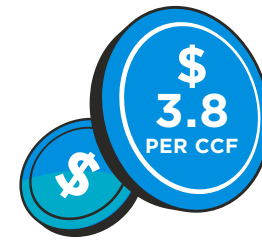
2016 189 69,056

6,898,443,886

TOTAL GALLONS USED IN 2021

RATES

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



1 CCF

=

748 GALLONS

City of Puyallup

\$26 month
\$311 year

City of Bellevue

\$55 month
\$658 year

City of Seattle

\$58 month
\$701 year



AVERAGE COST PER HOUSEHOLD + INSIDE CITY

FINANCIAL

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

Value of our fixed assets
\$908.7 MILLION

Total operating revenue
\$111.4 MILLION

BOND RATINGS

Moody's **Aa2**

Standard & Poor's **AA+**

TAXES WE PAY

Tacoma Gross Earnings

\$8.3 MILLION

Federal (Social Security)

\$2.0 MILLION

State

\$6.5 MILLION

Other cities' and counties' fees

\$913,574

Taxes as a percent of total revenue

16.7%



NOTEWORTHY

- Completed the Lead Gooseneck project in early 2021.
- Progress continued on two large projects - Advanced Meter and Workforce Connect.
- Launched our new online Water Supply Indicator on our website.
- Installed EV stations in the Water Distribution building and added hybrid vans to the pool.

ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WATER

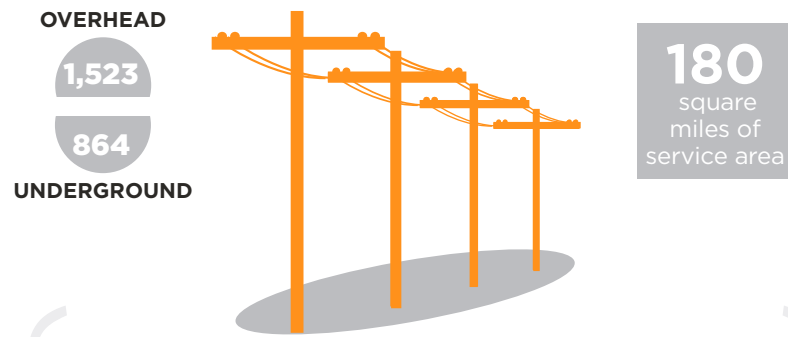
- Salvaged over 4,000 native plants from sites within the watershed for use in current and future restoration projects.
- Planted over 3,000 native plants on the Lester Airstrip restoration site in collaboration with Conservation Northwest and a grant from the Drinking Water Providers Partnership.
- 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.



Tacoma Power 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 Meter, Energy Imbalance Market) saw great success in the face of multiple challenges.



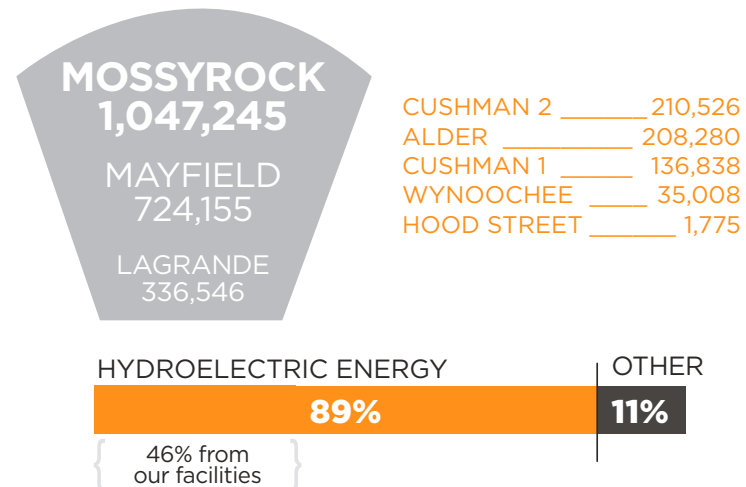
LINES & SERVICE AREA



2,387 MILES OF POWER LINES
2,035 DISTRIBUTION & 352 TRANSMISSION

About the distance from Tacoma to Dayton, OH

GENERATION in megawatt-hours produced per year



SUBSTATIONS

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

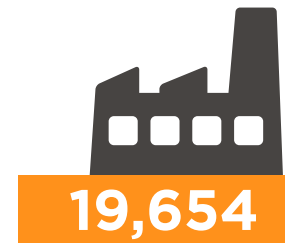
CUSTOMERS

183,524
total customers

RESIDENTIAL



COMMERCIAL/INDUSTRIAL

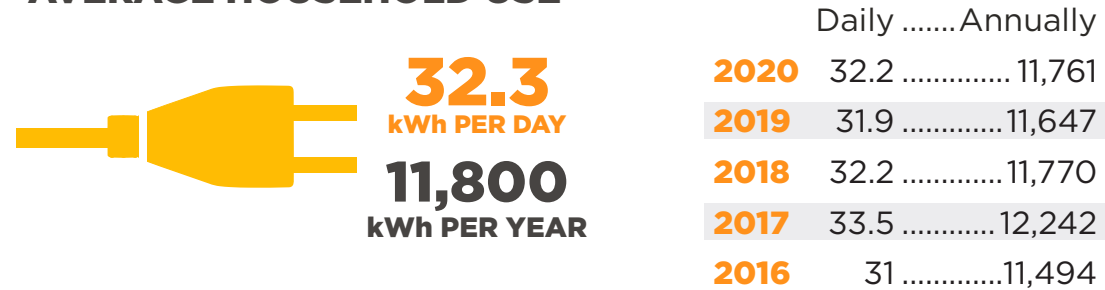


TACOMA CITY LIMITS



426,060 total people served, approximately

AVERAGE HOUSEHOLD USE



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

- Issued 20 new Shoreline Permits to lots with shoreline structures in full compliance with our Shoreline Management Plan at Lake Cushman.
- Issued 13 new Short-term Licenses for construction for lot owners to bring their shoreline structures into compliance and for new structures at Lake Cushman.



RATES

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



KWH =
KILOWATT-HOUR

Snohomish PUD
\$100 month
\$1,204 year

Seattle City Light
\$117 month
\$1,404 year

Puget Sound Energy
\$113 month
\$1,357 year

Tacoma
\$97 month
\$1,159 year

AVERAGE COST PER HOUSEHOLD

FINANCIAL

As a result of careful financial rate making and risk management, 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
\$1.125 BILLION

Total operating revenue
\$470 MILLION

BOND RATINGS

Fitch AA-

Moody's Aa3

Standard & Poor's AA



TAXES WE PAY

Tacoma Gross Earnings
\$36.3 MILLION

Federal (Social Security)
\$7.8 MILLION

State
\$18.7 MILLION

Other cities' and counties' fees
\$4.1 MILLION

Taxes as a percent of operating revenue
14.7%

NOTEWORTHY

- Tacoma Power senior leaders intentionally rolled out the new five-year strategy (for 2021-2025) and refreshed Mission Statement, Vision Statement, and Values to every workgroup across Power.
- Each section within Tacoma Power created action plans to address the lowest scores on the 2020 Employee Satisfaction Survey.
- Safety remained a top priority for Tacoma Power, especially with the increasing number and severity of extreme weather events. Implemented new safety protocols addressing wildfire smoke and high heat events.
- The Arbor Day Foundation named Tacoma Power a Tree Line USA Utility for the seventeenth year in a row.
- The Advanced Meter project staff deployed over 81,000 meters.
- All Tacoma Power staff attended Equity 101, safety, and environmental compliance training.
- Senior leadership created and rolled out official Leadership Commitment to Safety and Leadership Commitment to Environmental Compliance.
- Multiple external organizations recognized Tacoma Power employees and workgroups, including Vivian deZwager (Tradeswoman of the Year Award, Women in the Trades); Jennifer Foster (Union Activist Award, Women in the Trades); Alex Abplanalp, Lay Conn, Sarah Nystrom, Travis Metcalfe and Haley Saul (MarCom Gold Award - Internal Communications Campaign category for their work on the 2021-2025 Strategy campaign).

Line-haul count increased by more than 3,000 units in 2021 after decreasing more than 16,000 in 2020. An increase in intermodal platform railcars led to a corresponding rise in line-haul revenue and miscellaneous switching of more than \$400,000. The Northwest Seaport Alliance (NWSA) experienced volatility in international intermodal trade leading to large monthly volume swings throughout 2021. Unit trains and other commercial traffic were down versus the prior year. Five of the top 10 Tacoma Rail customers experienced rail traffic growth; the North Intermodal Yard, Washington United Terminal, South Intermodal Terminal, Wallenius Wilhelmsen Solutions, and Emerald Services.



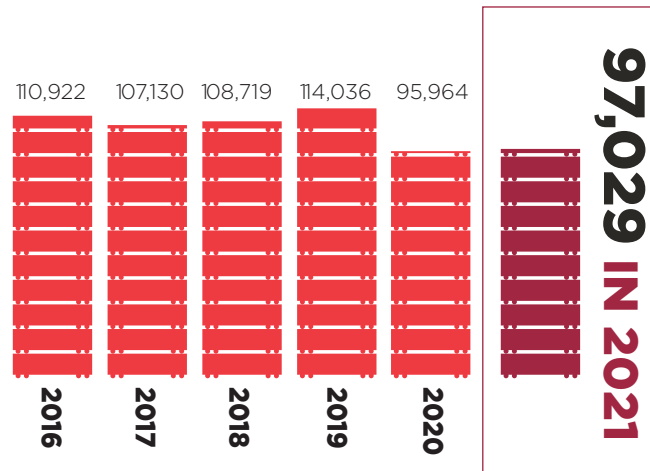
SERVICE AREA



140 MILES OF TRACK

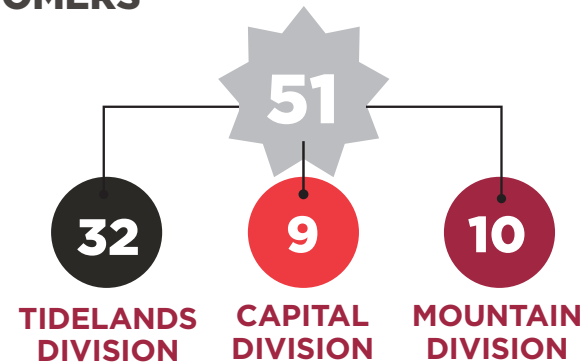
About the distance from Tacoma to Portland, OR

CARS SWITCHED



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

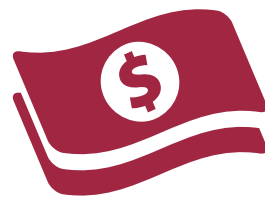
CUSTOMERS



FINANCIAL

Value of our fixed assets
\$33.1 MILLION

Total operating revenue
\$34.1 MILLION



TAXES WE PAY

Tacoma Gross Earnings
\$2.8 MILLION

Federal (Railroad retirement & Unemployment)
\$2.3 MILLION

State
\$1.2 MILLION

Taxes as a percent of total revenue
18.5%

NOTEWORTHY

- Rail's mechanical department serviced more than 3,900 mainline locomotives.
- Commercial switching activities were more than 99% on time.
- Added two new locomotives to the fleet.
- Installed new signalized crossings across Marine View Drive for enhanced vehicular safety.

Our Service Area

