



Spring 2023

UTILITIES & YOU

A little life
reading inside...

Don't forget to call before you dig

As you get outdoors this spring and begin thinking about landscape improvements, it's a good time to be mindful of protecting utility lines. Whether you plant a tree, install new irrigation, or excavate, the law requires that you call us before you dig to prevent damage to utilities.

We will come out and mark underground utility lines in colored paint for FREE to help you avoid causing harm that could be costly and your responsibility.

Dial **811** or call **1-800-424-5555** to schedule an appointment. You must make your appointment at least two days in advance. **U***

New power rates went into effect on April 1

You will see a \$3.70 average monthly increase on your electricity bill. As a not-for-profit utility our customers own, you entrust us to ensure you get the most value and quality services you expect. Some major factors affecting rates for 2023-2024 include increased costs from inflation, supply chain shortages, postponed projects, impacts of COVID-19, and extended payment assistance programs.

Rate adjustments cover the cost of providing safe, reliable electricity, maintaining utility infrastructure, protecting natural resources near our facilities, and investing in system enhancements that improve your services.

Visit MyTPU.org/Rates for more information. **U***

Tax credit available for home improvements

We have good news if you upgraded your home with energy-efficient products last year. On top of the incentives we provide, the IRS says "thank you" with a tax credit. Projects completed in 2022 could get you up to a \$300 tax credit. Upgrades that qualify for the credit include heating and cooling systems, hybrid water heaters, insulation, windows, and more. Submit your project documents with IRS Form 5695 when you file your 2022 taxes.

For more information, visit bit.ly/EnergyStar22 or call your Tacoma Power energy advisors at **253-502-8363**. **U***



EARTH DAY

Invest in our planet and get guaranteed returns

Join us in celebrating Earth Day on April 22! This year's theme is: "Invest in Our Planet."

We commit to being stewards of the region's beautiful natural resources and a leader in preserving, protecting, and restoring them while maintaining our delivery of services. To ensure we fulfill our duties in the future, we must balance using our resources with the environment's health.

For example, each time you pay your utility bill, a portion of your payment helps fish, wildlife, and lands. You can further invest in the planet through our earth-friendly programs, such as energy and water conservation, Tree Coupon, Evergreen Options, electric vehicle charging stations, and more.

Visit [MyTPU.org](https://www.myltpu.org) for details. Happy Earth Day! U*

Save money by watering smart outdoors

It's great to get outside in the spring and now is a good time to get your yard ready for summer. Using these tips will help you **use less water, and water smarter**, which can save you money on your utility bill.



Add compost and mulch to conserve water, prevent weeds, and feed the soil.



Inspect your watering system for leaks and broken parts, and tighten hoses and pipes.



Wait to turn on your irrigation system until the first dry week, or let a smart controller decide for you.



Apply for a rebate up to \$100 if you buy a qualifying smart irrigation controller or hose timer. [MyTPU.org/SmartIrrigation](https://www.myltpu.org/SmartIrrigation).

For more easy yard care tips to maintain a beautiful, healthy landscape, visit [MyTPU.org/YardCare](https://www.myltpu.org/YardCare). U*





POWER MOVE #16

Getting your new windows paid for

To help you upgrade your home, raise its value, and increase your comfort with ease and affordability, Tacoma Power has some Power Moves for you to pull off. Start with **POWER MOVE #16: Getting your new windows paid for.** Just pay us back later.

Advantages you can clearly see

New energy-efficient windows not only improve the appearance of your home – they can also make your home more comfortable all year long and lower your utility bills.

Best of all, we'll help you pay for it!

Get a zero-interest loan and pay us back later or take advantage of up to a \$100-per-window rebate.

Get more info

Check out this offer and many others at MyTPU.org/PowerMoves. **U***

BY THE NUMBERS

How utility employees gave with compassion in 2022

Each year our employees enjoy giving back to the community and much of that is done through a special employee program called Community Connection. We redesigned many of our traditionally held charitable events to accommodate the hold on gathering in person from the pandemic. A new hybrid structure evolved over three years and brought our employee fundraising to a sweet spot of success in 2022. Here is their impact in our community by the numbers:



JANUARY / 1,750 pounds of food and items collected for Nourish Pierce County



FEBRUARY, APRIL, AND AUGUST \$7,735 raised for the TPU Senior Assistance Fund which provides one time utility assistance grants to seniors who qualify



MARCH / \$7,320 raised for the Boys & Girls Clubs of South Puget Sound through a scavenger hunt



MAY / 562 books collected for Communities in Schools of Tacoma



JUNE / \$5,040 in food donated to My Sister's Pantry through a Food & Basic Supplies Drive



JULY AND AUGUST / \$7,465 worth of clothing donated to HopeSparks



MAY, AUGUST, AND SEPTEMBER 40 plus employees volunteered with Habitat for Humanity to help build and rebuild homes in our community



SEPTEMBER AND OCTOBER \$169,559 raised through the TPU United Way Campaign to help tackle poverty in our community



NOVEMBER / 1,426 pounds of food donated to the Puyallup Food Bank



DECEMBER / \$11,772 donated in holiday gifts for families through Comprehensive Life Resources and an additional 209 gifts to children through the Salvation Army

"The greatness of a community is most accurately measured by the compassionate actions of its members." – Coretta Scott King

Your utility's definition of R&R = reliability and resiliency

We work hard daily to provide services vital to your quality of life. Delivering reliable and safe power, water, and rail services is one of our highest priorities.

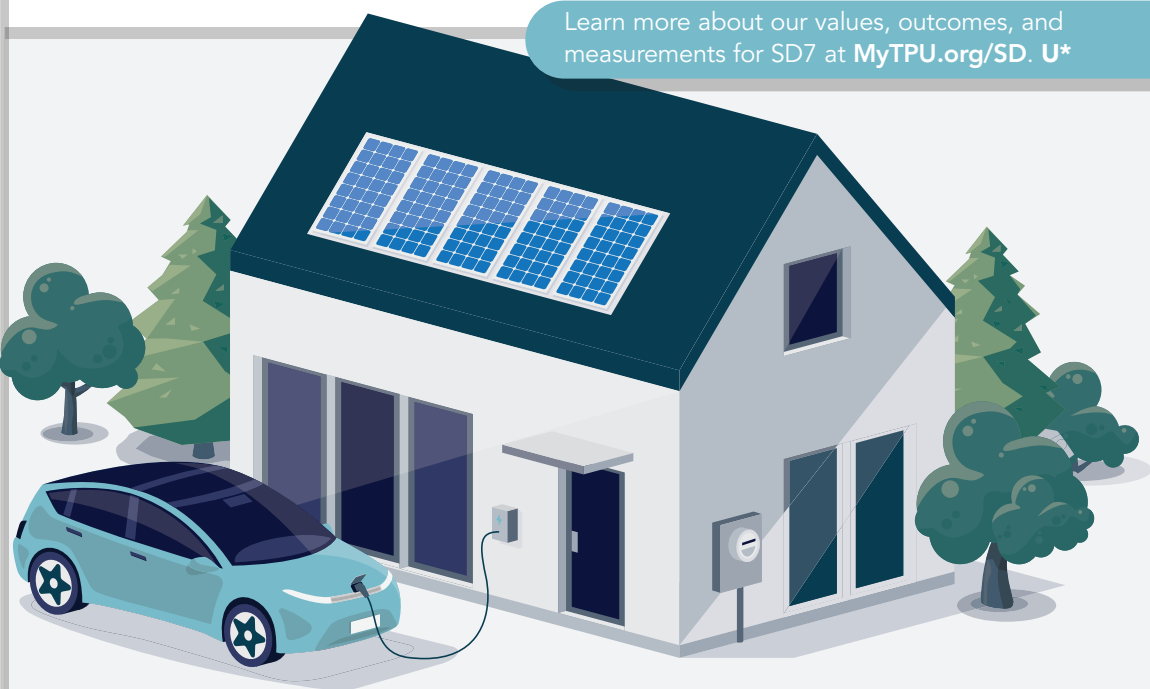
We take the safety and security of our critical infrastructure seriously. We commit significant resources to cyber and physical security to increase the protection of these community assets.

We operate under the values and outcomes identified in Strategic Directive (SD) 7: Reliability and Resiliency. SD7 is one of 14 Public Utility Board SDs that guide our efforts to stay accountable to you.



SD7 purpose: Tacoma Public Utilities will reliably deliver to its customers the power, water, and rail services they need and rebound quickly from interruptions in service delivery.

Learn more about our values, outcomes, and measurements for SD7 at MyTPU.org/SD. U*



Advanced meter installs hit the 50% milestone

Advanced meters are the foundation of your utility's modernization. We are making solid progress toward bringing numerous benefits to all customers. Benefits include monthly billing, access to detailed power and water usage data through MyAccount, and remote, automated meter reads that no longer require access to your property to collect that data.

As of Jan. 17, we have installed more than 147,000 advanced meters. That's over 129,000 residential and small and medium-sized business meters, over 6,000 commercial water meters, and almost 12,000 commercial electric and solar meters. More than 110,000 customers have one or more advanced meters installed in their homes or businesses.

Supply chain issues continue to impact electric meter delivery, so our crews are upgrading water meters until the electric meters are available.



You can track our progress at MyTPU.org/AdvancedMeters. U*

Take advantage of our updated Bill Credit Assistance Plan

We've improved our **Bill Credit Assistance Plan**. Starting in April, additional benefits are available if you are an income-eligible customer who needs help with your utility bills.

Visit MyTPU.org/Assistance to learn more about improvements to the plan and see if you qualify. **U***



SAVE THE DATE

Attend TPU Night at the Tacoma Rainiers this summer

Mark your calendars to join us for TPU Night at the Rainiers on **Thursday, Aug. 24!** The Tacoma Rainiers will donate \$5 to our Senior Assistance Fund when you buy a ticket. The fund helps seniors in our community who struggle to pay their utility bills.

Your ticket gets you the following:

1. Entry to the baseball game
2. A T-shirt
3. A meal with a hot dog, chips, and a bottle of water

We'll celebrate during the game as the Tacoma Rainiers present a big check to reveal the amount raised for our Senior Assistance Fund. We look forward to seeing you there! **U***



Attend the T-Town Expo April 28-29

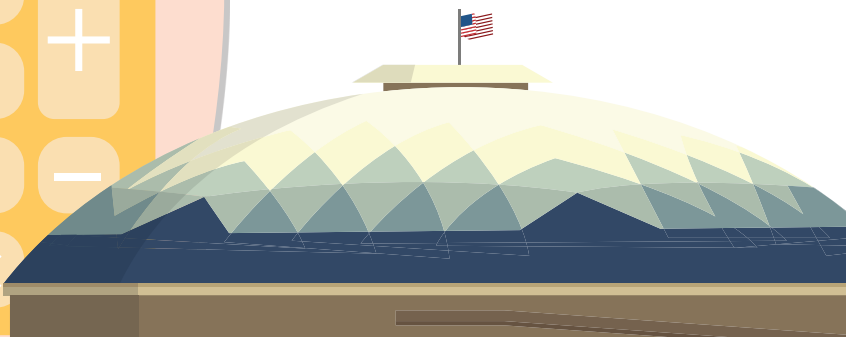
T-Town, the City of Tacoma Services Expo and Trades & Careers Fair, is coming up. Admission is **FREE** and the event offers something fun for the whole family. Stop by the utility's booth to learn the many ways you can be more water and energy efficient at home and in the community, and help us celebrate the 40th anniversary of the Tacoma Dome.

Event Dates and Hours

Friday, April 28 - 10 a.m. to 1 p.m.

Saturday, April 29 - 10 a.m. to 3 p.m.

Visit TacomaDome.org for more information. **U***





U* Calendar

All events take place online and in person unless otherwise noted.

APRIL

12
Public Utility Board Meeting | 6:30 p.m.

26
Public Utility Board Meeting | 6:30 p.m.

MAY

10
Public Utility Board Meeting | 6:30 p.m.

24
Public Utility Board Meeting | 6:30 p.m.

29
Memorial Day | TPU offices closed

JUNE

14
Public Utility Board Meeting | 6:30 p.m.

19
Juneteenth | TPU offices closed

28
Public Utility Board Meeting | Cancelled

JULY

4
Independence Day Observed. |
TPU offices closed

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 knew the best ways to help others with their utility bills

Congratulations and thanks to the 214 people who participated in the trivia published in the winter issue of *U* - Utilities & You*. The two ways to help others with their utility bills are by making an online donation or adding money when you pay your utility bill by check.

To learn more about online donations, visit
MyTPU.org/MyAccount. **U***

U* Trivia ANSWER AND WIN

How much money (in cash and item valuations) did utility employees raise for charity in 2022?

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 April 30 either online at MyTPU.org/Trivia or by mail to **U* Trivia, 3628 S. 35th St., Tacoma, WA 98409**. For mail-in and postcard entries, include your name, phone number, and mailing address. **U***



We produce and mail this newsletter
for about 33 cents each.

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THE END

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