



Summer 2023

UTILITIES & YOU

Cool reads inside...

Discover more about the quality of your drinking water

We mailed your annual *Water Quality Report* to your home in early July. It serves as a reminder that you can rely on us to provide high-quality drinking water to you every day. Your water is sourced from our protected watershed and safely delivered to your tap. You'll find feature articles on cross-connection control and PFAS, a summary of test results, and interesting water information. It reflects our commitment to deliver quality water to your home.



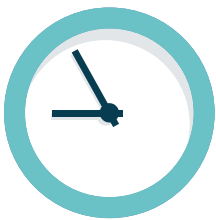
You can also download the report online at MyTPU.org/WaterQuality. U*

Summer water rates are in effect

Tacoma Water charges a slightly higher rate for water use above five units from June 1 through Sept. 30. The summer rates encourage you to use water wisely when demand is higher, and rainfall is low.

Beat the heat with water-saving tips

During the summer, water use can increase from watering lawns, gardening, and filling pools. These simple tips will help keep your water use under control:



Timing is everything:

Water lawns and landscapes in the early morning or evening when there is less evaporation.



Tune up your system:

Inspect your irrigation system for leaks and broken heads and make repairs.



Water better:

Most lawns only need 1 inch of water a week, split into two waterings. Make sure your sprinkler heads are not spraying on the sidewalk.

For more ways to reduce your water use and help save money on your utility bills, visit MyTPU.org/YardCare. U*

Explore the many ways to get help paying your utility bills

Whether you or someone you know face a short-term financial strain or are on a limited income, our utility and the City of Tacoma Environmental Services offer several ways to help you manage your utility accounts, including discounts and credits if you meet assistance eligibility requirements. Enhancements to our Bill Credit Assistance Plan now offer higher automatic monthly credits to help pay your power, drinking water, wastewater, surface water and solid waste bills if you qualify.

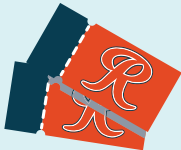
For more information about the credit amounts and how to apply, visit MyTPU.org/Assistance. **U***

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:



Entry to the baseball game.



A T-shirt.



A hot dog and bottle of water.

We'll celebrate your support for seniors 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***



Replace your electric water heater now, before it stops working

If your water heater is more than 10 years old, now's the time to replace it. Most water heaters begin to fail around that age, which means you could find yourself needing an emergency replacement. Unplanned water heater replacements often come with high stress, expensive costs, and few options. Don't find yourself in that situation!



Here are some other reasons you should replace your standard electric water heater with a hybrid version now:



Utility bill savings:

You can save about \$350 each year and lower your utility bill.



Energy efficiency:

You'll use 60% less energy to heat your water, which means the hybrid water heater will pay for itself within a few years.



Easy to use:

With the touch of a button on the display panel, you can set the temperature you like or select from four operating modes, including vacation mode.



Peace of mind:

Hybrid water heaters are designed to last and come with a 10-year limited warranty.



Plus, we'll help you pay for it.

Whether you want to install your new hybrid water heater yourself or hire a Tacoma Power Participating Contractor to do it, we have a few ways to help you pay:

\$500 in-store savings with coupon

\$500 rebate using our online form

\$500 rebate from Participating Contractor install

Deferred loan for income-qualified customers

Learn more at MyTPU.org/WaterHeater. U*

SUMMER SAFETY TIP

Even if it's hot outside, our lakes are still cold

Summer is here, which means many people are heading to Washington's waters for fun in the sun. We want visitors to any recreation area, including our reservoirs, to have a terrific – and safe – time in the water.

Glacier-fed rivers create our lakes. It's important to remember that the water is frigid even when it's hot outside. And the farther from shore, the colder the water can get. Water can be dangerous at any time, especially when it's chilly. Did you know that falling into water under 70 degrees shocks your body, which can cause gasping and drowning? Even experienced swimmers can quickly lose muscle control.

How to stay safe while you recreate



Always wear your life jacket.



Never go out in the water alone.



Never boat or swim under the influence.



Follow all boater safety regulations.



Ease into cold water gradually so your body can get used to the temperature.

Find additional safety resources at
[MyTPU.org/Parks](https://www.mytpu.org/Parks). U*

POWER MOVE #15

Staying cool with air conditioning all summer

Want air conditioning? We're buying. How cool is that?

A heat pump keeps your home cool and comfortable all summer long and cozy and warm in the winter months – all while significantly lowering your energy use (not to mention lowering your utility bill!).

That's why we want to help you pay for one.

We offer discounts of \$1,000 or \$2,000 for heat pumps.

Cool offers. Cooler summers ahead.

See what you qualify for at
[MyTPU.org/Incentives](https://www.mytpu.org/Incentives). U*



President Biden authorizes completing downstream fish passage at Howard Hanson Dam

In late December 2022, the U.S. Congress passed, and President Biden signed, major water resources legislation, which authorized spending \$878.5 million for the completion of the long-planned downstream fish passage facility at the Howard Hanson Dam. The federally owned dam is located on the Green River, which is our utility's primary source of drinking water. Once fully funded and complete, downstream fish passage will complement our prior investment in an adult trap and sort facility. Plus, it will open more than 100 miles of river and tributary habitat for salmon spawning and rearing, making the downstream fish passage at Howard Hanson Dam potentially the largest salmon production opportunity in the Puget Sound region.

In addition to environmental benefits, the downstream fish passage will also increase our water storage capacity. Increased storage will allow us to look after and manage our water resources for the future, ensuring everyone in the communities we serve have a reliable water supply. **U***

Walking the talk on diversity, equity, and inclusion

We respect and aim to reflect the customers we serve. A workforce focused on diversity, equity, and inclusion is stronger and more successful.

When everyone has access to the resources and opportunities necessary to address their essential needs, advance their well-being, and achieve their full potential, we achieve equity.

We work to be inclusive, to build a culture of involvement, respect, and connection where we harness the richness of ideas, backgrounds, and perspectives to create value.

We operate under the values and outcomes of Strategic Directive (SD) 1: Equity and Inclusion. SD1 is one of 14 Public Utility Board SDs that guide our efforts to stay accountable to you.

SD1 purpose: We commit to achieving equity and inclusion in our workforce, service delivery, policy decisions, and community and stakeholder engagement.

Learn more about SD1 at MyTPU.org/SD1. **U***





U* Calendar

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

JULY

4
Independence Day | TPU offices closed

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

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

AUGUST

9
Public Utility Board Meeting | 6:30 p.m.

23
Public Utility Board Meeting | 6:30 p.m.

SEPTEMBER

4
Labor Day | TPU offices closed

13
Public Utility Board Meeting | 6:30 p.m.

27
Public Utility Board Meeting | 6:30 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 did the charitable donations math

Congratulations and thanks to the 218 people who participated in the trivia published in the spring issue of *U* - Utilities & You*. Our employees raised almost \$209,000 in cash and donated essentials for charity in 2022.

U* Trivia ANSWER AND WIN

How does TPU Night at the Tacoma Rainiers help support our Senior Assistance Fund?

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 July 31 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***

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



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THE END

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