



Spring 2024

UTILITIES & YOU

Hop on through...

## STAKEHOLDER ENGAGEMENT:

### We aim to build trust with you

Our vision is to be a trusted community partner where employees are proud to deliver equitable, affordable utility services. We work hard to build trust with you and our other partners through robust stakeholder engagement efforts.

We aim to proactively and equitably inform our partners and seek their input regarding topics that could affect them. One example is rate adjustments. Our staff present at numerous community meetings, and we share information via our website, social media platforms, mailers, and phone calls. We provide your feedback to the Public Utility Board, our executives, and staff. We also list outreach events, Board meetings, and Board contact information at **MyTPU.org**.

We operate under the values and outcomes identified in Guiding Principle (GP) 4: Stakeholder Engagement. GP4 is one of 14 Public Utility Board GPs that guide our efforts to stay accountable to you.

Learn more about GP4 at **MyTPU.org/GP**. U\*

## New power rates will be in effect on April 1

You will see a \$3.70 average monthly increase on your electricity bill. Some major factors affecting rates for 2023-2024 include increased costs from inflation, supply chain shortages, postponed projects, and extended payment assistance programs.

Providing clean, reliable power is fundamental to our community's quality of life. As a not-for-profit utility our customers own, you entrust us to ensure you get the most value and quality services you expect. Rates 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. U\*

## Advanced water meter upgrades are now complete

We started working on our advanced meter project in 2018 and began installing new meters in early 2021 during the global pandemic. However, by the summer of 2021, Sensus, our meter vendor, could no longer fill orders because of supply chain issues impacting the parts needed to build our electric meters.

Instead, we focused on upgrading our water meters to keep the project moving forward. Tribus installed our last residential water meter in December 2023. Since starting mass installations, they upgraded over 100,700 residential and small commercial water meters. Tacoma Water also exchanged or retrofitted over 5,300 commercial and industrial advanced meters.

We are making solid progress toward bringing numerous benefits to every customer. Benefits include monthly billing, access to detailed power and water use data through MyAccount, and remote, automated meter readings that no longer require access to your property to collect data.

We started receiving electric meters early in 2024 and plan to complete the upgrades by the end of the year.



Visit **MyTPU.org/AdvancedMeters** to view our progress. U\*



## Play all day, stay all night at one of our beautiful parks

Tacoma Power Parks are available to you and your family for camping, boating, fishing, water skiing, nature watching, and day use. Our four parks are located in western Washington on the shores of lakes formed by our dams, which generate clean, renewable hydroelectric energy.

The parks offer classic tent camping, luxury RV sites with full hookups, and everything in between. Or pack a picnic and spend the day swimming and enjoying the outdoors.



**To increase enjoyment and access for everyone, all Tacoma Power Parks feature ADA-accessible campsites, bathrooms, and other services for people with mobility impairments and other disabilities.**

You can reserve individual campsites up to nine months in advance between May 15 and Sept. 15. Sites not reserved during that time are available for one-night walk-in stays. Between Sept. 16 and May 14, our individual campsites are walk-in only (first-come, first-served; reservations are unavailable). The parks close between Dec. 20 and Jan. 1. Camping at Mayfield Lake Park closes between Oct. 16 and April 14.

Make a reservation online or call 833-290-8180 to book a spot.

Visit [MyTPU.org/Parks](https://MyTPU.org/Parks) for more information. **U\***



## Letting us buy you a new cooling and heating system

Tacoma Power has some Power Moves to help you upgrade your home this spring, raise its value, and increase your comfort with ease and affordability. Start with **Power Move #19** – letting us buy you a new cooling and heating system.

Installing a heat pump in your home is the coolest way to maintain the temperature in your home.

Heat pumps use less energy to warm your home in the cooler months and keep you cool when its warm out, which means a lower utility bill for you.

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

**Check out the incentives we offer:**



**Deferred loan where you don't pay us back until you sell your home**



**Contractor discount**

See what you qualify for at [MyTPU.org/PowerMoves](https://MyTPU.org/PowerMoves). U\*

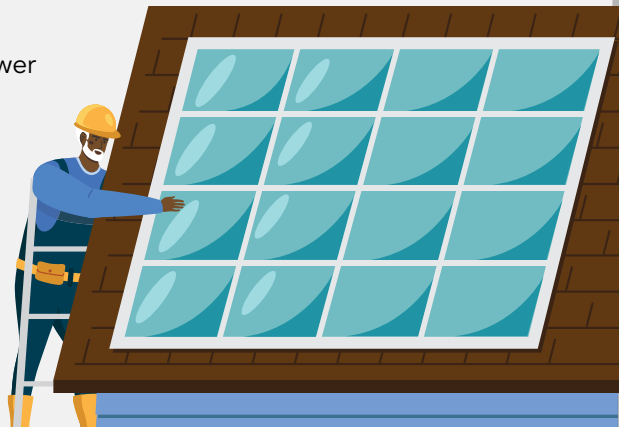
\*Must have existing electric heat.

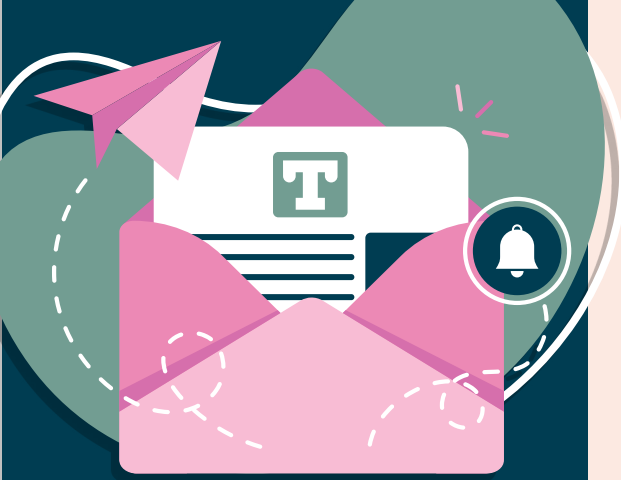
## Shalom Project receives \$50,000 renewable energy grant

The Shalom Project is a partnership between Peace Lutheran in Tacoma's Hilltop neighborhood and St. Mark's Lutheran Church in West Tacoma. Their renewable energy project will use the Evergreen Options grant and other funding to install a solar array on three low-income houses in the Hilltop neighborhood, which operate as part of a low-income housing initiative. The grant will also go towards installing 249 400-watt solar panels on the roof of St. Mark's. This project will benefit the families living in these units by reducing their utility burden and has a broader impact on our community by providing affordable housing and boosting the local economy.

Grant funding comes from Tacoma Power residential and business customers participating in Evergreen Options.

Learn more at [MyTPU.org/Evergreen](https://MyTPU.org/Evergreen). U\*





## Enroll in our email newsletter

You can sign up to receive news and updates from us via email. We send our residential customers an email newsletter monthly with information about rebates and incentives, updates to our payment assistance programs, energy and water conservation tips, and more! Business customers receive a quarterly email newsletter with specific information for commercial and small to medium businesses. It focuses on seasonal reminders and ways to save money. You can opt-in through your MyAccount profile.

### Follow these steps:

- 1 Log in at **MyTPU.org/MyAccount**.
- 2 Select **"Profile"** in the upper right-hand corner.
- 3 Choose **"notifications"** from the menu on the left.
- 4 Check the box to the right of **"News and updates from TPU."**
- 5 Scroll to the bottom of the page and select the **"Save Changes"** button.

Our system will automatically know if you are a residential or business customer and ensure you receive the correct information. **U\***

## Utility employees donated over \$271,000 to our community in 2023

Our employees have a long history of giving back to the community, and 2023 was no exception. They gave more than \$271,000 in cash, product donations, and volunteer time through our Community Connection events!

Community Connection is our award-winning employee-led giving and volunteer program. Utility employees raise money and leverage their unique skills to help meet critical needs in the communities we serve.

The projects reflect our values and concern for our neighbors. Our community partners in 2023 included the Boys & Girls Clubs of South Puget Sound, Comprehensive Life Resources, Communities in Schools of Tacoma, Emergency Food Network, Tacoma/Pierce County Habitat for Humanity, HopeSparks, My Sister's Pantry, Rebuilding Together South Sound, Salvation Army, United Way of Pierce County, Lutheran Community Services Northwest, Eloise's Cooking Pot Food Bank, Mary Bridge Children's Hospital, and Nourish Pierce County.

Our employees also raise money for our Senior Assistance Fund, which provides one-time grants of \$100 to older adults who need help paying their utility bills. **U\***



## How to beautify your landscape while saving water

Overwatering accounts for about half of the water waste in yards. You can water less and save money while maintaining a beautiful, healthy landscape.

**Follow these simple tips:**



**Add mulch** to help keep the soil moist and suppress weeds.



**Fertilize your yard** to add nutrients to your soil with a compost blend like TAGRO.



**Inspect your sprinkler system** for breaks and leaks and make repairs.



**Plant native plants** in the right place to support soil health and watering needs.



**Install a smart irrigation controller** that calculates when and how much to water.

Apply for our money-saving rebate on WaterSense-labeled products at [MyTPU.org/SmartIrrigation](https://MyTPU.org/SmartIrrigation).

Visit [MyTPU.org/YardCare](https://MyTPU.org/YardCare) for more ways to save water outdoors. **U\***

## 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\***



## U\* readers know how far downed power lines energize the ground

Congratulations and thanks to the 392 people who participated in the trivia published in the winter issue of *U\* - Utilities & You*. Downed power lines can energize the ground up to 35 feet away. **U\***



# U\* Calendar

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

## APRIL

**10**

Public Utility Board meeting |  
6:30 p.m.

**24**

Public Utility Board meeting |  
6:30 p.m.

## MAY

**8**

Public Utility Board meeting |  
6:30 p.m.

**22**

Public Utility Board meeting |  
6:30 p.m.

**27**

Memorial Day | TPU offices closed

## JUNE

**12**

Public Utility Board Meeting |  
Canceled

**19**

Juneteenth | TPU offices closed

**26**

Public Utility Board meeting |  
6:30 p.m.

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\* Trivia ANSWER AND WIN

How many advanced water meters did Tacoma Water upgrade and exchange in total?

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 or 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 for mail-in and postcard entries. **U\***

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



Spring 2024

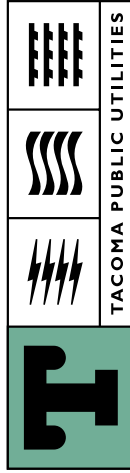
UTILITIES & YOU

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