

2024 QUICK FACTS

OUR MISSION

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

Power • Water • Rail



1,438
EMPLOYEES

NOTEWORTHY

With a renewed sense of purpose, we embraced 13 guiding principles adopted by our Public Utility Board to support our new strategic direction.

In line with Guiding Principle 13: Customer Service, we reorganized Customer Services, Public Affairs, and Communications into a unified Customer Experience and External Affairs division. This restructure enabled a more cohesive customer experience strategy and ensured our utility reflects compassion, equity, and empowerment for the communities we serve.

REVENUE & BUDGET



2023 operating revenue
\$679.3 MILLION

2023-2024 budget
\$1.5 BILLION



LEADERSHIP

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

PUBLIC UTILITY BOARD

Carlos Watson

William Bridges

John O'Loughlin

Elly Claus-McGahan

Anita Gallagher

MANAGEMENT

Jackie Flowers • Utilities Director

Chris Robinson • Tacoma Power Superintendent

Scott Dewhirst • Tacoma Water Superintendent

Dale King • Tacoma Rail Superintendent

LaTasha Wortham • Utilities Deputy Director, CXEA

(Customer Experience and External Affairs)

Alex Yoon • Utilities Deputy Director/Chief Admin. Officer, Mgmt. Svcs.

(Management Services)

Jim Sant • Utilities Deputy Director, Public Affairs and Communications

SERVING OUR COMMUNITY

WE HELPED

16,756



HOUSEHOLDS PAY THEIR
UTILITY BILLS WITH
\$8,707,323
IN ASSISTANCE

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

\$3,792,326
in discounted utility bills.

COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED

988 HOURS

with local nonprofit organizations and...

GAVE
MORE
THAN

\$271,120

in cash, products, and volunteer time



As of year-end 2023

Tacoma Water provides clean, reliable water to its customers as reflected in these key milestones:

- New service transactions declined to pre-COVID-19 levels, enabling development teams to reduce the level of service response times.
- Progressed on improvements that enhance our processes and customer experience due to relief from record-breaking new water services. Based on developer survey results, we updated our Tacoma Water Construction and Development web pages on MyTPU.org as well as other communications, overall process efficiency, and online forms/ applications.
- Added over 10.9 miles of new distribution mains to the system from 23 private contracts.

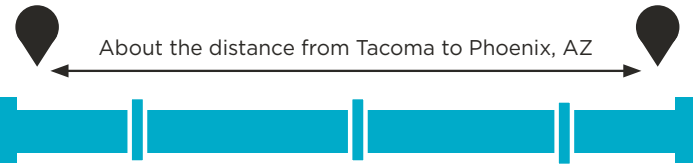


MAINS & SERVICE AREA

119
square
miles of
service area

1,437 MILES OF WATER MAINS

1,301 DISTRIBUTION & 136 TRANSMISSION

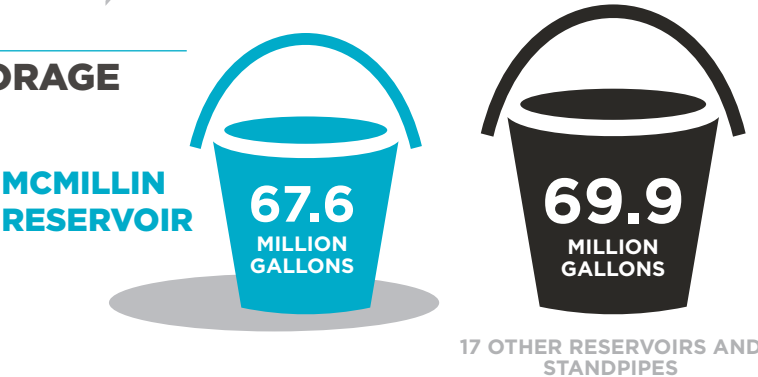


SUPPLY in million gallons per day (mgd)

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

5% > **LOCAL WELLS 40 MGD**

STORAGE



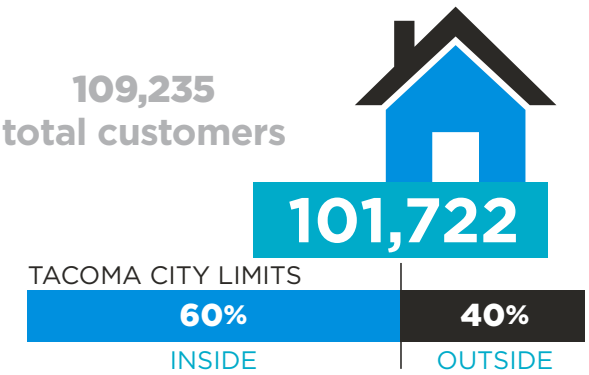
ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WATER

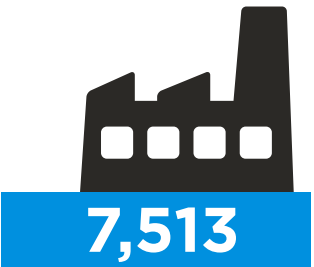
- Salvaged over 2,000 native plants from sites within the watershed for use in current and future restoration projects.
- Increased our native plant nursery to increase capacity for number, species, and propagation methods.
- Removed a half acre of invasive weeds from a fish habitat restoration site with help from Northwest Youth Conservation crews.

CUSTOMERS RESIDENTIAL

109,235
total customers



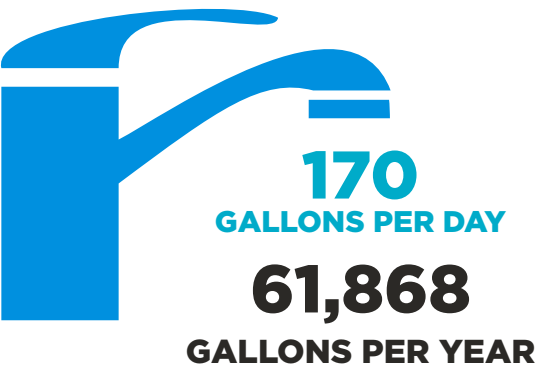
COMMERCIAL/INDUSTRIAL



People served directly by our utility 356,036

- * Through wholesale connections 313,781
- * In partner service areas 260,712

AVERAGE HOUSEHOLD USE



Daily Annually

2022 163 59,398

2021 176 64,418

2020 169 61,610

2019 161 58,755

2018 170 62,014

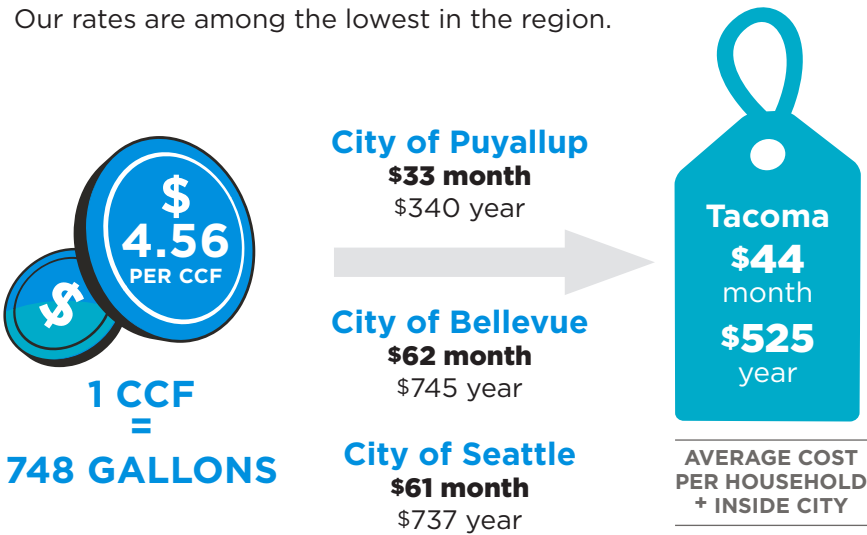
6,746,013,780

TOTAL GALLONS USED IN 2023



RATES

Our rates are among the lowest in the region.



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
\$956.5 MILLION

Total operating revenue
\$123.7 MILLION

BOND RATINGS

Moody's Aa1
Standard & Poor's AA+

TAXES WE PAY

Tacoma Gross Earnings
\$9.8 MILLION
Federal (Social Security)
\$2.3 MILLION
State
\$8.5 MILLION
Other cities' and
counties' fees
\$1.4 MILLION
Taxes as a percent of
total revenue
18.89%



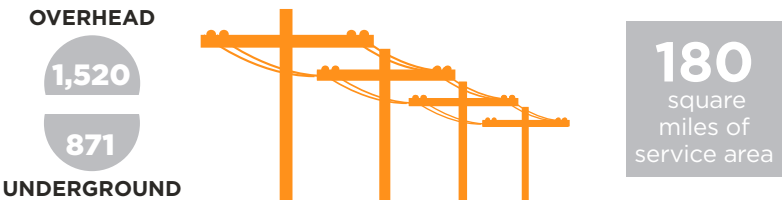
NOTEWORTHY

- Historical recovery from the closure of our largest industrial customer.
- Completed installation of advanced meters.
- Upgraded to Moody's rating of Aa1 from Aa2.
- Continued working with the U.S. Army Corps of Engineers to complete design and construction of the downstream fish passage facility at the Howard A. Hanson Dam.

Our refreshed strategic plan guides us in achieving the TPU mission to deliver clean, reliable services essential to quality of life. Our 2023 strategic themes were financial stability, operational effectiveness, business system modernization, and electrification.



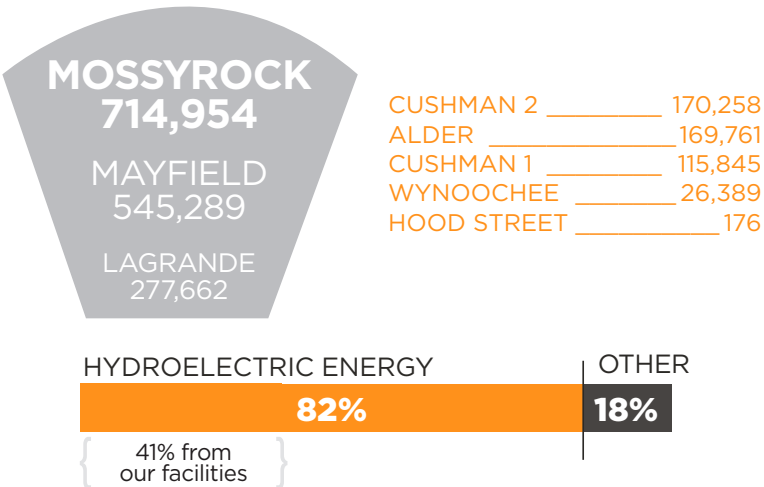
LINES & SERVICE AREA



2,286 MILES OF POWER LINES
2,034 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

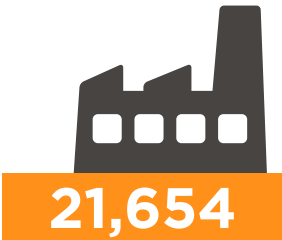
CUSTOMERS

192,770
total customers

RESIDENTIAL



COMMERCIAL/INDUSTRIAL

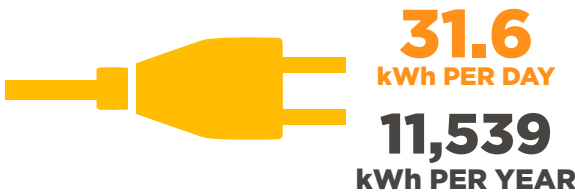


TACOMA CITY LIMITS



Total people served: approximately 434,630

AVERAGE HOUSEHOLD USE



Daily Annually

2022	33.3	12,164
2021	32.3	11,800
2020	32.2	11,761
2019	31.9	11,647
2018	32.2	11,770

CONSERVATION

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

SAVED
17.9 MILLION kWh

INVESTED
\$3.9 MILLION

ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WILDLIFE

- Reared and released 1,079,878 and 6,978,972 fish at Cushman and Cowlitz hatcheries, respectively, and transported 111,352 and 477,838 fish at Cushman and Cowlitz 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
\$1,235 year

Seattle City Light
\$123 month
\$1,475 year

Puget Sound Energy
\$128 month
\$1,534 year

Tacoma
\$100
month
\$1,206
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
\$1.18 BILLION

Total operating revenue
\$516.5MILLION

BOND RATINGS

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



TAXES WE PAY

Tacoma Gross Earnings
\$39.8 MILLION
Federal (Social Security)
\$9.1 MILLION
State
\$19.6 MILLION
Other cities' and
counties' fees
\$8.0 MILLION
Taxes as a percent
of operating revenue
14.8%

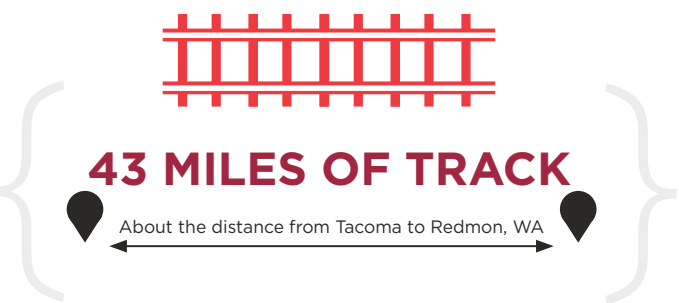
NOTEWORTHY

- Our Income Qualified Rental Program was awarded the Leadership in Energy Efficiency Award for Innovative Collaboration by the Northwest Energy Efficiency Alliance for its innovative approach to reducing the energy burden of income-qualified customers living in rental properties through a unique collaboration between the utility, Tacoma Housing Authority, our Trade Allies, and local property owners.
- One of our largest customers, WestRock Company, closed its Tacoma paper mill in September 2023. We do not anticipate the closure to have a significant financial impact, as decreases in expenses will offset the loss in revenue.
- We enhanced a resource capacity planning dashboard to collect resource information on Transmission and Distribution and Power Shared Services projects to create visibility of resource needs across the power utility.
- We completed a system gap analysis to address our business needs in transitioning to a cloud-based enterprise software system for managing business operations and customer relations.
- We received the American Public Power Association's Platinum Safety Award, marking two consecutive years of excellence in safety performance. This achievement underscores our ongoing commitment to ensuring that every employee returns home safely every day.

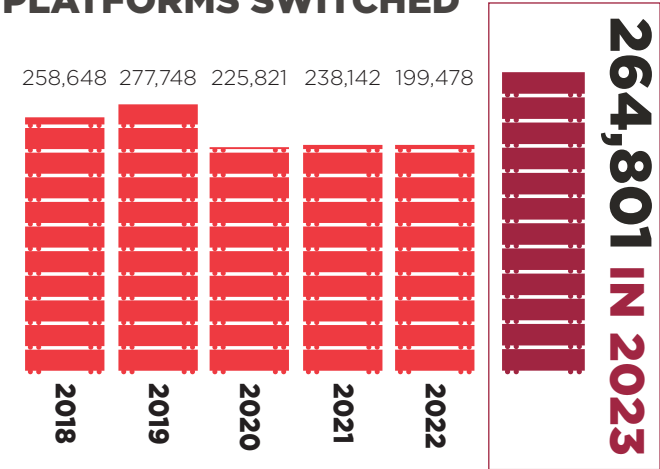
Since 1914, Tacoma Rail has worked to meet our primary goal of providing efficient, cost-effective rail service. The year 2023 was no exception. We provided service to areas as diverse as the Port of Tacoma and Tacoma industrial areas (Tidelands Division) and the Lakeview Subdivision (Capital Division).



SERVICE AREA

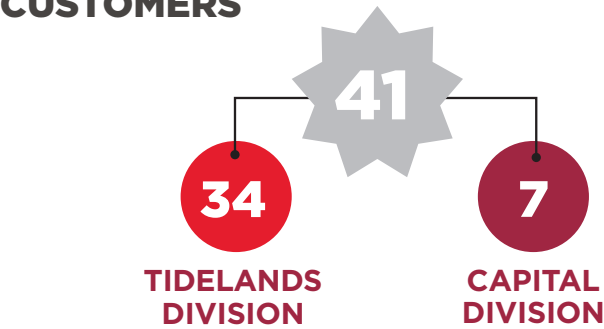


RAILCARS AND PLATFORMS SWITCHED



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

CUSTOMERS



FINANCIAL



NOTEWORTHY

- We saw a 33% increase in railcars and platforms switched in 2023 over 2022.
- We increased import automobile traffic by 110%.
- Our mechanical team serviced 4,461 foreign railroad locomotives.
- We provided 100% on-time train delivery to the mainline railroads.

