

2025 QUICK FACTS

OUR MISSION

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

Power • Water • Rail



1,503
EMPLOYEES

KEY HIGHLIGHTS

We launched a unified Public Utility Board-approved Strategic Plan to guide the organization. It focuses on three priorities: Employee Experience, Customer Experience, and Operational Excellence.

At the center of it all is our North Star: ensuring customers experience compassion and equity in action, and are understood, valued, and supported in managing their essential utility services.

REVENUE & BUDGET



2024 operating revenue
\$677.6 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

John O'Loughlin Elly Claus-McGahan
Anita Gallagher Devin Hampton
William Bridges

MANAGEMENT

Jackie Flowers • Utilities Director
Chris Robinson • Tacoma Power Superintendent
Heather Pennington • Tacoma Water Superintendent
Alan Matheson • 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 Office)

SERVING OUR COMMUNITY

WE HELPED **48,589**



HOUSEHOLDS PAY THEIR
UTILITY BILLS WITH OVER
\$13.1 MILLION
IN ASSISTANCE

Note: Includes funding from pledges, Climate Commitment Act (CCA), LIHEAP/LIHWAP, Warm fund, Bill Credit Assistance Plan, etc. - CCA funds represent 36,814 customers and \$7.3M

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

\$4.1 MILLION
in discounted utility bills.

COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED
978 HOURS

with local nonprofit organizations and...



\$276,487
in cash, products, and volunteer time



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

- Completed a new water storage tank and pump station on a two-acre site in the Pinnacle Ridge neighborhood of Tehaleh, Bonney Lake.
- Provided \$309.6K in grants and loans to replace 40 leaking residential water service lines, saving over 73 million gallons of water.
 - 16 replacements included grants for income-eligible households.
 - Enrolled 11 new customers in income-based utility assistance, delivering over \$4.9K in bill credits and discounts.



302
EMPLOYEES

MAINS & SERVICE AREA

119
square
miles of
service area

1,452 MILES OF WATER MAINS

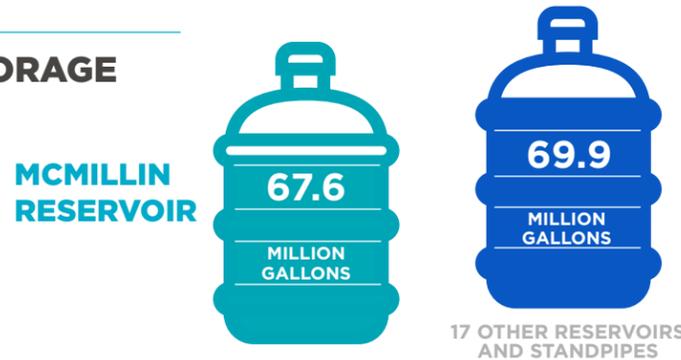
1,316 DISTRIBUTION & 136 TRANSMISSION



SUPPLY in million gallons per day (mgd)



STORAGE



ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WATER

- Installed six cross drain culverts and upgraded two stream crossings on forest roads to safely pass 100-year flood flows.
- Salvaged over 2,000 native plants from a forest thinning project for us in existing riparian restoration sites.
- Removed about 22,000 square feet of invasive weeds; planted 1,394 native plants, and installed 585 willow stakes in an existing fish habitat restoration site.

CUSTOMERS RESIDENTIAL

110,043
total customers



COMMERCIAL/INDUSTRIAL

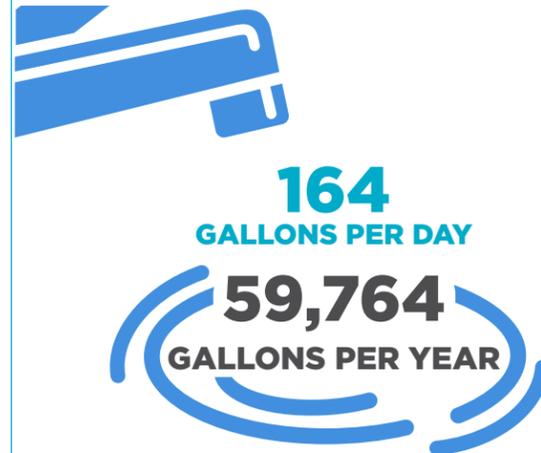


People served directly by our utility 356,036

* Through wholesale connections 313,781

* In partner service areas 260,712

AVERAGE HOUSEHOLD USE



Daily Annually

2023	170	61,868
2022	163	59,398
2021	176	64,418
2020	169	61,610
2019	161	58,755

6,533,791,968
TOTAL GALLONS USED IN 2023

RATES

Our rates are among the lowest in the region.



1 CCF = 748 GALLONS

City of Puyallup
\$36 month
\$431 year

City of Bellevue
\$65 month
\$780 year

City of Seattle
\$61 month
\$737 year



\$574
year

AVERAGE COST PER HOUSEHOLD + INSIDE CITY

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
\$966.3 MILLION

Total operating revenue
\$120.9 MILLION

BOND RATINGS
Moody's Aa1
Standard & Poor's AA+

TAXES WE PAY
Tacoma Gross Earnings
\$8.7 MILLION
Federal (Social Security)
\$2.5 MILLION
State
\$6.4 MILLION
Other cities' and counties' fees
\$1.5 MILLION
Taxes as a percent of total revenue
16.95%



NOTEWORTHY

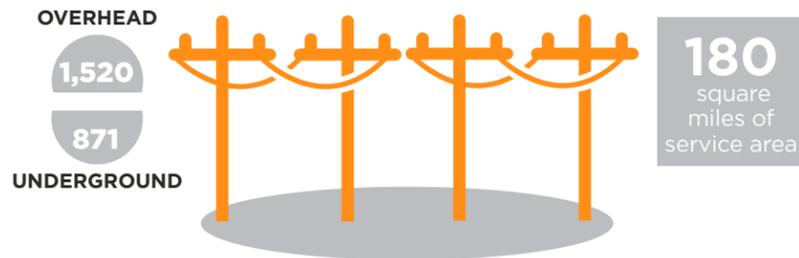
- Introduced fixed-fee options for paving and flagging in new service construction, offering cost predictability and flexibility for developers.
- Completed a 20-year master plan for the Water Operations Building located at 3506 S. 35th St. (on the east side of Union).
- Partnered with Utility Technology Services and the Cybersecurity and Infrastructure Security Agency to assess SCADA network security.
- Launched a new rebate for ENERGY STAR-certified commercial kitchen appliances to help restaurants and food service businesses reduce water use and utility costs.
- Supported installation of weather monitoring stations to enhance forecasting and reservoir management at Howard Hanson Dam.
- Tacoma Water Women's Pipe Tapping Team won 1st place at the American Water Works Association competition.



Tacoma Power continued executing our strategic plan to support TPU's mission of delivering clean, reliable services essential to quality of life. Our strategic themes were financial stability, operational effectiveness, business system modernization, and electrification.



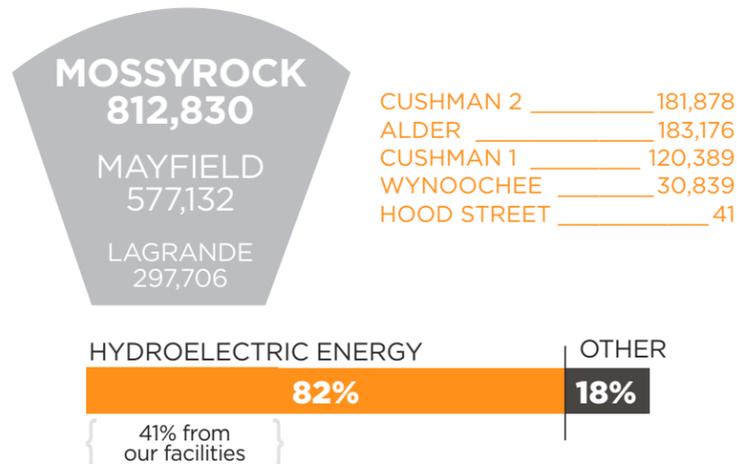
LINES & SERVICE AREA



2,286 MILES OF POWER LINES
2,034 DISTRIBUTION & 352 TRANSMISSION

About the distance from Tacoma to Houston, TX by car

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

198,263
total customers

RESIDENTIAL



COMMERCIAL/INDUSTRIAL



TACOMA CITY LIMITS



Total people served: approximately 440,604

AVERAGE HOUSEHOLD USE



Daily Annually

2023	31.6	11,539
2022	33.3	12,164
2021	32.3	11,800
2020	32.2	11,761
2019	31.9	11,647

CONSERVATION

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



ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WILDLIFE



- Reared and released 1,494,489 and 7,015,809 fish at Cushman and Cowlitz hatcheries, respectively, and transported 50,536 and 384,953 at Cushman and Cowlitz fish passage facilities, respectively, in support of salmon recovery efforts.

RATES

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



*Monthly values may not sum to annual values due to rounding.

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
\$516.5 MILLION

BOND RATINGS

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

TAXES WE PAY

Tacoma Gross Earnings
\$41.0 MILLION

Federal (Social Security)
\$9.9 MILLION

State
\$20.8 MILLION

Other cities' and counties' fees
\$9.2 MILLION

Taxes as a percent of operating revenue
15.8%



NOTEWORTHY

- We completed our first electrification assessment to project how customer demand may change over the next 20 years.
- We developed and published a wildfire mitigation plan in compliance with new state requirements.
- We created a grid modernization plan and road map to guide investments in advanced technologies and respond to future challenges.
- We completed the 2025-26 biennial budget with a focus on operational needs and maintaining low rates amid inflation.
- Our first Shore Power customer completed its modernization and began providing electricity to vessels in port.
- We received the American Public Power Association's Platinum Safety Award for the second year in a row, recognizing continued excellence in employee safety.

Since 1914, Tacoma Rail has worked to meet our primary goal of providing efficient, cost-effective rail service. The year 2024 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

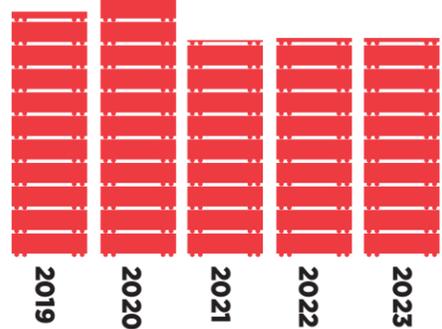


43 MILES OF TRACK

About the distance from Tacoma to Redmond, WA

RAILCARS & PLATFORMS SWITCHED

277,748 225,821 238,142 199,478 264,801

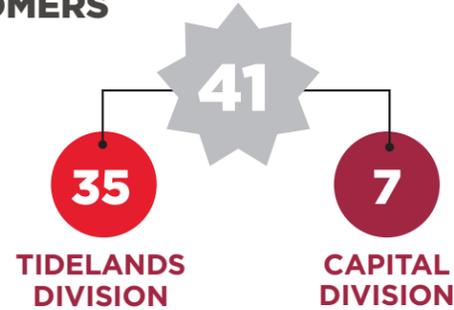


293,756 IN 2024

ONE OF THE BUSIEST
**SHORT-LINE
RAILROADS
IN THE COUNTRY**

IN TERMS OF VOLUME AND FREIGHT

CUSTOMERS



FINANCIAL

Value of our fixed assets
\$38.5 MILLION

Total operating revenue
\$39.1 MILLION



TAXES WE PAY

Tacoma Gross Earnings
\$3.6 MILLION

Federal (Railroad retirement & Unemployment)
\$2.6 MILLION

State
\$1.3 MILLION

Taxes as a percent of total revenue
16.8%

NOTEWORTHY

- Increase in railcars switched by 11% in 2024 over 2023.
- Interchanged 5,064 miles of railcar traffic in 2024. That is equivalent to the distance from Tacoma, WA to Jacksonville, FL; and back.
- 4,766 foreign railroad locomotives were serviced by our mechanical team.
- 100% on-time train delivery to the mainline railroads.

Our Service Area

TACOMA PUBLIC UTILITIES SERVICE AREA

