



We're here to help with extended hours that fit your schedule

If you're looking to better manage your monthly utility costs through our Budget Billing program or have a question about your statement, our team is here to help you. Stop by our lobby or give us a call, Monday through Friday, 7:30 a.m. to 5:30 p.m. We're here to make managing your utility services easier and more convenient than ever. **U***

POWER MOVE #21
Keeping your tootsies toasty while saving money



Give your heat pump a little fall love

Fall is a great time to schedule heat pump maintenance. Regular check-ups help your systems run efficiently, last longer, and keep you comfortable as temperatures drop.

According to **EnergyStar.gov**, simple steps like cleaning or replacing air filters and checking outdoor units for leaves or debris can improve airflow and performance. A licensed technician can also inspect your system to ensure everything works correctly before the colder months arrive.

Thinking about replacing or upgrading your system? We offer rebates or zero-interest loans for qualifying heat pumps. That means no added cost for financing and long-term energy savings for you.

Learn more at MyTPU.org/PowerMoves. **U***

Tacoma Rail earns accolades for safety

Congratulations to Tacoma Rail. Their low injury rate recently earned the utility a 2024 Jake Safety Award from the American Short Line and Regional Railroad Association for their work throughout the year. In 2024, Tacoma Rail moved the equivalent of approximately 250,000 railcars, serviced 4,766 locomotives, and maintained over 30 miles of track, all while maintaining an extremely safe record. This award is a testament to their dedication to maintaining safe work practices while serving our customers. **U***



A homerun for the Senior Assistance Fund during TPU Night with the Tacoma Rainiers

Our employees and community members gathered at Cheney Stadium in August to watch the Tacoma Rainiers and support the TPU Senior Assistance Fund. For every TPU ticket package sold, \$5 was donated to the fund, which offers one-time grants to older adults needing help with their utility bills.

Prevent water damage and save money

Signing up for leak notifications can alert you to potential leaks, allowing you to address them quickly. Here's why you should consider enrolling:



Reduced utility bills:
Early detection can reduce water costs.



Prevent water damage:
Leaks can damage floors and structures.



Conserve water:
Leaks contribute to water waste.



Peace of mind:
Be notified of unusual water-use changes.



Log in or sign up at MyTPU.org/MyAccount. **U***

Making the most of the calm before storms

How our summer prep supports year-round reliability

Every summer, our crews take advantage of dry weather to prepare for storm season, helping us enter fall and winter ready to keep your power reliable.

We inspect and replace poles, trim trees near lines, and clear overgrowth to lower outage risks and guard against wildfires. Within substations, we test and upgrade equipment, such as transformers and circuit breakers, to reduce failures and speed up restoration. We also use drones for aerial inspections to catch potential issues early and make repairs before severe weather hits.

If you see our crews in your neighborhood, please slow down, follow all posted signs, and give them the space they need to work safely. **U***



Educating kids about utility services, careers, and conservation

We provide robust youth education outreach for pre-K to 12th grade on:



Operations:
Help build communities that understand our services.



Career development:
Inspire career aspirations and recruit a workforce that reflects the communities we serve.



Environmental sustainability:
Encourage conservation and emphasize resource stewardship.

Our offerings include in-school and after-school activities, internships, facility tours, and teacher workshops. We partner with the YMCA, Girl Scouts, Tacoma Public Library, Tacoma Public Schools, and others. Last year, we reached over 3,000 students, educators, and caregivers. **U***

Protect your digital footprint from AI-powered cyberattacks

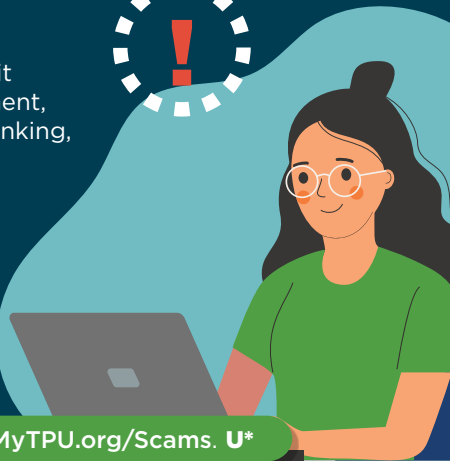
Artificial Intelligence (AI) can be a helpful tool, but it can also make online and phone-based utility scams even more sophisticated. Scammers are now using AI to create targeted phishing campaigns with realistic audio and video to bypass identity verification and spread misinformation.

Some ways to keep your digital information safe:

- ❌ Don't reuse passwords between different websites.
- ✅ Use complex passwords, also known as "passphrases," to make them more difficult to crack.
- ❌ Never click on suspicious links in emails or text messages.
- ✅ Call us to verify unexpected emails or text messages you may receive.

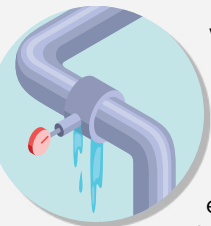
We take cybersecurity seriously. We will never:

- ❌ Call, email, make a home visit demanding immediate payment, or requesting credit card, banking, or financial information.
- ❌ Request payment on a prepaid card.
- ❌ Shut off service without providing written notice at least seven days in advance.



Learn more about cybersecurity and other scams and what to watch for at MyTPU.org/Scams. **U***

U* trivia - answer and win*



Where should you sign up for leak notifications?

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 Nov. 30** at 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.



U* Calendar

Find a complete list of our events and office closures at MyTPU.org/Calendar. **U***



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