

TACOMA PUBLIC UTILITIES PUBLIC UTILITY BOARD GUIDING PRINCIPLES



OUR MISSION

We deliver clean, reliable services essential to the quality of life.

OUR VISION

We will be a trusted community partner, where employees are proud to deliver equitable, affordable utility services.

OUR VALUES

Safety, Belonging, Customer Focus, Integrity, Respect



For more information on the PUB's Guiding Principles visit MyTPU.org/Board.

Tacoma Public Utilities (TPU) is committed to providing **reliable, affordable, and sustainable services** while delivering an **excellent customer and community experience**. The utility is governed by the five-member Public Utility Board, which oversees Tacoma's electric and water utilities and its industrial freight-switching railroad. Board members are appointed by the Mayor and confirmed by the Tacoma City Council to serve five-year terms.

The board's guiding principles offer a long-term framework to help TPU address key issues, including securing **clean hydropower**, **enhancing regional water supply resilience**, and **strengthening strategic partnerships**.

GUIDING PRINCIPLES



CUSTOMER AND COMMUNITY

Customer and Community Experience: Demonstrate compassion and equity so customers and communities feel understood, valued, and empowered.



RESOURCE STEWARDSHIP AND SUSTAINABILITY

Sustainability: Advance carbon neutrality, reduce waste, and support natural resource management.

Financial Stability: Maintain responsible fiscal management to ensure fair, affordable pricing.

Resilience: Anticipate and adapt to climate, market, regulatory, and infrastructure changes and challenges.



EMPLOYEE AND CULTURE

Work Environment and Culture: Provide a safe, healthy, and inclusive workplace where employees feel valued and recognized through open communication.

Career Development: Offer opportunities for growth, development, and advancement.

Recruitment and Hiring: Ensure fair, inclusive hiring practices that attract and retain talent representative of the communities we serve.

