

Residential Utility Assistance Programs



MyTPU.org/
Assistance





Bill Payment Assistance

We understand the challenges that come with paying bills when finances are limited. Tacoma Public Utilities and City of Tacoma Environmental Services offer a variety of payment options, services and programs to help make paying your utility bill more manageable.

Enrollment is easy! Simply complete our Residential Utility Assistance Application at **MyTPU.org/Assistance** and provide the required documents.

South Sound 2-1-1

Customers enrolled in Residential Utility Assistance Programs through Tacoma Public Utilities are still able to apply for assistance from other community resources if they meet the eligibility.

Contact **South Sound 2-1-1** to find the resources you need. Simply dial 2-1-1 or toll free at 1-877-211-WASH (9274). You can also get connected by downloading the WIN 2-1-1 app.

Bill Credit Assistance Plan (BCAP)

The Bill Credit Assistance Plan is a program to assist income-eligible households. Each time the utility bill is paid in-full and on-time, a credit is provided on the next utility bill.

BCAP is available to customers who meet the following criteria:

- Utilities are billed directly by Tacoma Public Utilities and the account is in the name of the eligible customer; and
- Reside in the dwelling unit full-time; and
- Meet current household income eligibility requirements.

Visit our website at **MyTPU.org/Assistance** or call Customer Services at 253 -502-8400 for current financial credit and income eligibility information.





Discount Rate Program

A discount rate in the form of a percentage taken off your bill is available to customers who meet the following criteria:

- Utilities are billed directly by Tacoma Public Utilities and the account is in the name of the eligible customer; and
- Are a single occupant or the head of a household or the spouse of the head of the household; and
- Are 62 years of age or older OR adult receiving qualifying disability income; and
- Reside in the dwelling unit full-time; and
- Meet current household income eligibility requirements.

Visit our website at **[MyTPU.org/Assistance](https://www.mytpu.org/Assistance)** or call Customer Services at 253 -502-8400 for current discount rate and income eligibility information.

Payment Options

Tacoma Public Utilities offers various ways to help manage your utility account. We also offer tools to automate your payments and set automatic reminders.

- **Payment Arrangements** — Need more time to pay your utility bill? Make arrangements before the due date. Call our 24-hour automated customer service line at **253-502-8608**. You may also go online to **MyTPU.org/MyAccount** to request payment arrangements. Customers enrolled in the Bill Credit Assistance Plan may still be eligible for a credit if timely arrangements are made and the bill is paid in-full within 29 days from the invoice date.
- **Budget Billing** — Residential accounts opened for at least 12 months may enroll in Budget Billing. With budget billing, you pay the same amount for your utilities each month. On the 12th month your amount will be recalculated for the next 12 months.
- **AutoPay** — A convenient, automatic payment option that allows you to automatically pay your Tacoma Public Utilities bill using a credit/debit card or a bank account.



**Visit MyTPU.org/MyAccount to get started
or call Customer Services at 253-502-8400.**



Energy and Water Efficiency Resources

If you're looking for ways to save energy and money in your home, check out the Home Energy Advisor tools. The fun interactive tools help you zero in on where you can save the most. Go online to **MyTPU.org/Calculate**.

Contact our Conservation Team at **253-502-8363**



Tacoma Public Utilities

Customer Solutions Office

3628 South 35th Street
Tacoma WA 98409-3192

MyTPU.org/Assistance

Phone: 253-502-8400 Hours 8-4, M-F

Appointment Hours: 8:30-4, M-F

Fax: 253-502-8609 Hours 8-4, M-F

E-mail: cssolutions@cityoftacoma.org