

Budget and Rates Communications and Outreach

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Customer Experience and External Affairs “North Star”



“Our customers and communities experience compassion and equity-in-action so they are understood, valued, and empowered.”



Communication and Engagement Overview



Objective:

- Educate and inform customers and interested parties

Strategies

- Deliver clear, transparent information internally and externally
- Reach audiences through diverse communication channels
- Align messaging across all business lines
- Provide information in multiple languages
- Guide customers on how to engage in the process

Communication Channels



- Website
 - Video
- Bill inserts & bill messages
- Social media
- Lobby screens
- Email newsletter
- Homepage/portal messages
- Fact sheets
- Online customer feedback form
- Outreach and engagement

TACOMA PUBLIC UTILITIES & ENVIRONMENTAL SERVICES

2027-2028 Budget & Rates

We budget to provide clean, reliable services.

WHAT RATES COVER

- Operating and maintaining utility systems
- Ensuring service reliability
- Upgrading technology to support long-term reliability
- Protecting natural resources around facilities

FACTORS IMPACTING RATES

Infrastructure costs

- Pole replacements
- Electric system equipment (transformers)
- Substation maintenance
- Drinking water main and pipe replacements
- Wastewater pipe replacements*
- Preparing and maintaining for long-term reliability

Increasing operating costs

- Competition for labor
- New technology
- Climate change
- Regulatory
- Healthcare

HOW WE CONTROL COSTS

- Rebuild & maintain equipment instead of buying new
- Prioritize projects for safety & reliability
- Maintain current staffing levels
- Secure awards, grants, and other funding that doesn't come from customers
- Encourage recycling
- Reduce operations and maintenance costs

HOW TO LOWER YOUR BILLS

- Take advantage of rebates as grant program
- Recycle
- Fix water leaks
- Monitor energy usage

Learn more about how you can get involved.

TACOMA POWER
RATE ADJUSTMENT GOES INTO EFFECT IN APRIL EACH YEAR

	2027	2028
	X% or \$x.xx monthly*	X% or \$x.xx monthly*

TACOMA WATER
RATE ADJUSTMENT GOES INTO EFFECT IN JANUARY EACH YEAR

	2027	2028
Inside City of Tacoma	X% or \$x.xx monthly	X% or \$x.xx monthly
Outside City of Tacoma	X% or \$x.xx monthly*	X% or \$x.xx monthly*

ENVIRONMENTAL SERVICES
RATE ADJUSTMENT GOES INTO EFFECT IN JANUARY EACH YEAR

	2027	2028
Stormwater	X% or \$x.xx monthly	X% or \$x.xx monthly
Wastewater	X% or \$x.xx monthly	X% or \$x.xx monthly
Solid Waste	X% or \$x.xx monthly	X% or \$x.xx monthly

*City of Tacoma only

5257-0526 WEB

Environmental Services

TACOMA PUBLIC UTILITIES

*Rates in University Place are slightly higher due to a 6% utility tax from the City of U.P.

5257A-0526 PRINT

Environmental Services

TACOMA PUBLIC UTILITIES

Neighborhood Councils & Block Groups

- Coordinating with Environmental Services

Community and Trade Organizations

- Black Collective
- Korean Women's Association



Outreach and Engagement



Local Government Partners

- Franchise cities
- County Council
- Parks Tacoma
- Puyallup Tribe
- GPFC



Business Engagement



Customer Groups

- Top Key Accounts
- Small-Medium Businesses
- Chamber of Commerce
- Economic Development Board
- Business Districts
- Government Partners



Questions?

Thank you!