

**Budget and Rates Community Outreach  
Public Utility Board  
July 27, 2022**

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# Today's Overview

- TPU Coordination on Budget and Rates Outreach and Strategic Directive 4 (Stakeholder Engagement)
- Current Outreach Environment
- Upcoming Budget and Rates Engagement
- Communications and Engagement Tools



# Stakeholder Engagement and Strategic Directive

## Strategic Directive 4: Stakeholder Engagement

- “TPU is committed to proactive engagement and open dialogue with customers and other stakeholders to understand their needs and improve service that informs decision-making while enhancing community understanding of TPU’s operations, programs, and services”

## Reporting: Stakeholder Engagement

- On an as-needed basis, not less than biannually to the Executive Leadership Team and to the Public Utility Board



# Stakeholder Engagement

## TPU Public Affairs & Communications (PAC) Dept:

- The department provides customer communications and community engagement, employee communications, key account engagement, market research and analysis, government relations, policy advocacy, stakeholder relations, economic development coordination, and strategic issues management for our communities
- PAC functions collectively as customer and stakeholder advocates across its service territory to ensure input is included in decision-making & policy across the utilities



# Current Outreach Environment

## Virtual and Hybrid Engagement Due To COVID – 19:

- Technology Barriers
- Community Priorities
- Hybrid Style Meetings
- Virtual Attendance



# Upcoming Rates Engagement

## Planned Virtual, Hybrid & In-Person Engagement Plan:

- **September:** Neighborhood Councils & Block Groups
  - ❖ Outreach coordinated with Environmental Services
- Partnering with existing events of organizations
- Chamber of Commerce/Economic Development Organizations/local trade orgs
- Franchise Cities/Local Government Partners
- Key Accounts including JBLM
- Business Districts

## Completed Community Engagements:

- May 26 Hybrid Listening Session



# Communications & Engagement Tools

## Self-Serve Information:

- Post online all meetings, presentations, links to recordings and related help ([MyTPU.org/Rates](http://MyTPU.org/Rates))
- Post meeting dates on social media
- Provide online customer feedback form



# Communications & Engagement Tools

## Keep Customers Informed:

- Bill inserts, bill messages
- Lobby screens
- Monthly email newsletter updates
- Quarterly print newsletter updates
- Homepage/portal messages
- Language access
- Fact sheets – rate projections, drivers & customer assistance resources







Thank you

What feedback or questions do you have?



# Contacts

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