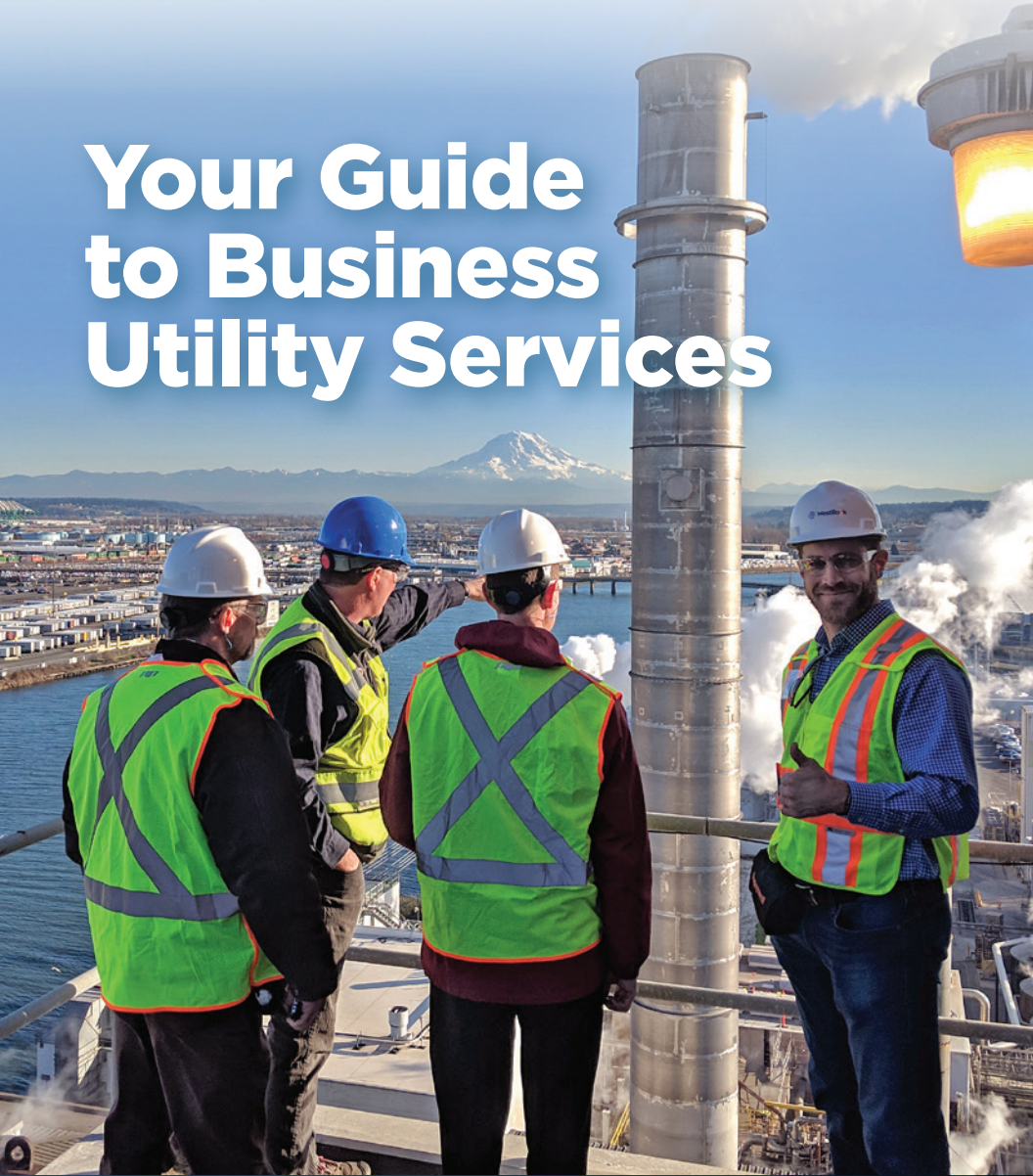


TACOMA PUBLIC UTILITIES

Your Guide to Business Utility Services



MyTPU.org



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Welcome

Tacoma Power is proud to serve our community with renewable, low carbon electricity supplied in part by our seven hydroelectric dams and brought to your switch through nearly 2,300 miles of power lines and dozens of substations. We serve more than 150,000 households and 18,000 businesses in the City of Tacoma, University Place, Fircrest, Fife, and parts of Steilacoom, Lakewood and unincorporated Pierce County.

Providing safe, clean drinking water is among the highest priorities for Tacoma Water. Our water comes from the Green River, and is filtered at the source. We deliver that filtered drinking water through 1,350 miles of pipe, 27,000 valves, 10,000 fire hydrants to more than 94,000 households and 7,000 businesses in the City of Tacoma, Pierce and King Counties and several other partners and wholesale water suppliers.



We look forward to serving you.

Use this comprehensive guide for information about your utility services, billing, and other general information to manage your account and resolve outstanding issues.

How to Contact Us

Our Business Solutions staff will happily answer any questions you have about your utility bill. Contact us 8 a.m. to 5:30 p.m., Monday through Friday.

Billing and Customer Services	253-502-8600
Toll free.....	1-800-752-6745
TDY for the hearing impaired.....	253-502-8343
Business Solutions Office	253-502-8606
Report a Power Outage	253-502-8602
Water Emergencies (daytime)	253-502-8384
Weekends and Evenings	253-502-8344
Water quality issues	253-502-8207
Flooding/sewer backups.....	253-591-5585

Payment by Phone

Business Solutions Office253-502-8606

Payment OnlineMyTPU.org/MyAccount

Start, Transfer or Stop Service

To start or stop utility services for your business, please call Business Solutions at 253-502-8606 at least one business day in advance.

Service Fees

We charge a one-time non-refundable fee to establish service each time you open an account. The amount varies based on the utility services requested. We include this fee on your first bill.

- Power \$10.50
- Wastewater \$1
- Solid Waste \$3
- Water \$6.10
- Surface Water \$1

Same Day Service Requests

Requests for same-day service connections are subject to an additional fee. We charge an additional \$60 connection fee per metered service for requests made after noon.

Property Managers

We offer an easy way to help you start or stop water and power services online for your tenants online. Learn more about how to manage your properties by visiting our [website](#) to create a Property Manager account.



Deposit Information

We may require deposits from business customers for electric, water and/or solid waste services. We may waive these deposits for property owners and for customers who have established satisfactory payment or credit histories. You must meet one of these criteria:



- Own the property (not just own the business)
- Have satisfactory commercial credit with Tacoma Public Utilities
- Provide a commercial letter of credit, for the same business name, from an electric, gas or water utility for 18 consecutive months in the past two years
- Have a signed Payment Guarantee letter from the property owner

Deposits are due within 30 days of notification from the start of service.

Deposits for electricity and water are based on two times the highest one month bill, or equal to the highest two months' bill, in that location for like businesses. The solid waste deposit is four times the monthly rate.

We hold your deposit, without interest, for a minimum of 12 consecutive months of satisfactory payment history from the date you paid the deposit in full. We will continue to hold your deposit for a longer period if you do not maintain satisfactory payment history.

Rate Information

We provide services that are vital to your quality of life. To continue to provide reliable, high-quality services, Tacoma Power and Tacoma Water must invest in utility infrastructure and systems. As a non-profit public utility, our rates are based on the cost of providing utility services.

Tacoma Power has two different rate classes for commercial customers, schedule B and G.

Schedule B rate customers are usually small to medium sized businesses. B rate customers are billed for actual energy usage, a distribution charge and the fixed charge.

G rate customers are usually large businesses requiring more power. G rate customers are billed for actual energy usage, demand and the fixed charge.

Learn more about [Tacoma Power](#) and [Tacoma Water](#) rates.

[View Environmental Services rates](#) set by the City of Tacoma.

Demand and Power Factor Information

What is Demand?

Demand is a peak electric load over a specific time expressed in kilowatts (kW) of power.

Electric demand meters record the highest average 30-minute demand period in the month. This number is the “actual demand” used in the calculations for determining delivery costs.

Average 30-minute demand readings comprise six consecutive five-minute intervals. We get the highest 30-minute period using a sliding five-minute window calculation.

Billed demand is the highest among; actual demand, 60% of the previous demand, or adjusted demand. Adjusted demand is the actual demand after it's adjusted for power factor. The 60% previous is 60% of the highest demand during previous 11 months.

B rate customers that exceed 50 kW three times in 24 months will automatically be updated to a G rate.

What is Power Factor?

Power factor measures how efficient load current converts to useful work output. It also indicates its effect on the efficiency of the supply system. Simply, power factor measures how well you use electricity. Understand better by examining three types of power:

1. Volts and amperes of a circuit produce apparent power, measured in kilovolt-amperes (kVa). It includes both working and reactive power.
2. The energy or work-producing part of apparent power is working power - the electricity used in electric appliances, electric heating, and lighting, measured in kilowatts (kW).
3. A magnetic field generated for items requiring power such as motors is reactive power, the non-working portion of apparent power, measured in kilovolt-amperes-reactive (kVARs).

The percentage ratio between working power and apparent power is called power factor. Low power factor results from a lack of optimizing electrical power types making large power factor. If your business operates 80 kW of working power, and the apparent power operates at 100 kVa, dividing them gives you a power factor of 80%. Eighty percent of the incoming current operates well, while you lose 20% through heat conductors. Installing power factor correction capacitors to your electrical system will improve your power factor.

For more information, contact [Business Solutions](#).



How to Read Your Bill

The monthly Customer Charge covers administrative costs, such as reading and servicing your meter, preparing and mailing bills, and maintaining and updating billing records

and applicable franchise fees. The Energy Charge reflects the costs of producing electricity. The Delivery Charge reflects the costs relating to poles, lines, transformers, etc. associated with delivering electricity from its source to your business.

Small Commercial (B RATE):

Clearly labeled bill information

Summary of charges from Tacoma Public Utilities

Summary of charges from Environmental Services (Tacoma residents)

Easy to read billing summary

Detachable stub for you to easily mail your payment

An easy way to donate to people in need

Account#
Amount Due \$1,338.28
Due Date 9/12/19

MyTPU.org/MyAccount
(253) 502-8600
3628 S. 35th St. | Tacoma, WA 98409

Previous Amount Due \$1,329.82
Payments -\$1,329.82
Balance \$0.00
Current Charges Due 9/12/19 \$1,338.28
Amount Due **\$1,338.28**

Billing period - 7/25/19 to 8/22/19 (29 days)

Electricity	\$952.41
Drinking water	\$31.74
Environmental Services	
Wastewater	\$40.43
Solid waste & recycling	\$210.46
Surface water	\$103.24
Total Current Charges	\$1,338.28

Pay online at MyTPU.org/MyAccount or make checks payable to City of Tacoma and mail to P.O. Box 11010 • Tacoma, WA 98411-1010

Check if your payment includes a donation to the low-income assistance program. Thank you!

Amount \$ _____

Account#
Amount Due \$1,338.28
Due Date 9/12/19

Amount Paid \$ _____

Billing period - 7/25/19 to 8/22/19 (29 days)
Issue date 8/28/19

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Tacoma Power Meter # 11689

Energy* 11689@0.044616kWh \$521.52
Distribution* 11689@0.034895kWh \$407.89
Fixed charge @523.00/month \$22.00
Total **\$952.41**

Taxes included in your power service:
Tacoma gross earnings - 7.5% - \$71.43
State Public Utility - 3.8734% - \$36.89

*The energy charge is for producing electricity. The distribution charge is for delivering that electricity to you.

Tacoma Water Meter # 3160

3.160@52.209000ctf \$6.98
Fixed Charge @52.76/month \$24.76
Total **\$31.74**

Taxes included in your water service:
Tacoma gross earnings - 8.0% - \$2.54
State Public Utility - 5.029% - \$1.60

Wastewater Meter # 3160

3.160@8.640000ctf \$27.93
Fixed charge @512.50/month \$12.50
Total **\$40.43**

These taxes may be included in your wastewater service:
State B&O - 1.898%
Tacoma gross earnings - 8.0%
State sewer collection - 3.852%

Solid Waste & Recycling Meter # 300

State Sales Tax - Rental \$0.41
300 Gal Comm Garbage 1/Week \$166.05
300 Gal Comm Rent \$4.00

Payments
Payment 8/8/19 -\$1,329.82

How to Contact Us
Customer Services: (253) 502-8600
• Toll free (800) 752-4745
• TTY for the hearing impaired (800) 833-6384
Report a power outage: (253) 502-8502
Water issues: (253) 502-8384
Flooding/sewer backups: (253) 591-5585
Para asistencia en español, por favor llama (253) 502-8771

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Account#
Amount Due \$1,338.28
Due Date 9/12/19

MyTPU.org/MyAccount
(253) 502-8600
3628 S. 35th St. | Tacoma, WA 98409

Billing period - 7/25/19 to 8/22/19 (29 days)
Issue date 8/28/19

2 YD FB Recycle Cardboard 1/Week \$40.00
Total **\$210.46**

These taxes may be included in your solid waste service:
State B&O - 1.5%
Tacoma gross earnings - 8.0%
B&O retail - 0.471%
State refuse collection - 3.6%

Surface Water Meter # 300

Parcel charge \$103.24
State Sales Tax - Rental \$0.41
Total **\$103.24**

These taxes may be included in your surface water service:
Tacoma gross earnings - 8.0%
State B&O - 1.5%
*Parcel charge includes fixed fee, plus area charge for each 500 square feet.

Understanding Your Bill

Your utility bill provides insights about more than the amount due. You will find details about water and energy use, meter readings and more—all to give you opportunities to see where you can save more electricity, water and money.

If your business is located in the City of Tacoma, your bill will also include fees for Environmental Services. Tacoma Public Utilities does not operate these services. We service these accounts and consolidate those charges into one utility bill for your convenience. Your bill includes:

- Garbage/Recycling
- Wastewater (sewer)
- Surface Water (storm drain)



Convenient Ways to Pay

Utility payments are due 15 days after we mail your bill. The due date and mailing date appear in the top right corner of the front page and in the top right corner of the detachable payment stub.

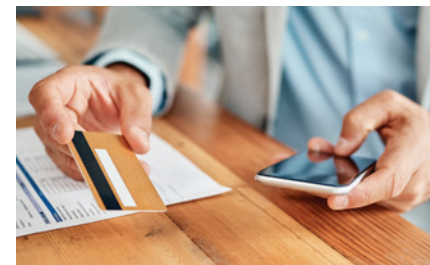
If you are unable to pay your bill by its due date, you can call Business Solutions at 253-502-8606 to make arrangements for payment.

Late fees are assessed 24 days from the date of the invoice for Commercial customers. The charge equals \$3 or 1% of the outstanding bill, whichever is more. Unpaid bills and deposits may result in disconnection of service. Additional fees to reconnect your service may apply.

You can choose from a variety of payment options that help make paying your bill simple, secure, and convenient.

MyAccount

With MyAccount, you can manage your utility account online, make payments, and sign up for paperless billing and AutoPay. Visit MyTPU.org/MyAccount.



Phone

You can pay by phone using Visa, Discover or Mastercard by calling 253-502-8606.

Mail

Mail payments by check or money order to:

Tacoma Public Utilities

P.O. Box 11010
Tacoma, WA 98411-1010

Convenient Ways to Pay

In Person

We accept payments in our lobby at Tacoma Public Utilities, located at 3628 S. 35th St., Tacoma, 98409 during regular business hours, 8 a.m. to 5:30 p.m., Monday through Friday.

You can pay by cash, personal check, cashier's check, debit card, Visa, Discover, Mastercard and money orders.

TPU Pay Boxes™

It is easy to pay your utility bill at one of our 12 TPU Pay Box™ locations. You can find a TPU Pay Box at Tacoma Public Utilities and select grocery stores throughout Pierce County. Some locations are open 24 hours, seven days a week. All locations offer English and Spanish prompts.

View a map of all [TPU Pay™ Box locations](#).



Drop Box

You can pay by personal check or money order at one of three drop box locations at TPU:

3628 S. 35th St.,
Tacoma, 98409.

- Drive-up drop box—in the parking lot directly across the street from our main entrance
- Two walk-up drop boxes—at our front and west entrances

Accounts in Collection

If you received a letter from the Municipal Services Bureau or Professional Credit Services, please settle any unpaid debt by contacting their offices directly at the number provided on their correspondence.

Once your debt has been sent to a collection agency contracted by the City of Tacoma, it is your responsibility to resolve the matter directly with the contacting office that has skilled staff to help you settle your debt.

Thirty (30) days after your account goes to collections, credit actions proceed on any outstanding balance. Your outstanding balance continues to accrue interest until your debt gets paid in full.

You can re-establish service once you pay the amount in collections in full.

Payments Accepted at TPU Pay Box™

- Cash
- Personal check
(Money orders, Cashier's checks, Traveler's checks and Foreign checks are not accepted)
- Visa
- Discover
- Mastercard

Utility Payments Accepted

- Tacoma Power
- Tacoma Water
- Wastewater
- Surface Water
- Solid Waste

Bill Inquiries and Disputes

Call or email Business Solutions at:

253-502-8606

BusinessSolutions@cityoftacoma.org

Leak Adjustment Requests

When broken or leaking property-side pipes, irrigation lines, or plumbing either within or extending to your premise cause excessive water use (verified by your meter), you may consider a one-time leak adjustment. A property-side leak can occur anywhere between the meter and the premise. We complete a leak adjustment only after you fix the leak. We make only one leak adjustment within 18 months and calculate the credit per premise using actual use for the same billing period the year prior.

Bill Disputes

If you choose to dispute your utility bill, you must exercise your right to do so by following our bill dispute process. Failure to follow the bill dispute process waives your right to dispute your bill.

If your account is in collections you must respond to the notice(s) issued by the City's collection agency and make good faith efforts to resolve any questions or disputes regarding your debt specified in any notice(s). If, after contacting the collection agency and making good faith efforts, you continue to dispute any amounts owing on the collection account, you may contact Business Solutions by calling 253-502-8606 or request an informal conference in-person at Tacoma Public Utilities located at 3628 S. 35th St., Tacoma, 98409 during regular business hours.

Ways to Save Energy and Water

No matter what type of business you own or manage, we have ways to reduce electricity use. You can get rebates and incentives on energy-saving lighting retrofits, HVAC system upgrades, and compressed air efficiency projects for your business and more. You can also get free energy audits, energy bill profiles, and zero-interest loans. Visit MyTpu.org/BizRebates for information.

You can also receive valuable incentives for water-efficiency upgrades in your commercial or industrial business that will save water and money. Our incentives help offset up to 50% of the initial costs of hardware and equipment. In addition to savings on your water bill, you may also reduce your sewer and electricity bills.

Our experts can help find savings by surveying your company's water use, fixtures, equipment, and other processes for free. We will walk through your site, and then provide a report detailing what you can do to save water, which could include replacing fixtures and equipment with new, more efficient models.

Questions about getting a rebate for your business? Contact a water conservation expert at 253-502-8723 or Conservation@cityoftacoma.org for more information.

Permitting and Construction

Starting, operating, and managing a business is difficult. We do our best to make permitting easy.

Electrical Permits

- Learn about [the permitting process](#).
- See the steps to [new commercial electrical services](#).

Water Permits

- Apply [here](#) if you need an additional service connection.
- Depending on your business, you may need [cross connection inspections](#).

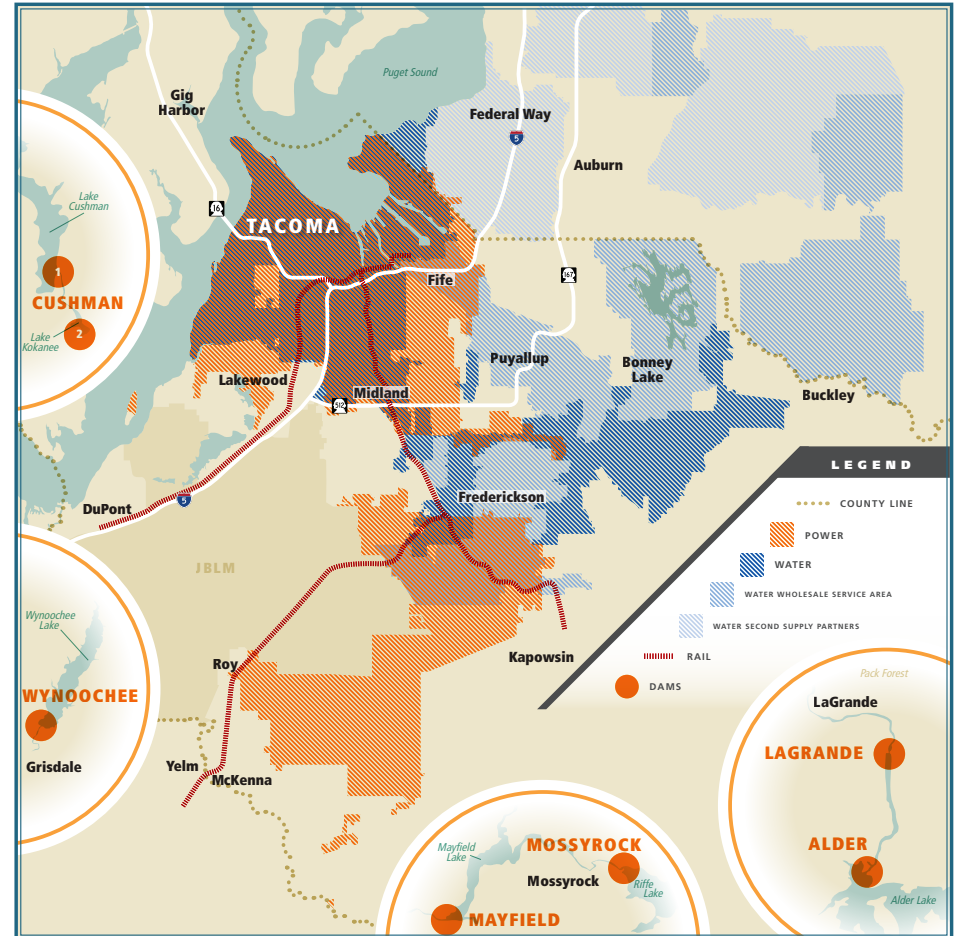
City of Tacoma Planning and Development Services

- Find resources for all other City of Tacoma [building and land use requirements](#).

Shoreline Permits and Use

- Have property along one of our lakes? Learn more about [shoreline permits and use](#).

Our Service Area





MyTPU.org