

Reconstitution

New Work Protocols

Phased implementation of new work protocols for all employees including provision necessary to safely integrate back into the work place for all employees.

Sept.-
Oct

- Transition from Emergency Telework to new telework policy
- All employees (on-site, field staff, and newly returned staff) will work in accordance with updated work protocols based on most recent guidelines

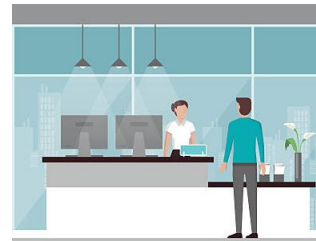
Customer Service

What's Returning?

Phase in Customer Service Staff to open lobbies (TPU & TMB)

Why?

Support community needs



August

Emergency Telework

On-site/Field (Continuity) Staff

Currently On-site/Field Staff:

Continue current work protocols



Current

Currently Teleworking Staff:

Continued Emergency Telework emphasis





Lobby Reopening Update

6/9/21



TPU Lobby Reopening Plan - Background

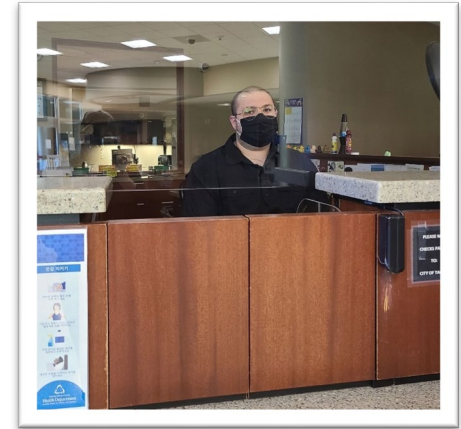
- Historically, around 10,000 customers per month visit TPU's lobby for help with paying their bills, resolving payment issues, permitting needs, and conservation programs
- Since April 2020, our lobby has been closed to the public due to the COVID-19 pandemic
- We plan to reopen to the public on August 2
- Approx. 28,500 accounts (14% of all customers) are currently 30 days or more past due



TPU Lobby Reopening Plan - Safety

To reopen our lobby safely, we are taking a number of precautions:

- Reconfigured cashiering stations
- Allowing customers in by appointment only
- Limiting the number of staff returning to the building (permitting and conservation staff will return at a later date)
- Bringing Customer Service staff back prior to reopening for training and testing of our new appointment setting system
- Monitoring guidance from local health departments and aligning our requirements for customers and employees to wear facial coverings and maintain physical distance regardless of vaccination status
- Providing enhanced security



TPU Lobby Reopening Plan – On-Site Logistics

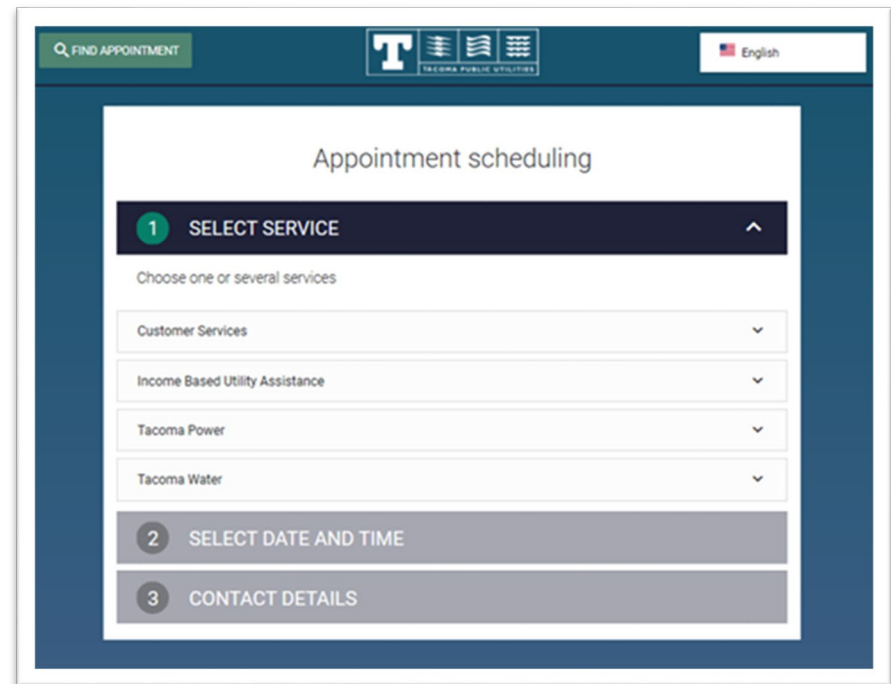
To help with flow of traffic, we will provide:

- An online appointment scheduling tool
- A greeter in the parking lot and overflow tent on the west side of the building
 - Check appointments, give directions, provide general information
- Signage around the parking lot, entrances to the building, and in the lobby regarding safety requirements (masks, distance, etc.)
- Chairs spaced 6' apart for people waiting for their turn
- Process for assisting walk-ins who do not have Internet
- Waiting rooms for families



TPU Lobby Reopening Plan – Communications

- Keep employees informed of important dates and logistics they need to know about; prevent confusion about who is coming back when
- Signage for parking lot, entrances and lobby interior in multiple languages
- Increase awareness of online appointment scheduler: web banner, newsletter story, bill insert, social media, media outreach
- Postcard to customers who visited the lobby in 12 months before COVID



The screenshot shows the 'Appointment scheduling' web form for Tacoma Public Utilities. At the top, there is a search bar labeled 'FIND APPOINTMENT', the TPU logo, and a language selector set to 'English'. The main heading is 'Appointment scheduling'. Below this, the form is divided into three numbered steps: 1. SELECT SERVICE, 2. SELECT DATE AND TIME, and 3. CONTACT DETAILS. Step 1 is currently active and includes a dropdown menu for 'Choose one or several services' with options: Customer Services, Income Based Utility Assistance, Tacoma Power, and Tacoma Water. Steps 2 and 3 are shown as greyed-out boxes below step 1.






Payment assistance and arrangements

Funds are available for utility payment assistance

- Pierce County Rental/Utility Assistance
- Residential Utility Assistance Programs from TPU/Environmental Services

Payment arrangements are available

- Waived late fees
- Extended payment plans



RENTAL ASSISTANCE

Eviction prevention for Pierce County residents **behind on rent.**

Providing financial support for overdue rent and utilities.

ELIGIBILITY:

- Fall under 80% Area Median Income (AMI)
 - Family of 1 - \$48,450
 - Family of 2 - \$55,400
 - Family of 3 - \$62,300
- Impacted by COVID-19



Thank you!

