

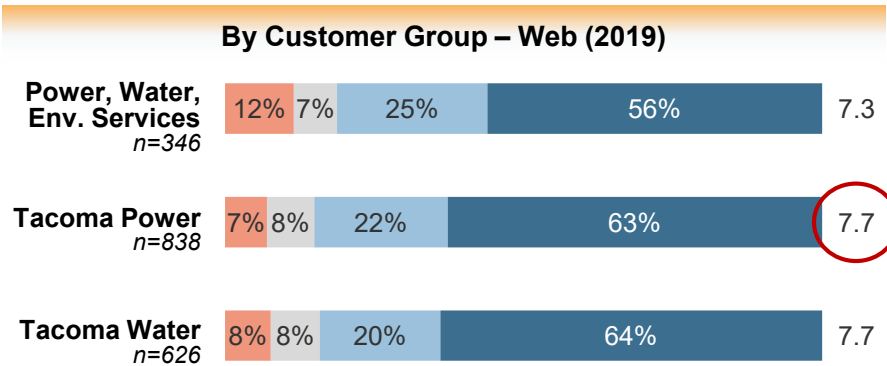
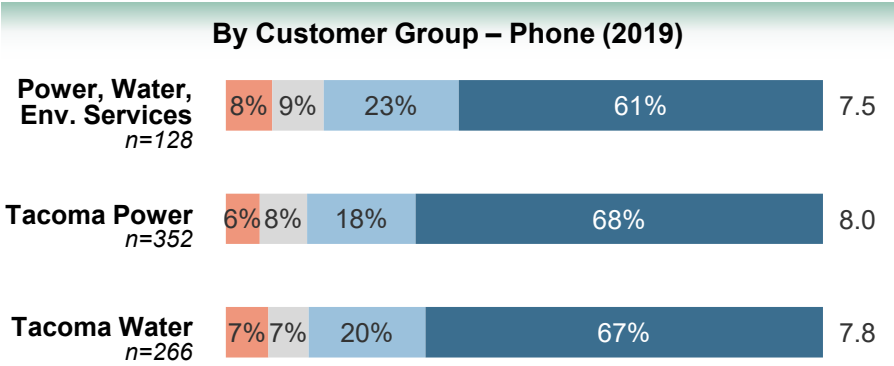
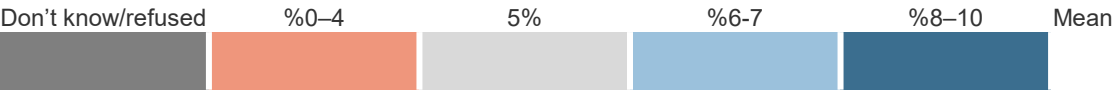
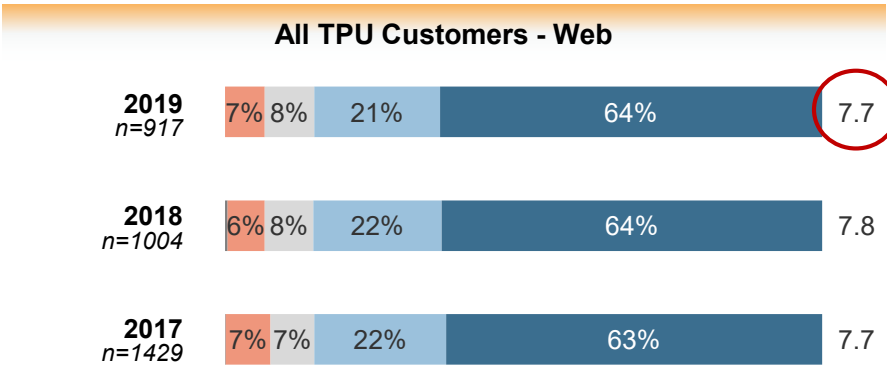
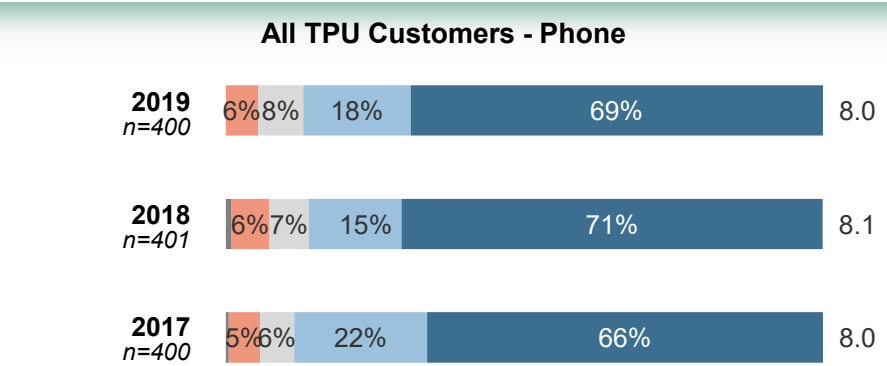
Serving our customers

2019 Residential Customer Satisfaction: Affordability

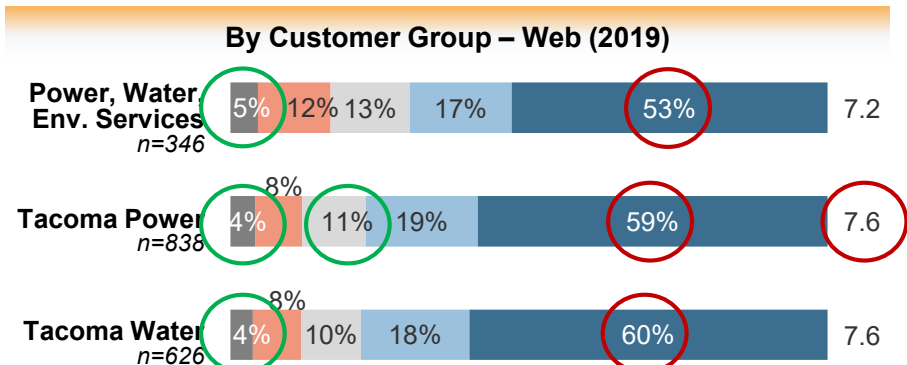
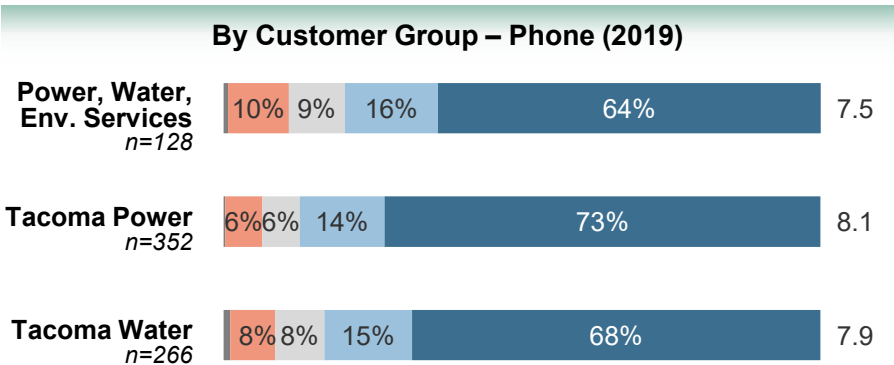
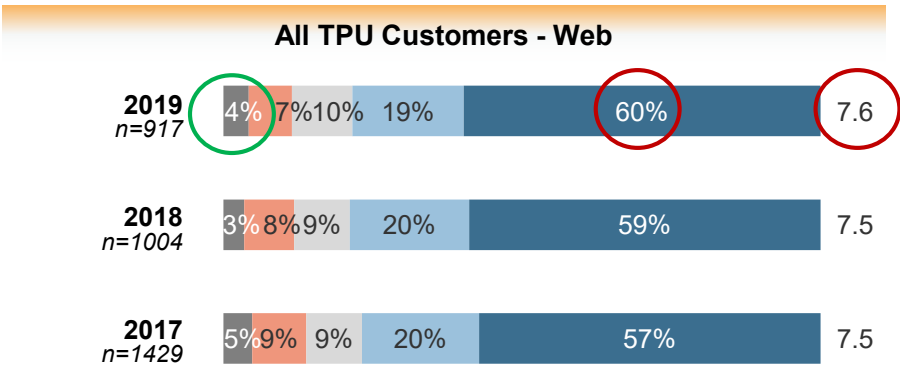
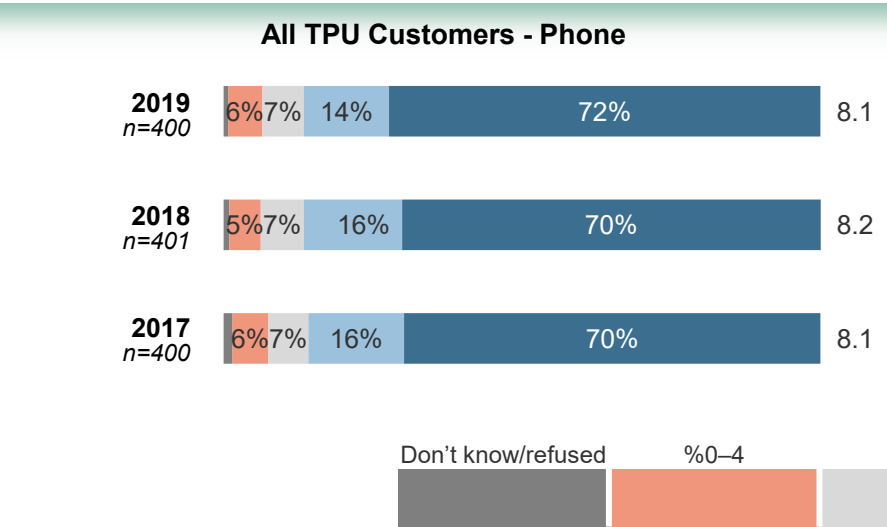
We provide services that are vital to our quality of life.



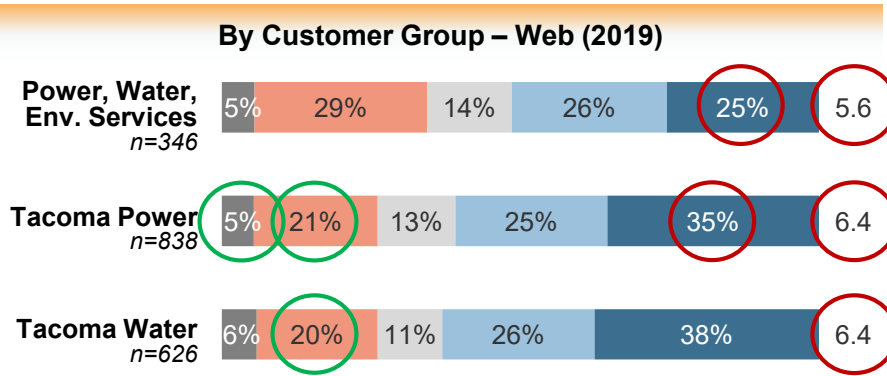
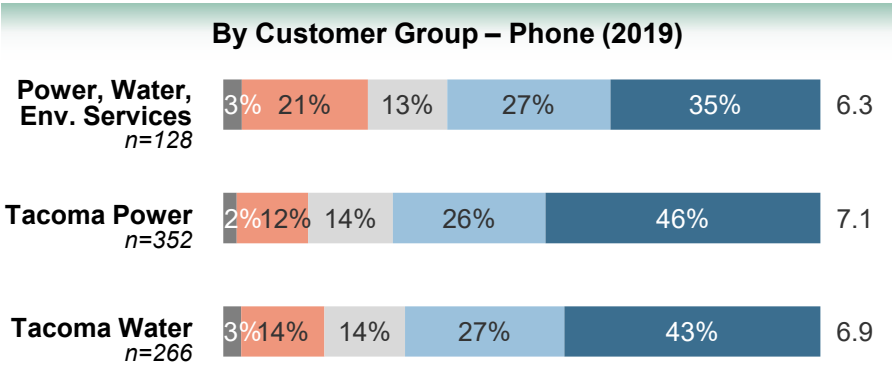
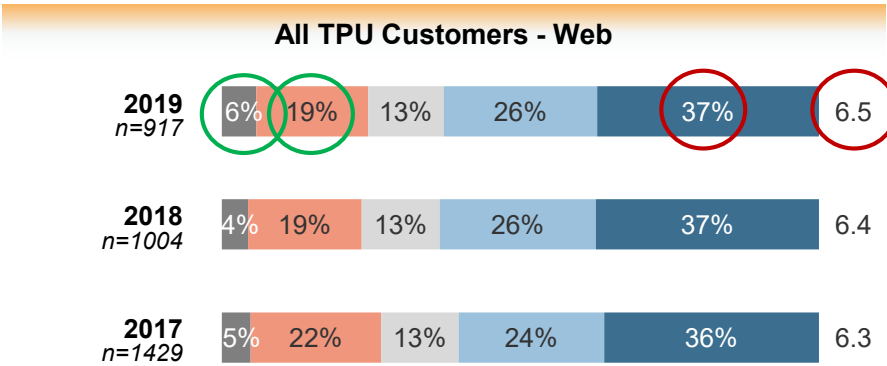
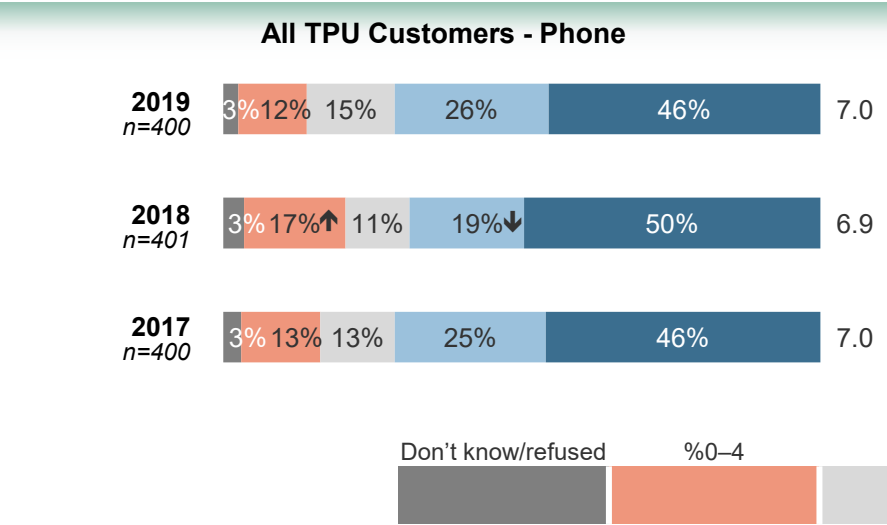
Overall Satisfaction: Tacoma Public Utilities



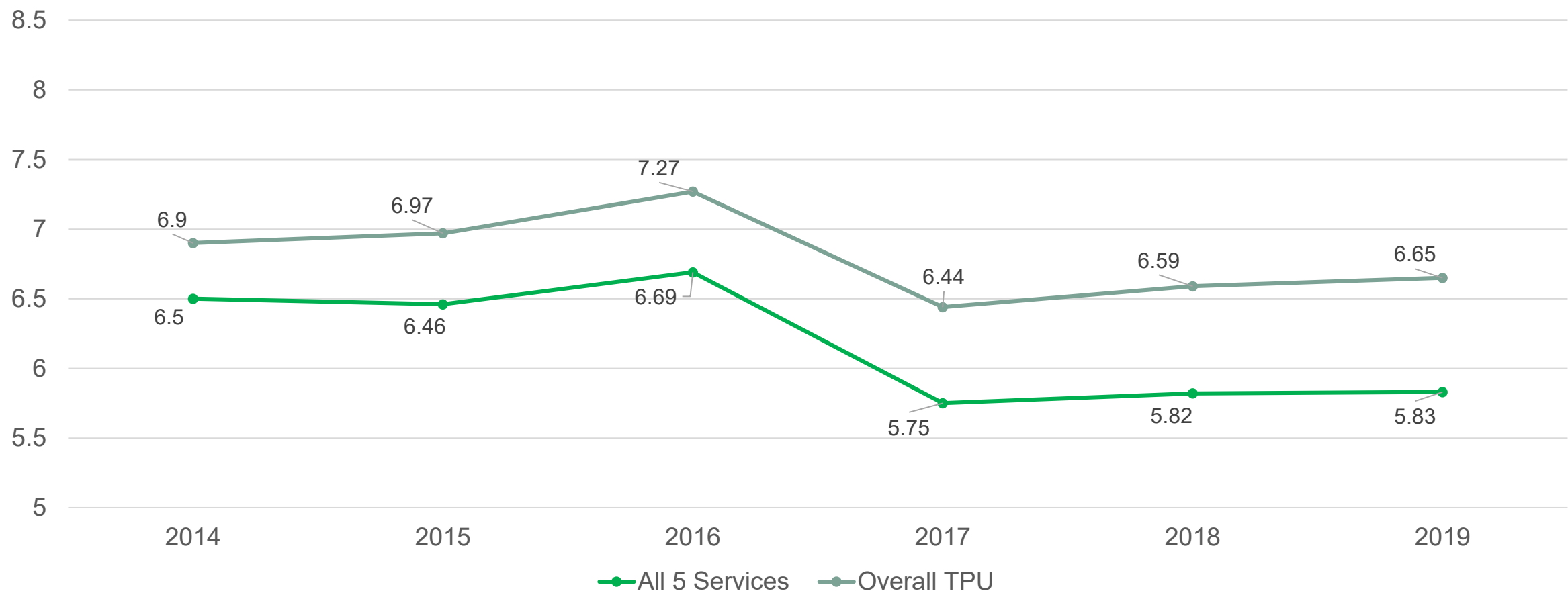
Being an organization you can trust



Controlling costs



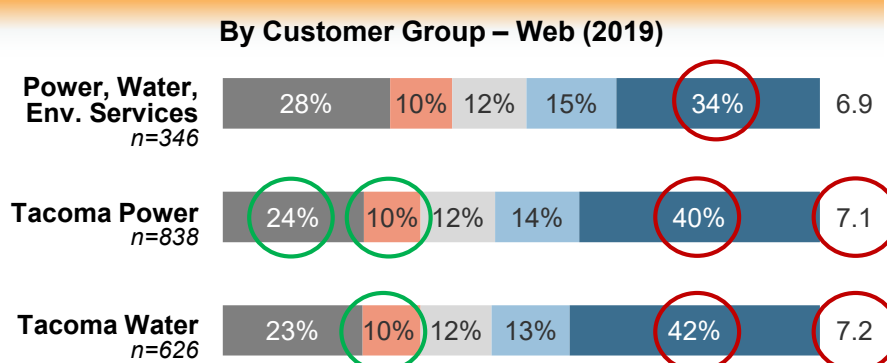
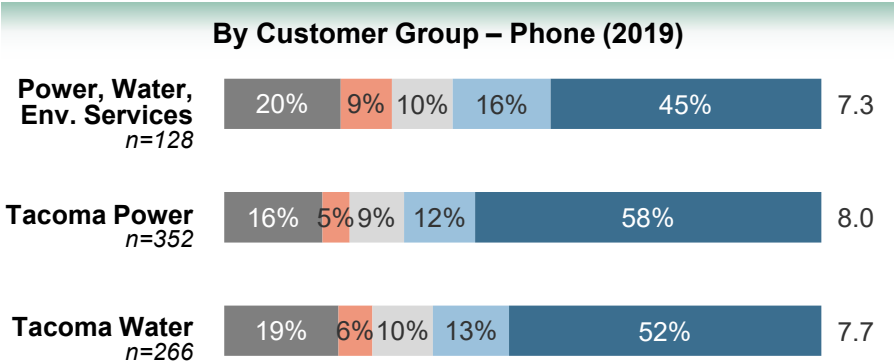
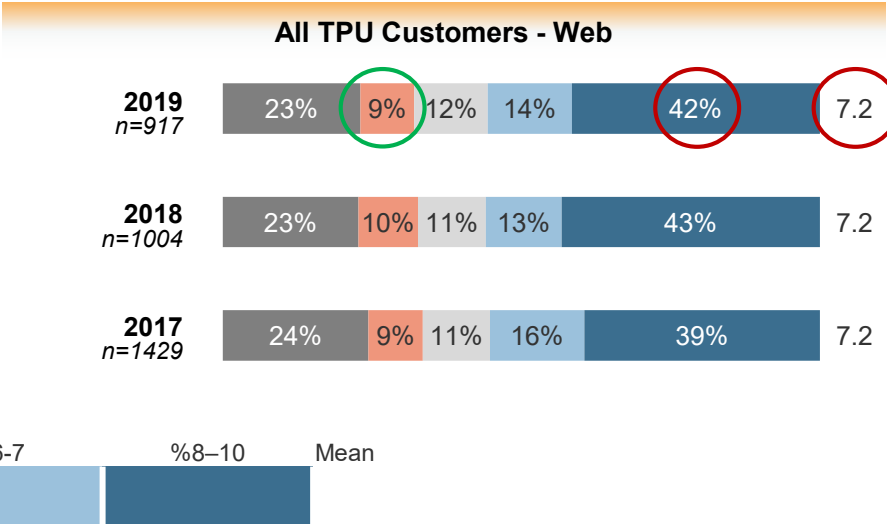
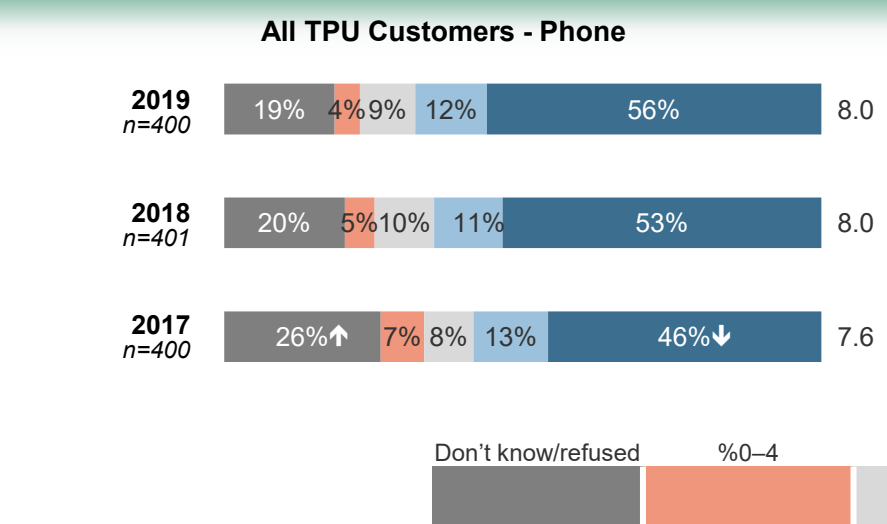
Controlling Costs Trending



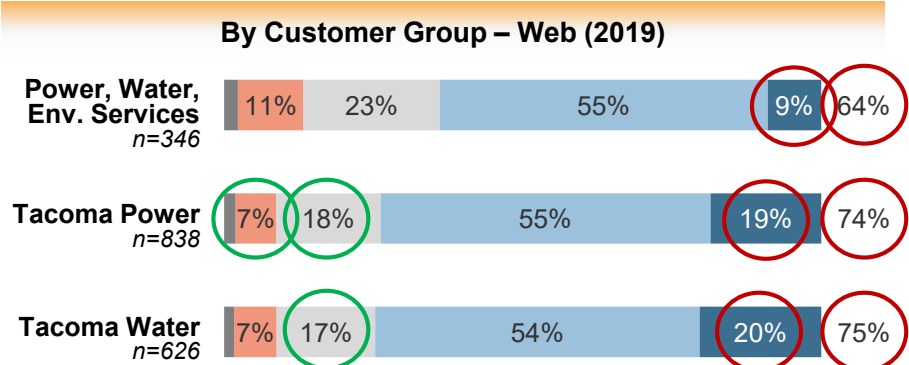
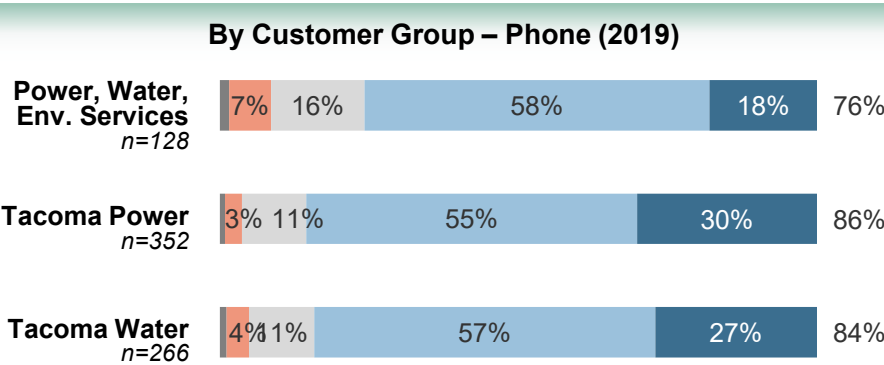
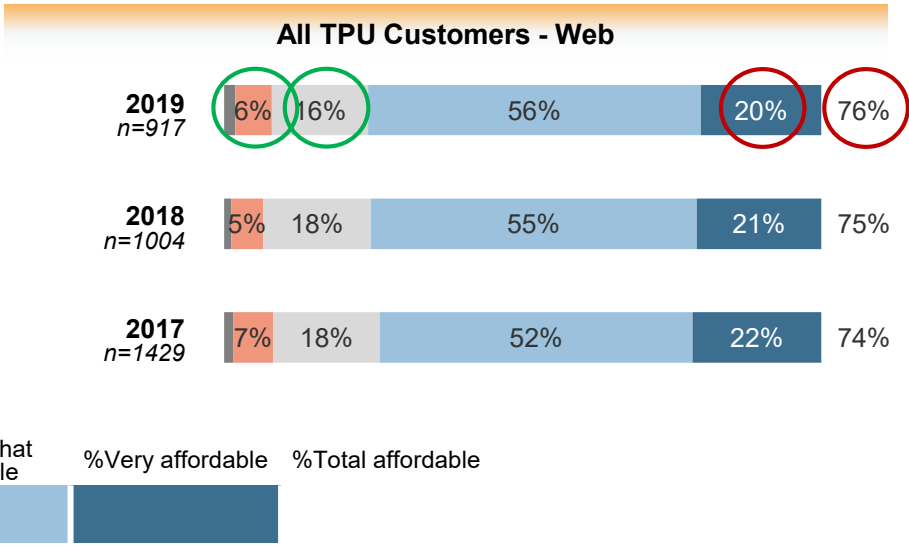
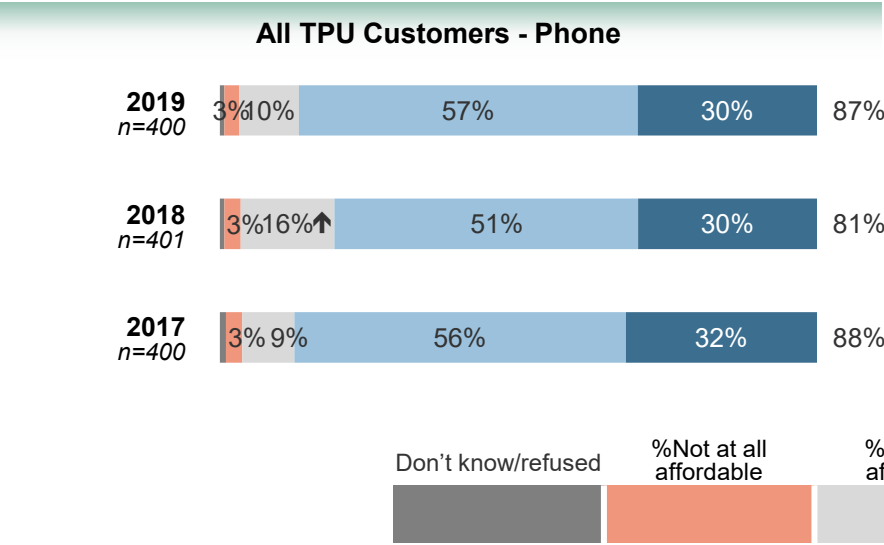
How would you rate T-P-U's performance with regard to controlling costs? Please rate T-P-U's performance on a scale from 0 to 10 where a 0 means you think they're doing an extremely poor job and a 10 means you think they're doing an extremely good job.

Note: Mean scores are shown.

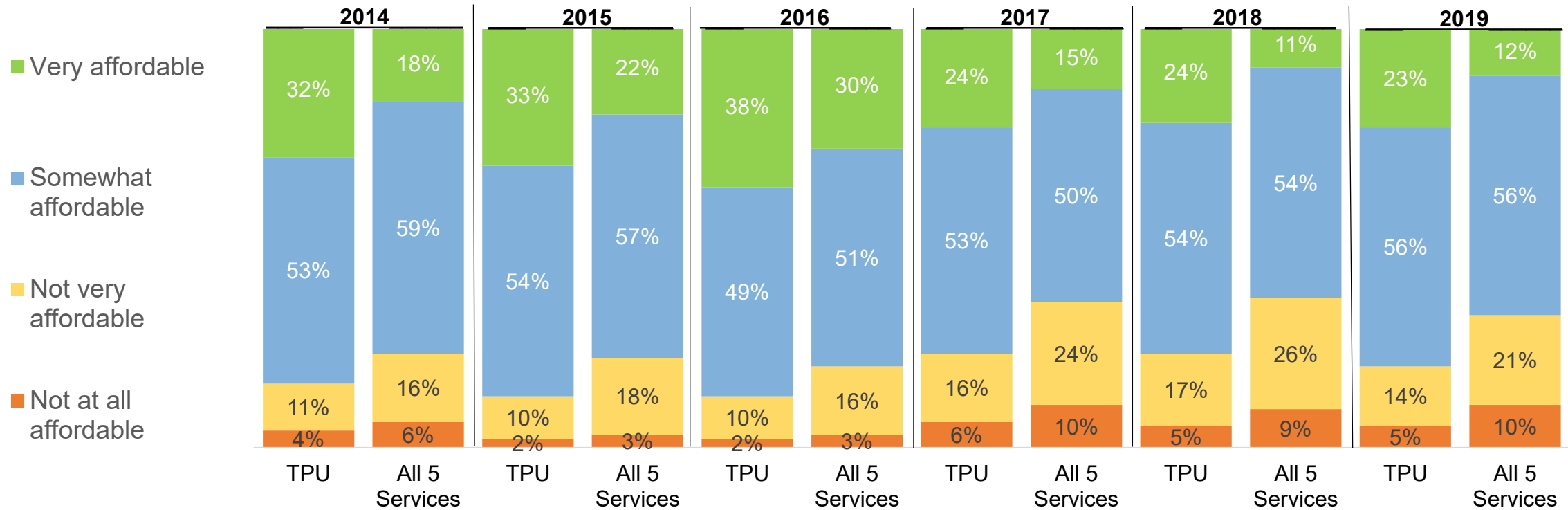
Offering assistance to customers who are behind on paying their utility bills



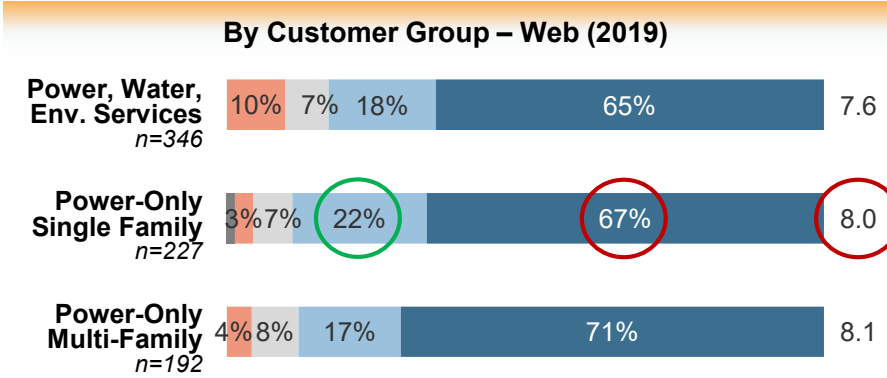
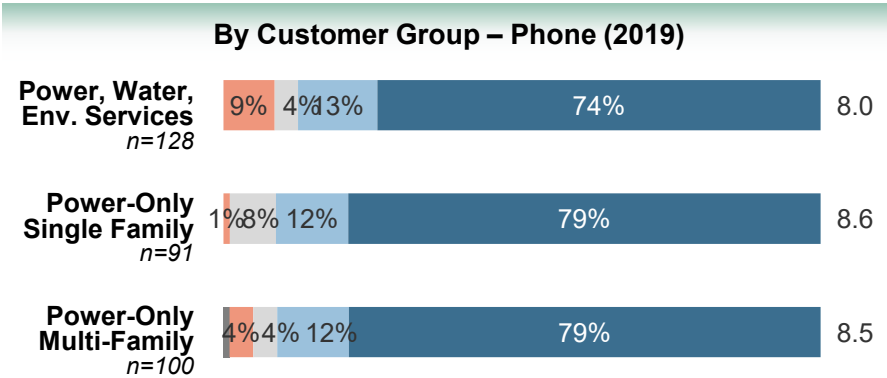
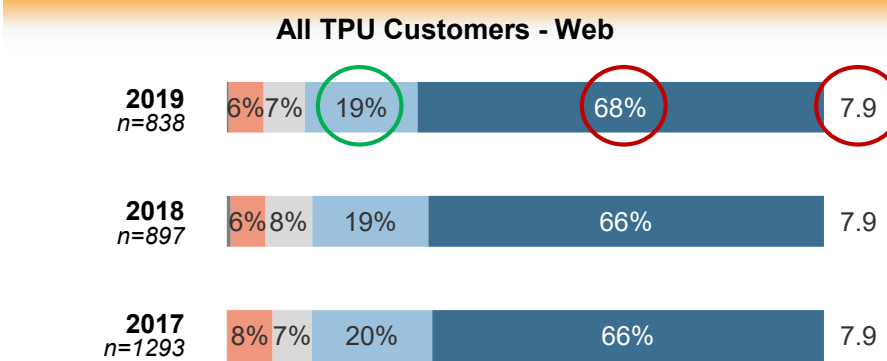
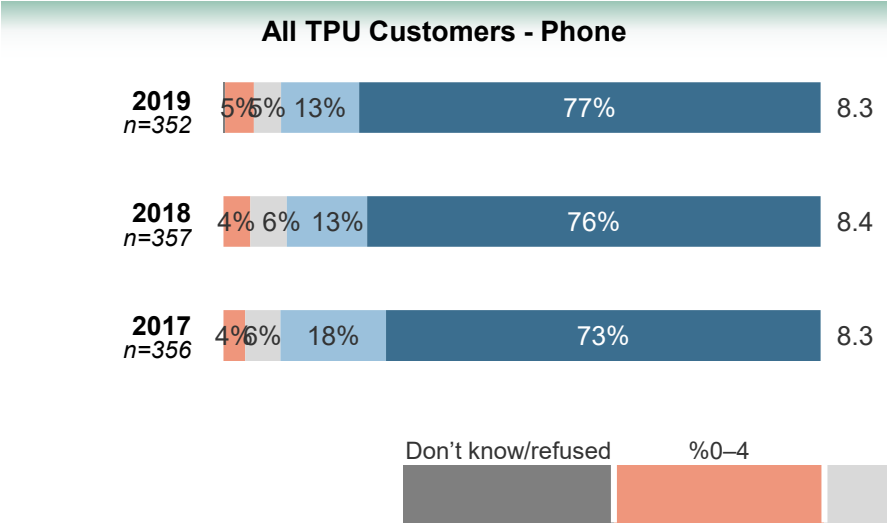
Bill Affordability



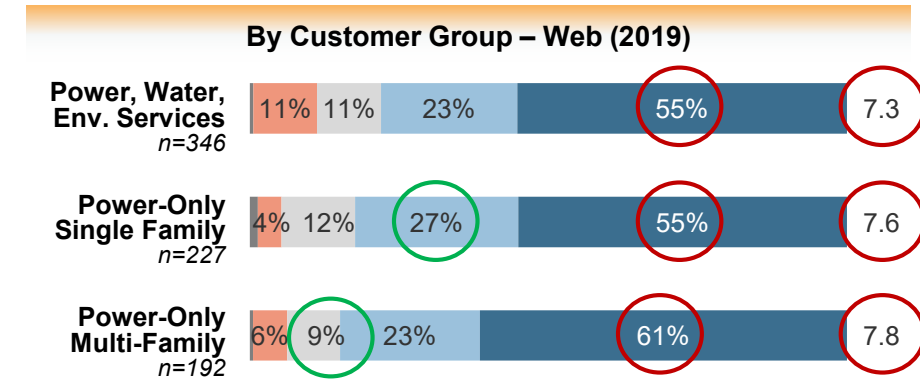
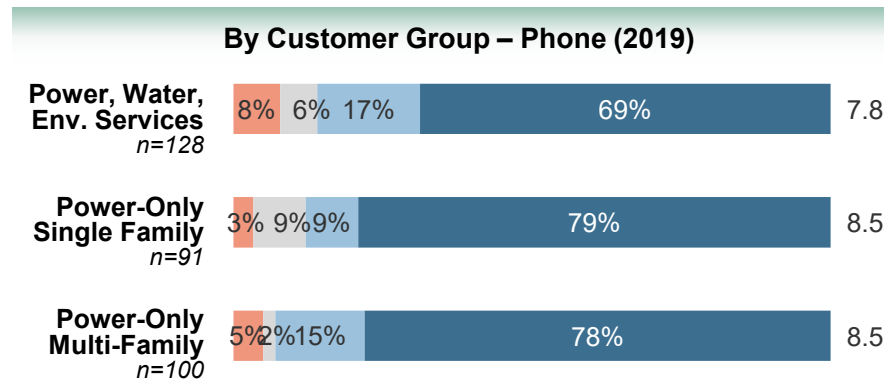
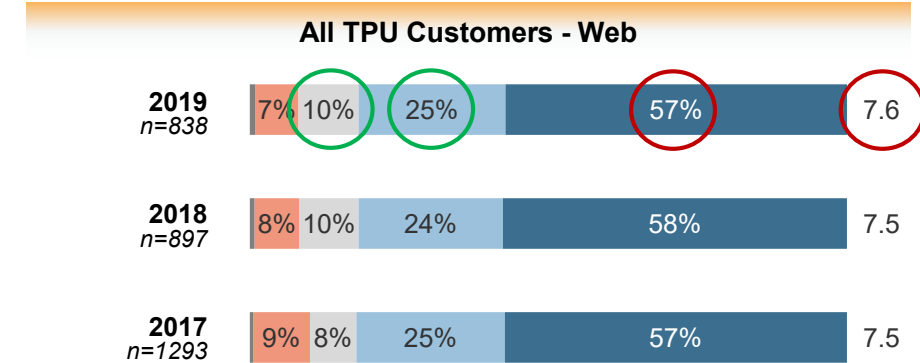
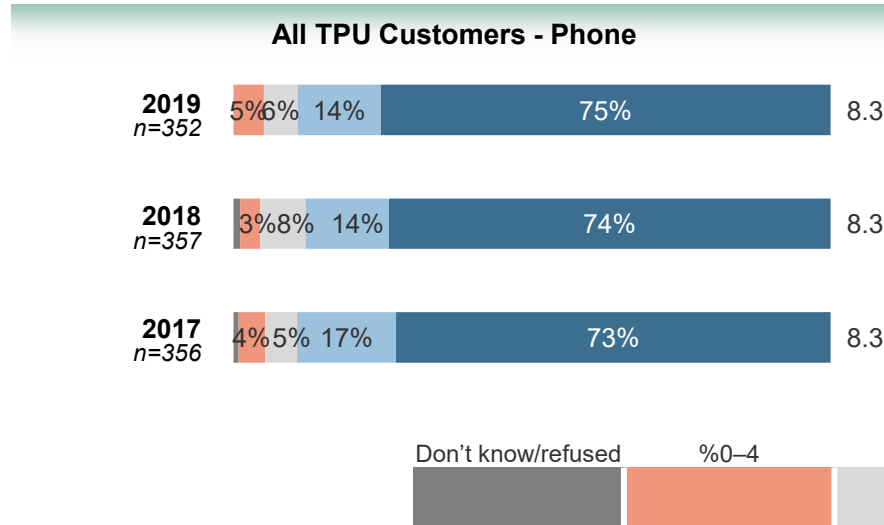
Bill Affordability Trending



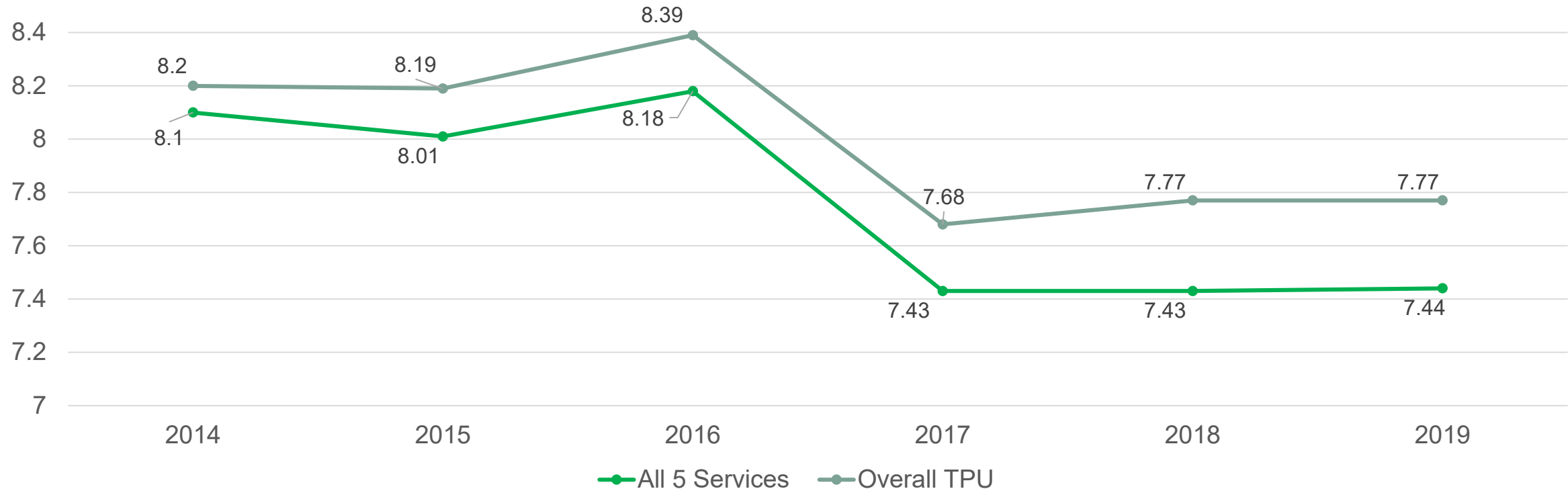
Overall Satisfaction with Electric Service Provided by Tacoma Power



Value of Electric Service



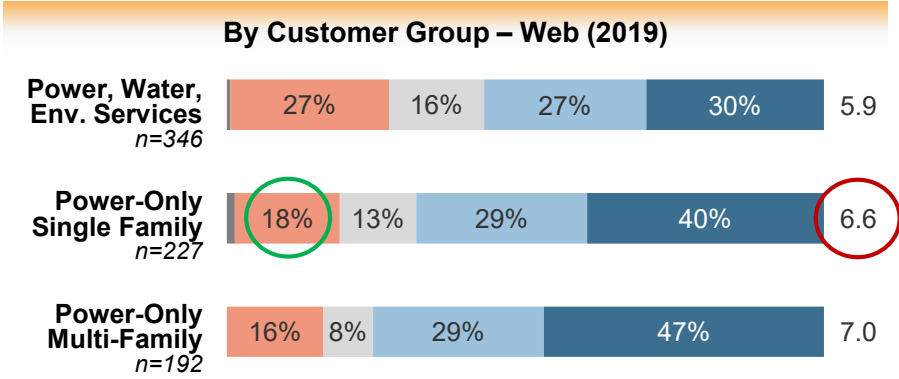
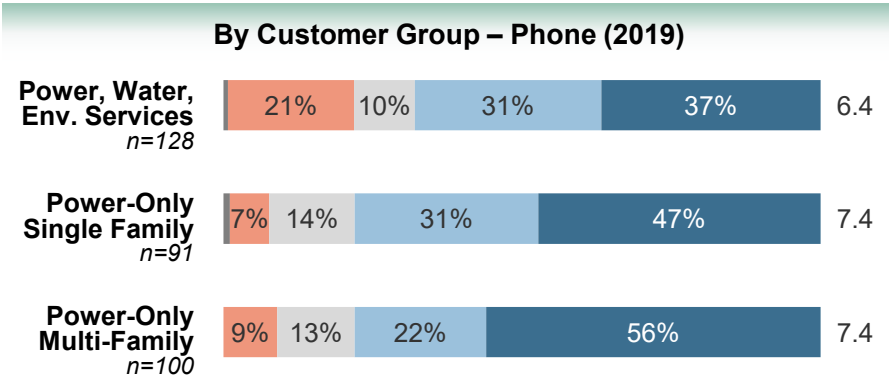
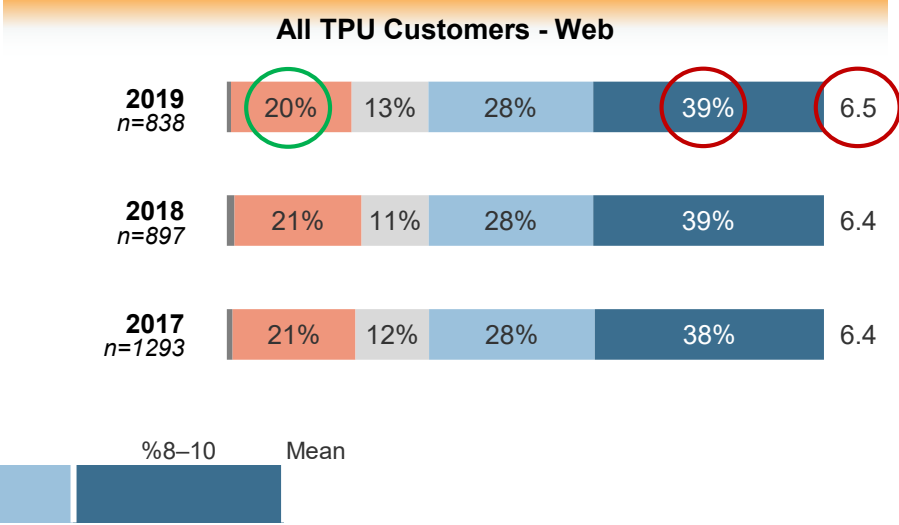
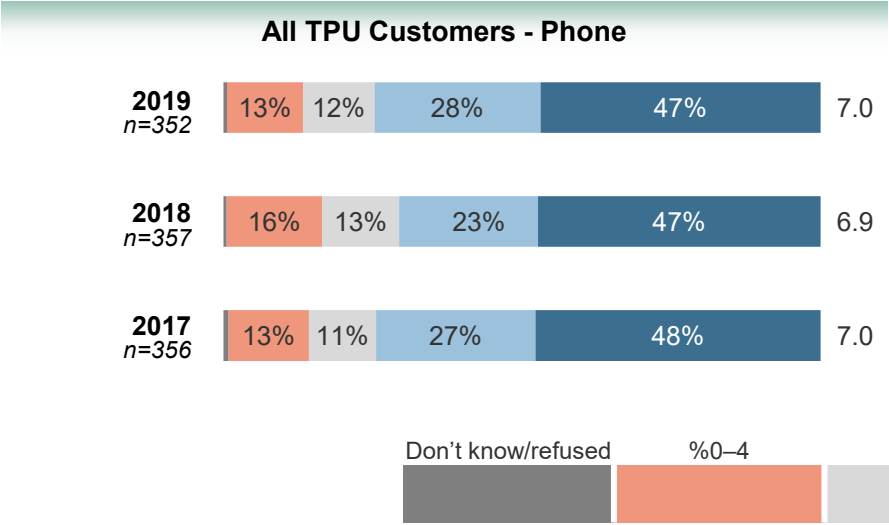
Value of Electric Service Trending



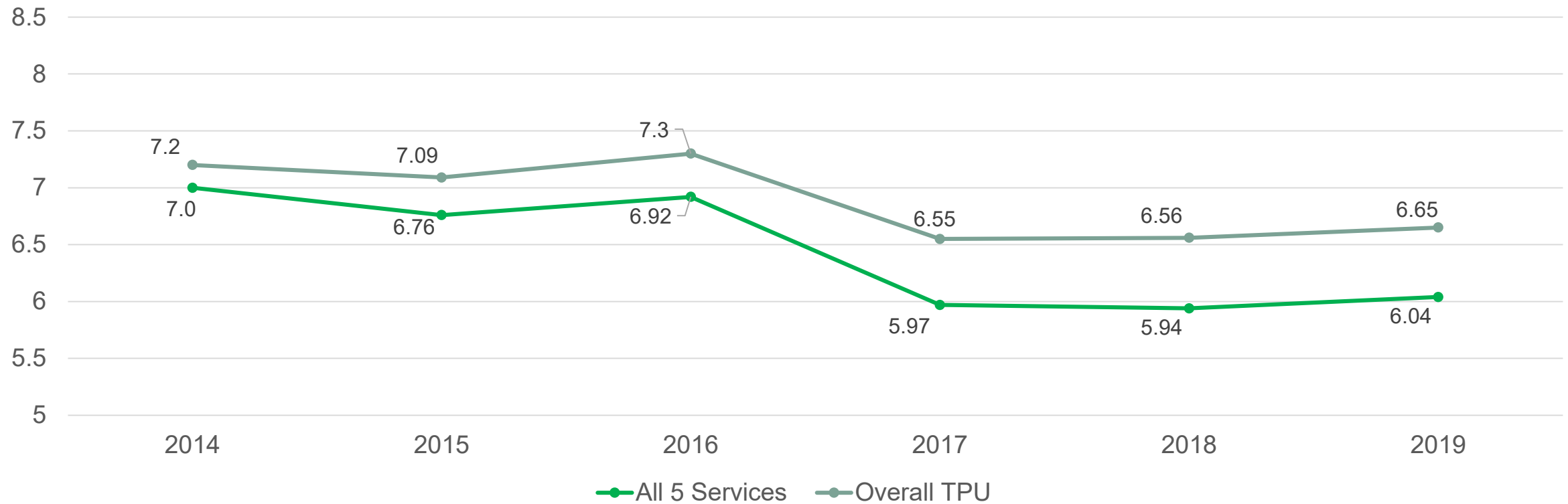
Q12. Using the scale from a 0 to 10 scale where a 0 means you receive a very poor value and a 10 means you receive a very good value, how would you rate the value you receive from Tacoma Power in terms of the electric service you receive.

Note: Mean scores are shown.

Reasonableness of Electric Rates



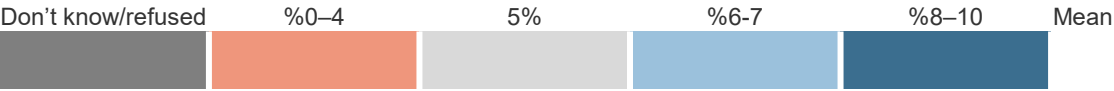
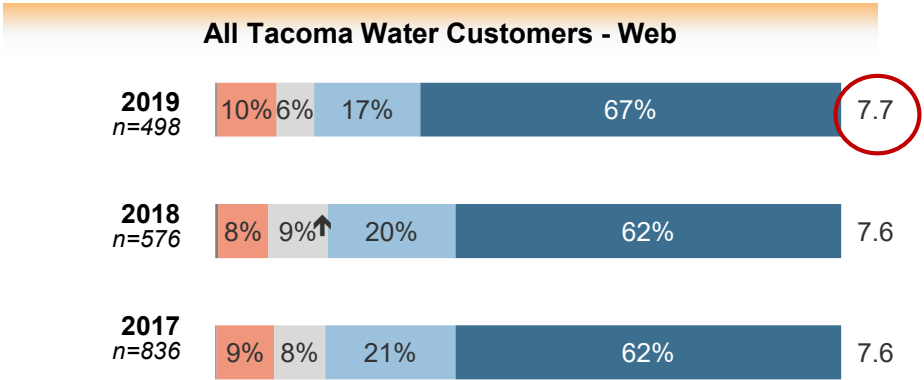
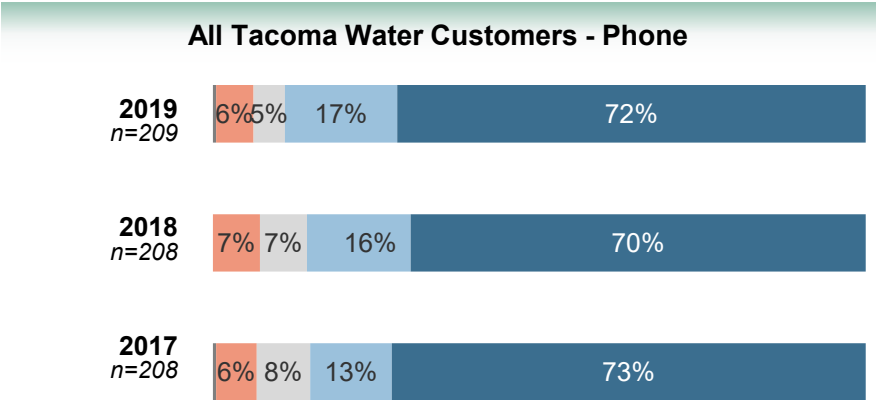
Reasonableness of Electric Rates Trending



RATESE. In general, to what extent do you think the rates you pay for the electric service you receive from Tacoma Power are reasonable using a scale from 0 to 10 where a 0 means you think they are extremely unreasonable and a 10 means you think they are extremely reasonable?

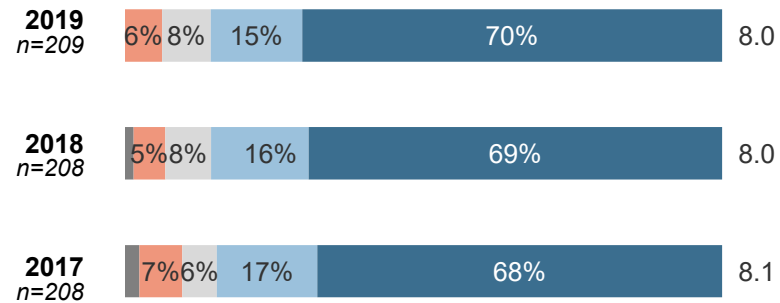
Note: Mean scores are shown.

Overall Satisfaction with the Water Service From Tacoma Water

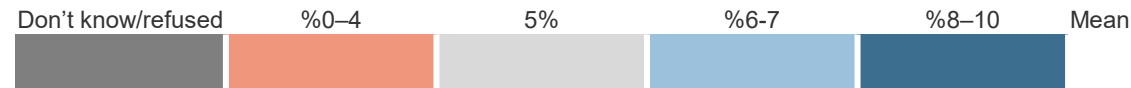
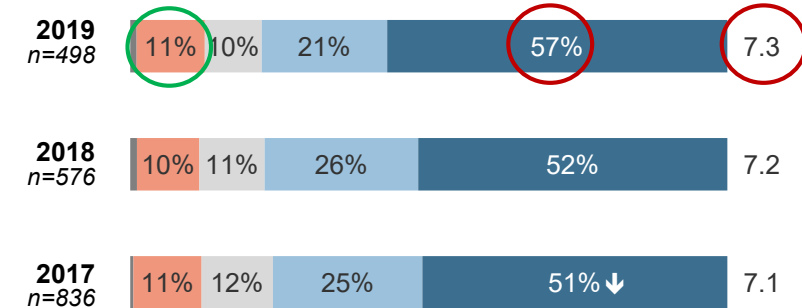


Value of Water Service

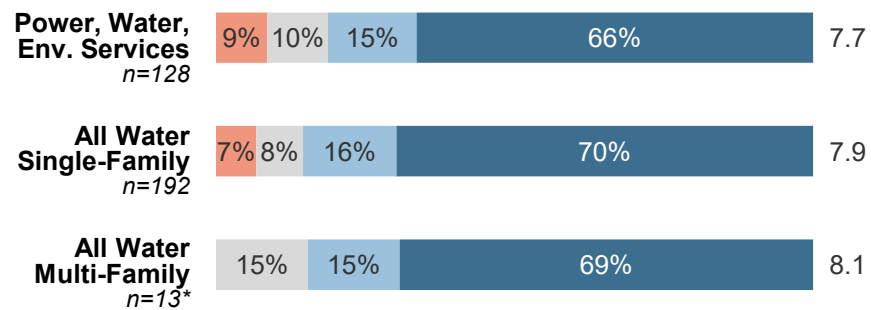
All Tacoma Water Customers - Phone



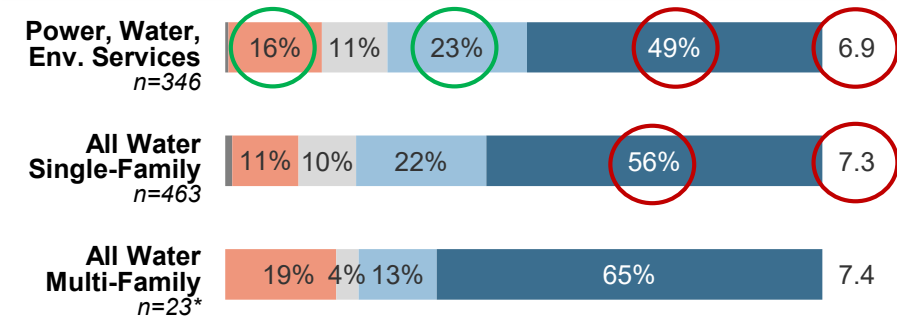
All Tacoma Water Customers - Web



By Customer Group – Phone (2019)



By Customer Group – Web (2019)



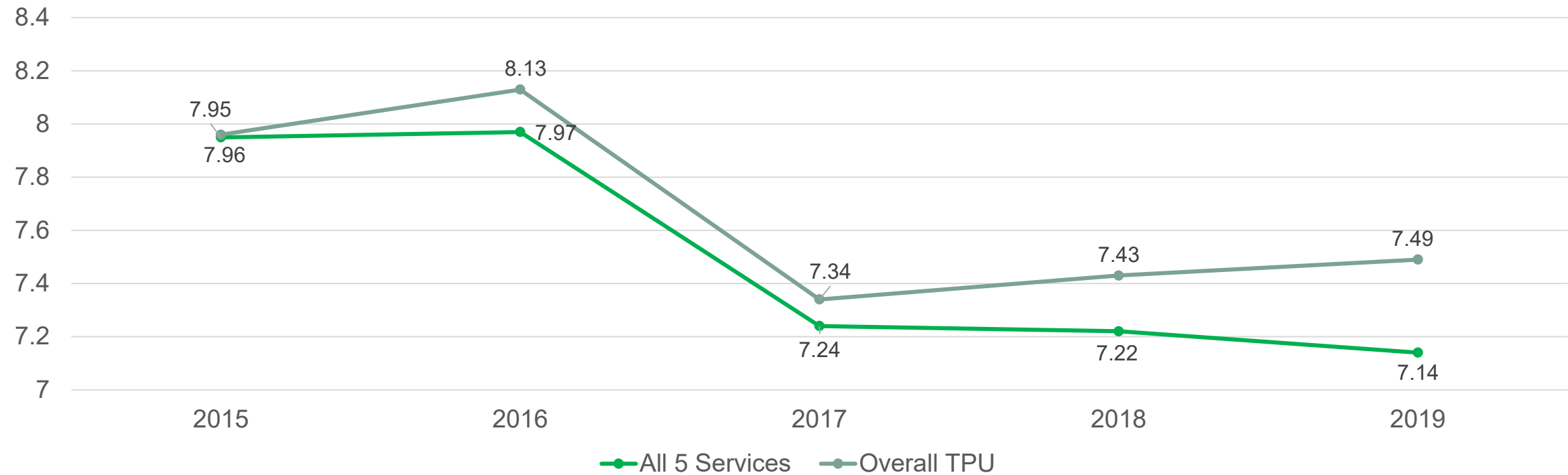
*Base size less than 30, interpret results with caution.

**Base size less than 10, results cannot be displayed.

Q13. Using the scale from a 0 to 10 scale where a 0 means you receive a very poor value and a 10 means you receive a very good value, how would you rate the value you receive from Tacoma Water in terms of the water service you receive

↑↓ Indicate significant differences between the current wave and previous waves. ● / ○ circles indicate significantly higher/lower percentages for web results versus the 2019 phone results.

Value of Water Service Trending

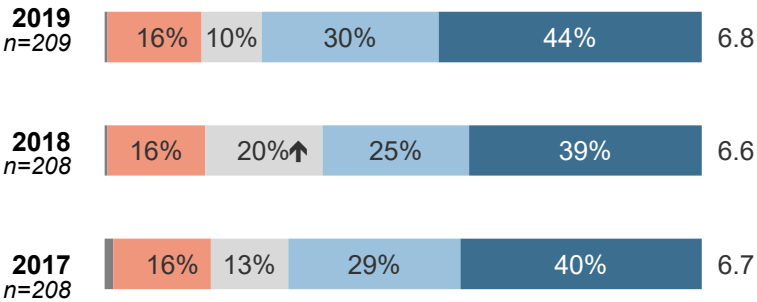


RATESE. In general, to what extent do you think the rates you pay for the electric service you receive from Tacoma Power are reasonable using a scale from 0 to 10 where a 0 means you think they are extremely unreasonable and a 10 means you think they are extremely reasonable?

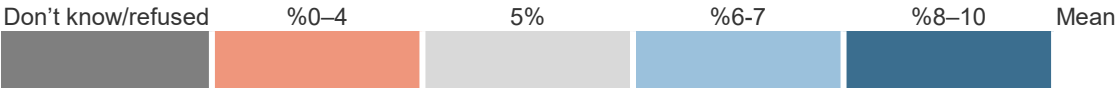
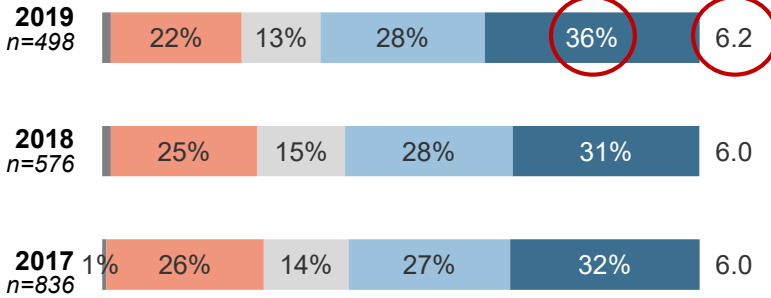
Note: Mean scores are shown.

Reasonableness of Water Rates

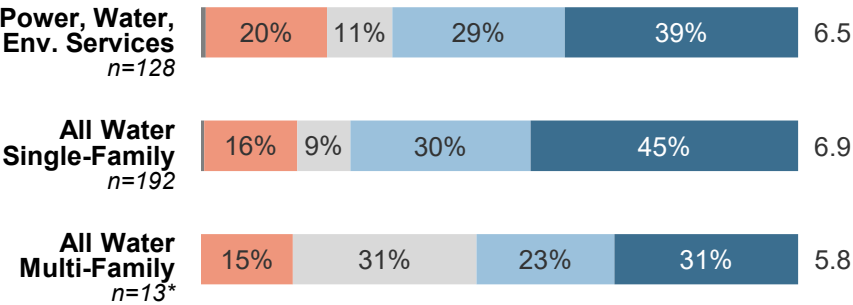
All Tacoma Water Customers - Phone



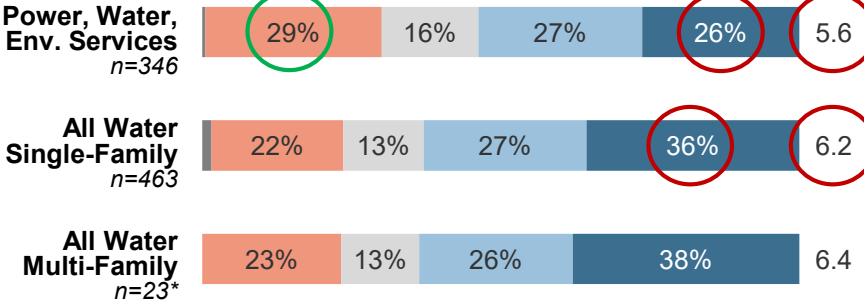
All Tacoma Water Customers - Web



By Customer Group – Phone (2019)



By Customer Group – Web (2019)



*Base size less than 30, interpret results with caution.

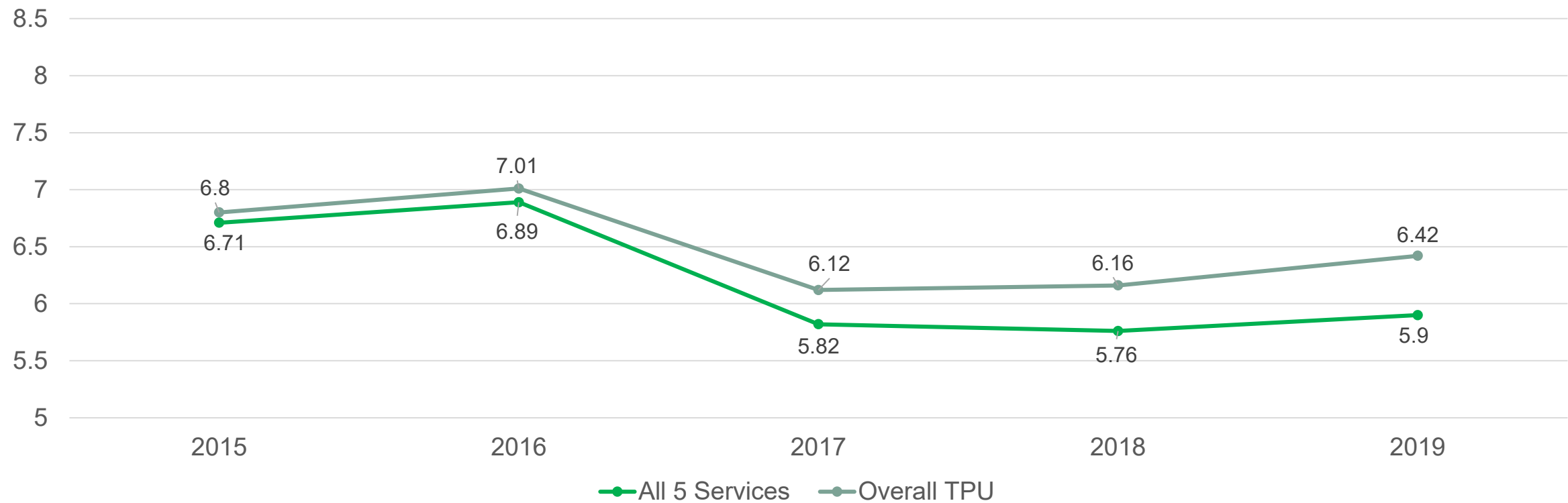
**Base size less than 10, results cannot be displayed.

RATESW. In general, to what extent do you think the rates you pay for the water service you receive from Tacoma Water are reasonable?

Please answer using a scale from 0 to 10 where a 0 means you think they are extremely unreasonable and a 10 means you think they are extremely reasonable.

↑↓ Indicate significant differences between the current wave and previous waves. ● / ○ circles indicate significantly higher/lower percentages for web results versus the 2019 phone results.

Reasonableness of Water Rates Trending



RATESE. In general, to what extent do you think the rates you pay for the electric service you receive from Tacoma Power are reasonable using a scale from 0 to 10 where a 0 means you think they are extremely unreasonable and a 10 means you think they are extremely reasonable?

Note: Mean scores are shown.

Escalent National Energy Utility Benchmarking

Residential Electric and Electric-Gas Utility Customers

NOTE: TPU results exclude Water-only customers.

Mean Benchmarking

	Phone			Web			Number of Utilities Rated
	Mean	Rank	Quartile	Mean	Rank	Quartile	
Accessible By Phone During Outage	8.3	1	1	7.7	5	1	86
Promptly Fixing Customer Problems	8.3	1	1	7.7	10	1	89
Providing Reliable Service	9.1	1	1	8.6	14	1	99
Restoring Electric Service When Outages Occur	8.7	1	1	8.1	13	1	98
Being a Good Corporate Citizen in the Communities Served	8.1	2	1	7.4	21	1	97
Having Friendly And Courteous Employees	8.8	2	1	8.1	8	1	91
Having Knowledgeable And Well-Trained Employees	8.7	2	1	7.9	14	1	94
Reliable Estimates of Power Restored	8.3	3	1	7.6	16	1	94
Helping Customers Use Energy Safely	8.2	4	1	7.8	8	1	91
Value of Electric Product Delivered	8.3	5	1	7.6	26	2	98
Being A Company You Can Trust	8.1	6	1	7.6	27	2	99
Overall Satisfaction	8.3	6	1	7.9	35	2	99
Being Easy To Do Business With	8.4	7	1	7.8	18	1	99
Letting You Know What Caused Outage	7.3	7	1	7.0	17	1	88
Being Well-Managed	7.8	9	1	7.3	50	3	97
Satisfaction with Most Recent Call	8.2	10	1	8.0	22	1	90
Having Bills That Are Easy To Understand	8.4	11	1	7.7	59	3	98
Providing Accurate Bills	8.4	12	1	7.8	61	3	98
Programs to Help Customers Use Energy More Efficiently	7.6	18	1	7.2	55	3	93
Reasonableness of Electric Rates	7.0	34	2	6.5	78	4	99
Overall Favorability	7.7	46	2	7.6	68	3	98

Customer Services

- Customer Solutions
- Business Solutions
- Programs

Residential Customer Engagement Portal Roadmap by Feature

Updated August 2019



Phase 1A: Delivered Functionality

To be released before advanced meters in 2020

1. View my bill
2. Pay my bill
3. Store payment methods
4. Enroll in paperless billing
5. Setup payment arrangements for past due charges
6. Setup budget billing
7. Enroll in manual prepay program
8. View my spending over time
9. Request financial assistance

1. Analyze my usage

1. Customer single sign-on
2. Receive outage notifications
3. Report an outage
4. Receive service interruption alerts
5. Request manual start, stop, or transfer of service
6. Set my communication preferences

Phase 1B: Delivered Functionality

To be released after meters deployment before 2022

1. Enroll in automated prepay program

1. Analyze my advanced meter usage
2. Receive high energy & water usage alerts
3. Receive water leak detection alerts

Key

Billing & Payment

Customer Control

Customer Convenience



Phase 2: Delivered Functionality

New features released between 2021 and 2023

1. Advanced consumption analysis
2. Compare my usage to my neighbors
3. Correlate my usage with weather trends
4. Use interactive tools to save money
5. Purchase smart home products
6. Buy energy/water saving products

1. Claim an instant rebate
2. Request automated start/stop/transfer

1. Set my preferred bill date

Enabled Functionality

Future enhancements not currently in scope

To be prioritized after 2023

1. Enroll in water prepay
2. Enroll in time-of-use rates
1. Enroll in demand response program(s)

1. Click to chat with TPU via portal
2. Interact with virtual assistant/chatbot
3. Enroll in community solar offering
4. Manage my electric vehicle
5. Water outage reporting & notifications

Commercial & Industrial Customer Engagement Portal Roadmap by Feature

Updated August 2019



Phase 1A: Delivered Functionality

To be released before advanced meters in 2020

1. View my bill
2. Pay my bill
3. Store payment methods
4. Enroll in paperless billing
5. Setup payment arrangements for past due charges
6. Enroll in manual prepay program
7. Setup budget billing
8. View my spending over time

1. Analyze my usage

1. Customer single sign-on
2. Receive outage notifications
3. Report an outage
4. Receive service interruption alerts
5. Request manual start, stop, or transfer of service
6. Set my communication preferences

Phase 1B: Delivered Functionality

To be released after meters deployment before 2022

1. Set my preferred bill date
2. Enroll in automated prepay program

1. Analyze my advanced meter usage
2. Receive high energy & water usage alerts
3. Receive water leak detection alerts

Key

Billing & Payment

Customer Control

Customer Convenience



Phase 2: Delivered Functionality

New features released between 2021 and 2023

1. Manage tenant utility services
2. Advanced consumption analysis
3. Compare my usage to similar companies
4. Correlate my usage with weather trends
5. Use interactive tools to save money
6. Buy energy/water saving products

1. Claim an instant rebate
2. Request automated start/stop/transfer

1. Set my preferred bill date

Enabled Functionality

Future enhancements not currently in scope
To be prioritized after 2023

1. Enroll in time-of-use rates

1. Enroll in demand response program(s)

1. Click to chat with TPU via portal
2. Interact with virtual assistant/chatbot
3. Manage my electric vehicle fleet
4. Register distributed generation
5. Water outage reporting