



APPROVED 2/11/26

MINUTES  
City of Tacoma  
Public Utility Board Study Session  
January 28, 2026  
3:00 p.m.

Chair O'Loughlin called the Public Utility Board study session to order at 3:00 p.m. in the third-floor conference room (LT1) of the Public Utilities Administration Building.

**Present:** John O'Loughlin; Elly Claus-McGahan; Anita Gallagher

**Excused:** William Bridges; Devin Hampton

**Residential Customer Satisfaction Study Update**

Holly Lucht, Customer and Data Analytics Manager, summarized the survey methodology utilized for this study. Ms. Lucht reviewed the survey results for the following categories for each of the operating divisions: Overall satisfaction with TPU; Being a trusted organization; Promptly fixing customer problems; Having friendly/courteous employees; Value of electric service; Reliability of electric service; Value of water service; and Reliability of water service. Results for bill affordability and the ability to pay bills were then reviewed. Ms. Lucht concluded the presentation by sharing the national utility benchmarking; TPU remains in the top quartile and is 9<sup>th</sup> of 102 utilities in overall satisfaction.

**Customer Experience and External Affairs Annual Update**

Shana Williams, Asst. Customer Services Manager, shared the challenges and accomplishments by CS in 2025. Some accomplishments include expanded customer feedback channels, multilingual lobby surveys, and extended lobby hours. Statistics for customer assistance impacts, customer satisfaction survey, performance metrics, lobby and in-person channels, arrears trending, and MyAccount trending were reviewed.

**Guiding Principle on Resource Sustainability and Stewardship**

The Board discussed the possible inclusion of language concerning economic development in this Guiding Principle (GP) and motions that may be brought forward during the evening meeting as this is a regular meeting agenda item.

### **Public Utility Board Self-Evaluation**

Chair O'Loughlin introduced the concept of the Board conducting a self-evaluation and a 360-degree review. Discussion ensued. The proposal will be refined and brought back for discussion at a later time.

### **Board/Director Comments/Updates**

Board Members reported on and made positive remarks about events attended since the last meeting that included MLK Day events, Howard Hanson Dam event with Senator Patty Murray, and the Chamber's annual Horizons Economic Forecast breakfast.

### **Executive Session**

At 4:44 p.m. Chair O'Loughlin moved to enter into an executive session to discuss the performance of a public employee [RCW 42.30.110(1)(g)]; seconded by Board Member Claus-McGahan. Voice vote taken and carried.

Chair O'Loughlin announced that the Board would conduct no business after the executive session and moved that at the conclusion of the executive session, the Clerk of the Board is authorized to adjourn the meeting; seconded by Board Member Claus-McGahan. Voice vote taken and carried.

The executive session was adjourned at 5:44 p.m.

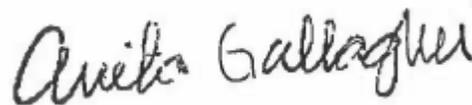
### **Adjournment**

The study session was adjourned at 5:44 p.m.

Approved:



John O'Loughlin, Chair



Anita Gallagher, Secretary