APPROVED 10/28/26

MINUTES
City of Tacoma
Public Utility Board Study Session
October 14, 2026
3:00 p.m.

Chair Claus-McGahan 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; Anita Gallagher; William Bridges; Elly Claus-McGahan; Devin Hampton

Annual Cybersecurity Training

Cybersecurity Operations Manager, Nate Walters, opened the session by outlining the recent summer cyberattacks targeting out-of-state water systems. Following this background, he detailed how these threats apply to TPU systems, highlighting the specific monitoring and mitigation protocols in place to protect them. Concluding the cybersecurity focus, Kenneth Ake, Cybersecurity Awareness Program Manager, administered the annual mandatory training for Board Members.

Tacoma Power: Contribution in Aid of Construction Signature Authority Consideration

Chad Edinger, T&D Electrical Services Manager, reviewed TMC 1.06.268.B.1, which governs citywide purchases and contracts exceeding $500,000. The current approval process for Construction in Aid of Construction (CAIC) approval was outlined. Mr. Edinger outlined the current approval process for CAIC agreements, noting that these contracts are unique because they are entirely customer-funded, meaning expenditures only occur after customer funds are received. To streamline this process, staff proposes that the Board delegate authority to the Director to approve qualifying CIAC contracts over $500,000. This targeted delegation would accelerate contract execution and provide greater schedule certainty for customer projects, development activity, and community growth. Board oversight would be maintained through annual reporting. A formal resolution for this proposal will be brought before the Board on October 28.

Tacoma Water: System Development Charge Incentive Program for Affordable Housing

This presentation was provided by Nathan Crain, Environment and Public Works Sr. Analyst. The System Development Charge (SDC) is a one-time fee for new or

expanded service connections and were established in 1997 for Water, followed by Wastewater/Stormwater SDCs in 2026. The session outlined various SDC incentive types (waivers, discounts, and deferrals) alongside application factors like credits and exemptions, with a specific focus on affordable housing. For affordable housing, options include deferrals (postponing collection or allowing payments) and waivers (forgiving the fee entirely). Affordable housing waivers are funded through the general fund and Washington Department of Commerce grants. Moving forward, staff recommends drafting an ordinance to authorize SDC waivers for eligible affordable housing developments, provided these projects secure non-utility funding to reimburse the utility. Staff intends to present these proposed code updates to the Board and Council between Q4 2026 and Q1 2027.

Customer Services Policies and TPU Privacy Policy

LaTasha Wortham, Deputy Director for Customer Experience and External Affairs, stated that the policy updates aim to modernize TPU policies to match current service models while strengthening customer protections. Because the last comprehensive policy review occurred in 2020, updates are necessary to reflect evolving business practices and technologies. The key updates include: Modernized Policies: Integrating new communication channels and defining clearer customer protections; SMS Messaging Policy: Reaching customers earlier with important updates while fully maintaining all legally required notices; Lobby Code of Conduct: Protecting customer privacy and safety without restricting appropriate public access to TPU facilities; Data Security: Preserving the core principle that customer information is protected by strict safeguards and used strictly for utility business.

General Reports

Director Flowers provided an outline of what will be discussed at the October 20 Board workshop.

Positive remarks from the Board were made about the September 29 joint study session with the Council wherein BCAP was presented.

Board Member O'Loughlin and Director Flowers made positive remarks about Power's top pole rescue competition.

Board Members discussed the October 13 Council budget workshop and the different presentations provided there.

Board Members discussed the various budget and rates outreach meetings they attended.

Positive Board remarks were made about this year's United Way campaign and the celebrity waiter's event. There was discussion about how to increase participation for next year's campaign.

Adjournment

The study session was adjourned at 5:03 p.m.

Approved:





Elly Claus-McGahan, Chair

Devin Hampton, Secretary