



PUBLIC UTILITY BOARD POLICY

<p>Category: Strategic Directive</p> <p>Date of Adoption: August 28, 2019</p> <p>Resolution No.:</p> <p>Revision Date:</p>	<p>Title: Stakeholder Engagement</p> <p>Policy Number: SD-4</p>
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I. Purpose

Tacoma Public Utilities (TPU) is committed to proactive engagement and open dialogue with customers and other stakeholders to understand their needs and improve service that informs decision-making while enhancing community understanding of TPU’s operations, programs, and services.

II. Values

1. As a publicly-owned, municipal utility, TPU values the relationship with our owners (citizens of Tacoma), customers, and stakeholders.
2. TPU believes in open and transparent governance.
3. TPU values robust, ubiquitous, and equitable customer and stakeholder engagement throughout our service territories.
4. TPU believes in continually evolving our customer and stakeholder engagement efforts to equitably engage customers and stakeholders in their preferred manner.
5. TPU believes that the City of Tacoma’s General Government and other local governments within our territory are essential partners to effectively engage the communities we serve.
6. TPU values working with community partners to better engage the diverse communities we serve.

III. Outcomes

1. TPU Board business is conducted in a manner accessible and convenient for our customers and stakeholders.

2. TPU coordinates closely with the City of Tacoma's General Government and local government partners on relevant outreach activities.
3. TPU uses modern and innovative research techniques to understand the needs and opinions of our customers and stakeholders.
4. TPU equitably engages customers and stakeholders to inform them and seek their input regarding pertinent operations, policies, programs and services that could affect them.
5. TPU staff is present and visible in the community and listens to community needs, shares information about TPU, and provides customer and stakeholder feedback to the Public Utility Board, executives, and staff.
6. TPU staff respond to customer and stakeholder inquiries or requests in a timely fashion with relevant, accurate information.
7. Public information is available in a variety of languages and through diverse communication channels as needed to inclusively reach intended audiences.

IV. Measurement

1. TPU staff will track community engagement activities, including organization(s) involved and messages received and delivered.
2. TPU staff will engage customers and stakeholders and provide the Public Utility Board, TPU executives, and staff with valid quantitative analysis of customer and stakeholder perceptions of TPU and their understanding of operations and programs.
3. TPU staff will regularly engage with local policymakers to understand their evaluation of outreach activities and receive feedback.

V. Reporting

Frequency:

1. On an as needed basis, based on operational activities and community feedback to TPU executives and staff;
2. On an as needed basis, based on operational activities and community feedback to the Public Utility Board;
3. Not less than biannually to the Executive Leadership Team;
4. Not less than biannually to the Public Utility Board.