

**Budget and Rates Community Engagement
Public Utility Board
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Overview

- **Strategic Directive Overview**
- **Current Outreach Environment**
- **Rates Engagement**
- **Engagement Feedback**
- **Communications and Engagement Tools**



Stakeholder Engagement

Purpose of Report: Stakeholder Engagement

- “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”

Reporting: Stakeholder Engagement

- On an as-needed basis, not less than biannually to the Executive Leadership Team and to the Public Utility Board



Current Outreach Environment

Virtual and Hybrid Engagement Due To COVID – 19:

- Technology Barriers
- Community Priorities
- Hybrid Style Meetings
- Virtual Attendance



Rates Engagement

Planned Virtual, Hybrid & In-Person Engagement:

- Neighborhood Councils & Block Groups
 - ❖ Outreach coordinated with Environmental Services
- Partnering with existing events of organizations
- Chamber of Commerce/Economic Development Organizations
- Franchise Cities/Local Government Partners
- Key Accounts, including JBLM
- Business Districts

Complete Community Engagements:

- May 26 Hybrid Listening Session



Engagement Feedback

Engagement Feedback:

- Rates
- Emergency Assistance Program/Disconnections
- Equity
- Assistance Programs
- South Tacoma Groundwater
- Disconnections



Communications & Engagement Tools

Self-Serve Information:

- Post all meetings and presentations online
- Link to recordings
- Post meetings on social media
- Provide online customer feedback form



Communications & Engagement Tools

Keep Customers Informed:

- Bill inserts, bill message
- Lobby screens
- Monthly email newsletter updates
- Quarterly print newsletter updates
- Homepage/portal messages
- Developing language access strategy
- Fact sheets – rate projections and drivers





Thank you

What feedback or questions do you have?



Contacts

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