



PUBLIC UTILITY BOARD POLICY

<p>Category: Guiding Principles</p> <p>Original Date of Adoption: June 24, 2020</p> <p>Original Resolution No.: U-11168</p> <p>Amended October 11, 2023 via Resolution U-11403</p>	<p>Title: Reliability and Resiliency</p> <p>Policy Number: GP-7</p>
--	---

Purpose

Tacoma Public Utilities will reliably deliver to its customers the power, water and rail services they need and will rebound quickly from all interruptions in such service delivery.

Outcomes – Regular Operations

1. TPU will comply with NERC Reliability and FERC Dam Safety and Security requirements.
2. TPU will have a high percentage of its power generation resources available at all times and will plan for maintenance and repair activities that minimize unavailability of required resources.
3. TPU’s acquisitions of power from third-parties, together with its own generation resources, will meet its resource adequacy planning goals for short-term and long-term reliable delivery of power that meets customer requirements and TPU’s obligations to regional power supply organizations.
4. TPU will provide power transmission and distribution resources that meet or exceed industry benchmarks.
5. TPU will maintain sources of supply, infrastructure, facilities and personnel necessary to meet or exceed water supply required by the Department of Health and other regulators.
6. TPU will maintain its sources of supply, infrastructure, facilities, and personnel necessary to meet or exceed water quality standards required by the Department of Health or other regulators.

7. TPU will maintain on-time delivery of completed trains to its Class 1 railroad customers and individual carloads to its commercial customers that meets or exceeds industry standards.

Outcomes – During and After Disruptions

8. TPU will prepare, maintain, update regularly and practice all-hazards planning activities (including a Continuity of Operations Plan) for continuing utility services to customers and supporting regulatory requirements during and after disrupting events.
9. All-hazards planning will detail how TPU will restore and continue essential utility functions and supporting activities under all threats and conditions, whether naturally occurring or man-made. Essential functions are those that must be continued throughout, or resumed rapidly, after a disruption of normal operations.
10. All-hazards planning goals will include reducing loss of life and minimizing property damage restoring essential utility functions, reducing or mitigating disruption of operations, protecting essential facilities, equipment, records, and other assets, establishing a successful order of succession during an event if necessary and restoring communication with customers and community partners that informs the public about the source of the utility disruption, the status of restoration activities and the timeline for restoration of normal utility service.
11. Response goals will be scalable based on the severity of the disruptive event, its impact on the delivery of services, and the availability of resources necessary to respond. All-hazards planning recognizes that typical storm and weather disruptions and restorations require different goals, resources and responses than major earthquakes, cyber-attack or pandemic.
12. TPU will regularly participate in emergency preparedness exercises to measure the adequacy and effectiveness of TPU's emergency response plans and to inform the preparation of improved and updated emergency preparedness plans.

Measurements

1. On a rolling average basis, TPU expects residential customers in its service area to experience no more than one outage per year lasting no longer than 75 minutes. TPU will annually calculate the outage frequency and duration measures using industry-standard methods.
2. The Tacoma Water Resource Adequacy Standard is one mandatory curtailment in 25 years. Using the Water Yield and Supply Demand Model (WYSDM), developed with the 2018 Water Integrated Resource Plan (IRP) and regularly updated, the long-term mix of supply resources to meet the Resource Adequacy Standard shall be identified annually.
3. Tacoma Water will maintain compliance with state and federal drinking water regulations 100 percent of the time.

4. Tacoma Rail expects to deliver intermodal trains at least 95% on-time and will deliver commercial carloads at least 85% on-time.
5. TPU will track all emergency responses based on TPU's incident classification scheme, Tiers One – Four.
6. TPU will track Customer Satisfaction regarding restoration of utility services after disruptions as one measure of effectiveness of emergency planning.
7. Significant emergency preparedness plans (such as the Continuity of Operations Plan), policies and procedures will be reviewed annually and updated as needed to reflect changes in planning goals, available resources and changing threat assessments.

Reporting

Frequency: Annually or as otherwise appropriate

Method: Performance metrics from operating divisions.