



**City of Tacoma  
Public Utility Board  
Study Session**

**January 28, 2026; 3:00 p.m.  
Tacoma Public Utilities, LT1 (3<sup>rd</sup> Floor Conference Room)  
(Directly Across Main Elevator)  
3628 South 35<sup>th</sup> Street, Tacoma WA 98409**

**Join remotely: <https://us06web.zoom.us/j/81336402669>  
or by dialing 253-215-8782 and entering meeting ID 813 3640 2669**

**Call to Order**

**Roll Call**

The Public Utility Board will hold a study session with staff to discuss the following:

<b>Approximate Time</b>	<b>Topic</b>	<b>Presenter(s)</b>
3:00 – 3:20	Residential Customer Satisfaction Study Update	Holly Lucht, Customer and Data Analytics Mgr.
3:25 – 3:45	Customer Experience and External Affairs Update	Shana Williams, Customer Service Mgr
3:50 – 4:10	Guiding Principle on Resource Sustainability and Stewardship	Board Members
4:15 – 4:35	Public Utility Board Self-Evaluation	Chair O'Loughlin
4:40 – 4:50	General Board Comments / Discussion and Director's Reports	
4:55	Executive Session to Discuss the Performance of a Public Employee [RCW 42.30.110(1)(g)]	

**Adjournment**

The Public Utility Board may enter into a closed or executive session at any time during an open public meeting as provided by law.



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