

2020 QUICK FACTS

OUR MISSION

Tacoma Public Utilities provides services that are vital to our quality of life.

Power • Water • Rail • Click!



1,169
EMPLOYEES

NOTEWORTHY

LaTasha Wortham and the Community Connection Leadership Team won Coordinator Team of the Year award from the United Way of Pierce County.

REVENUE & BUDGET



2019 operating revenue

\$600.7 MILLION

2019-2020 budget

\$1.3 BILLION



LEADERSHIP

We are governed by a five-member utility board, the members of which appoint the Director of Utilities. Board members serve five-year terms.

BOARD

- Karen Larkin • Chair
- Bryan Flint • Vice-Chair
- Mark Patterson • Secretary
- Christine Cooley
- Carlos M. Watson

MANAGEMENT

- Jackie Flowers • Director of Utilities / CEO
- Chris Robinson • Tacoma Power Superintendent
- Scott Dewhirst • Tacoma Water Superintendent
- Dale King • Tacoma Rail Superintendent
- Steve Hatcher • Customer Services Manager
- Jim Sant • Deputy Director for Administration

SERVING OUR COMMUNITY

TPU HELPED

2,656



HOUSEHOLDS PAY
THEIR UTILITY BILLS
WITH
\$603,655.91
IN ASSISTANCE

In addition, TPU gave qualifying seniors and adults receiving disability benefits more than

\$3.06 Million

in discounted utility bills.

COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED

1,779 HOURS

With local nonprofit organizations and...

...GAVE
MORE
THAN

\$326,636

In cash, products, and volunteer time



Our six strategic areas of focus for 2019 were on the customer experience, our safety culture, employee development, unlocking value from data, enhancing our organization, and financial stewardship through the budgeting process with ongoing attention to the large efforts with the Workforce Connect and Advanced Meter Projects.

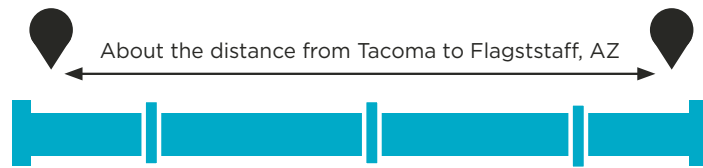


MAINS & SERVICE AREA

119
square miles of service area

1,426 MILES OF WATER MAINS

1,290 DISTRIBUTION & 136 TRANSMISSION



SUPPLY in million gallons per day (mgd)

95% GREEN RIVER UP TO 150 MGD

5% LOCAL WELLS 48 MGD

STORAGE

MCMILLIN RESERVOIR

67.6
MILLION GALLONS

69.9
MILLION GALLONS

17 OTHER RESERVOIRS AND STANDPIPES

CUSTOMERS RESIDENTIAL

105,663
total customers

98,211

TACOMA CITY LIMITS

62%

INSIDE

38%

OUTSIDE

COMMERCIAL/INDUSTRIAL

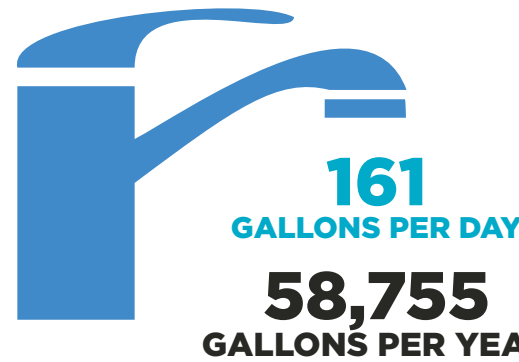
7,452

People served directly by Tacoma Water 368,200

* Through wholesale connections 312,338

* In partner service areas 239,162

AVERAGE HOUSEHOLD USE



Daily Annually

2018 170 62,014

2017 169 61,685

2016 189 69,056

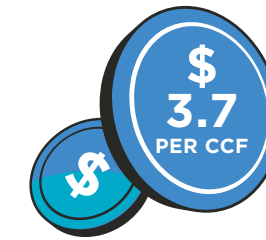
2015 195 71,239

2014 186 67,923

6,036,415,352
TOTAL GALLONS USED IN 2019

RATES

We are proud to say that our rates are among the lowest in the region.



1 CCF

748 GALLONS

City of Puyallup

\$28 month
\$335 year

City of Bellevue

\$53
\$636 year

City of Seattle

\$56 month
\$670 year

Tacoma
\$40
month
\$474
year

AVERAGE COST PER HOUSEHOLD + INSIDE CITY

FINANCIAL

As a result of careful financial rate making and risk management processes, our bond ratings are stable, which helps Tacoma Water borrow money at low-interest rates. That helps keep rates low.

Value of our fixed assets
\$874.7 MILLION

Total operating revenue
\$102.5 MILLION

BOND RATINGS

Moody's **Aa2**
Standard & Poor's **AA**

TAXES WE PAY

Tacoma Gross Earnings
\$8.0 MILLION
Federal (Social Security)
\$1.8 MILLION
State
\$5.5 MILLION
Other cities' and counties' fees
\$780,317
Taxes as a percent of total revenue
16.44%



NOTEWORTHY

- Developed our 2020-2025 Strategic Plan.
- Completed the Functional Location Project (FLIP).
- Developed organization restructure moving from six to five sections which launched January 1, 2020.

ENVIRONMENT

WHAT WE DID TO PROTECT LAND AND WATER

- Surveyed 79 acres of potential elk forage habitat in the tenth year of reservoir bank monitoring.
- Maintained 66 bird boxes for multiple species of cavity-nesting birds around the reservoir.
- Monitored new streamside restoration project at Deep Creek and met all performance standards.
- Worked with Washington Conservation Corps crews to remove invasive species from several wetland areas near the Green River Filtration Facility.
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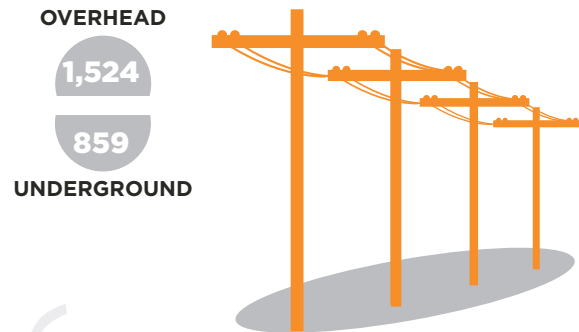


We advanced environmental stewardship efforts through transportation electrification within the organization and the community, restoring fish populations, and modeling efficient energy and water usage.

 **798**
EMPLOYEES

LINES & SERVICE AREA

180
square miles of service area

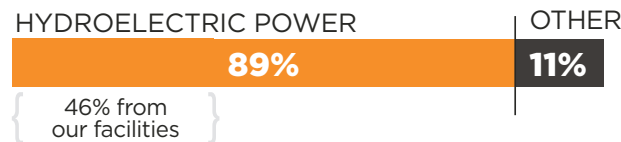
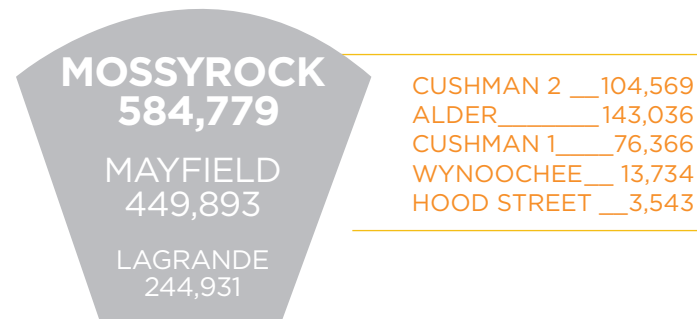


2,383 MILES OF POWER LINES

2,031 DISTRIBUTION & 352 TRANSMISSION

About the distance from Tacoma to Dayton, OH

GENERATION in megawatt-hours produced per year




SUBSTATIONS

- 4** main/transmission substations
- 5** switching stations
- 49** distribution substations
- 14** dedicated distribution substations
- 23** BPA customer substations
- 8** generation switchyards

CUSTOMERS

181,312
total customers

RESIDENTIAL


162,215

COMMERCIAL/INDUSTRIAL


19,097

TACOMA CITY LIMITS

55%

INSIDE

45%

OUTSIDE

425,000 total people served, approximately

AVERAGE HOUSEHOLD USE

 **31.9**
kWh PER DAY

11,647
kWh PER YEAR

Daily Annually

2018	32.2	11,770
2017	33.5	12,242
2016	31	11,494
2015	31	11,315
2014	33	12,029

CONSERVATION

The utility relies on conservation, as opposed to other, more expensive power sources.

SAVED
46.5 MILLION kWh
21.1 residential
25.4 commercial

INVESTED
\$11.4 MILLION
\$7.4 million
PAID BY TACOMA POWER
\$4.0 million
PAID BY CUSTOMERS

ENVIRONMENT

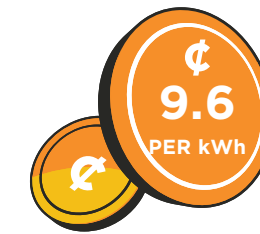
WHAT WE DID TO PROTECT LAND AND WILDLIFE

- Provided and maintained 60 wood duck nest boxes on Nisqually and Cushman wildlife lands.
- Provided 17 bat boxes on Nisqually and Cushman wildlife lands.
- Maintained and monitored 75 acres of elk forage fields on Cushman wildlife lands.
- Maintained and monitored 100 acres of elk forage fields on Nisqually wildlife lands.



RATES

We are proud to say that our rates are among the lowest in the region.



KWH = KILOWATT-HOUR

Snohomish PUD

\$99 month
\$1,188 year

Seattle City Light

\$111 month
\$1,328 year

Puget Sound Energy

\$103 month
\$1,235 year

Tacoma
\$93
month
\$1,113
year

AVERAGE COST PER HOUSEHOLD

FINANCIAL

As a result of careful financial rate making and risk management, our bond ratings are stable which helps Tacoma Power borrow money at low-interest rates. That helps keep rates low.

Value of our fixed assets
\$1.070 BILLION

Total operating revenue
\$461.4 MILLION

BOND RATINGS

Fitch **AA-**

Moody's **Aa3**

Standard & Poor's **AA**

TAXES WE PAY

Tacoma Gross Earnings

\$35.1 MILLION

Federal (Social Security)

\$7.5 MILLION

State

\$17.2 MILLION

Other cities' and counties' fees

\$6.2 MILLION

Taxes as a percent of operating revenue

14.3%



NOTEWORTHY

- Completed the Western Electricity Coordinating Council compliance audit, setting industry standards in many areas.
- Joined Governor Jay Inslee, other officials, and the community, to celebrate the Franklin Pierce Electric School Bus project launch with a ribbon cutting.
- Increased the annual egg take at Cushman hatchery, an indicator of the growing and naturally spawning Chinook populations.
- Hosted a 10-person delegation from Uganda Electricity Generation Company Limited.
- Reduced energy use by 13% and water use by 22% as part of the City's Environmental Action Plan.
- Gained EVs for our Mail Services and Security sections after TPU launched the first electric vanpool in the South Sound.
- Celebrated the 50th anniversary of Mossyrock Dam with a dedication.
- Partnered with TPU Community Connection and Rebuilding Together South Sound to provide shade trees.

Click! Network, part of Tacoma Power, is one of the largest municipally owned telecommunications systems in the country. Launched in 1998, Click! brought Tacoma and the surrounding area competition in the cable television market.

SERVICE AREA



1,431 MILES OF
FIBER-OPTIC & COAXIAL CABLE

About the distance from Tacoma to Pueblo, CO

CUSTOMERS

CABLE TV



HIGH-SPEED INTERNET



CABLE CHANNELS



VIDEO



HIGH DEFINITION



AUDIO



An increase in intermodal platforms and unit train railcars led to an increased line-haul count by more than 13,000 units in 2019 over 2018. The Northwest Seaport Alliance (NWSA) experienced volatility in international intermodal trade leading to large monthly volume swings throughout 2019. We handled more than 25,000 domestic intermodal platforms through the Union Pacific agreement to assemble 10,000-foot intermodal trains. Increased rail traffic for import automobiles was a large contributor of non-intermodal traffic with an overall commercial traffic increase of 11% in 2019. State of Washington environmental rules mandating the execution of oil spill contingency plans were a focus area for us. We successfully completed our second Department of Ecology supervised tabletop spill drill in October.



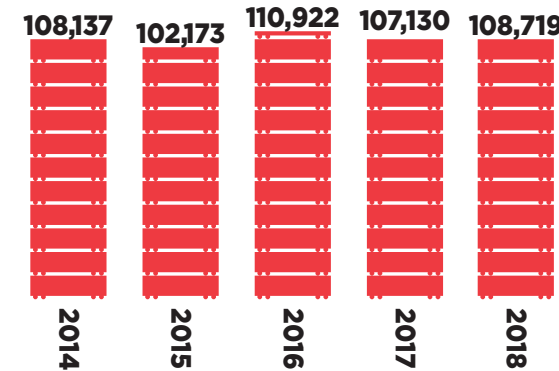
SERVICE AREA



140 MILES OF TRACK

About the distance from Tacoma to Portland, OR

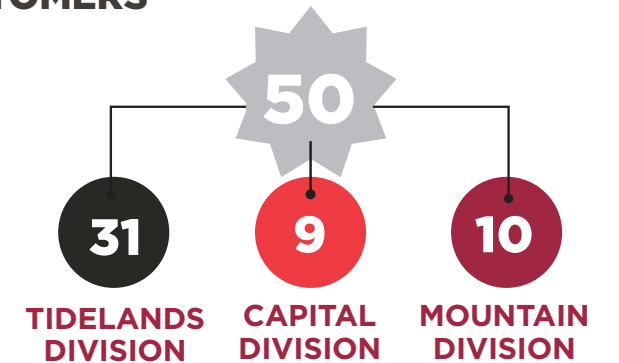
CARS SWITCHED



114,036 IN 2019

ONE OF THE BUSIEST
SHORT-LINE
RAILROADS
IN THE COUNTRY
IN TERMS OF VOLUME AND FREIGHT

CUSTOMERS



FINANCIAL

Value of our fixed assets
\$27.2 MILLION
Total operating revenue
\$36.8 MILLION

TAXES WE PAY
Tacoma Gross Earnings
\$3.0 MILLION
Federal (Railroad retirement & Unemployment)
\$2.3 MILLION
State
\$1.1 MILLION
Taxes as a percent of total revenue
17.48%



NOTEWORTHY

- Intermodal line-haul railcars increased 6% over the prior year.
- Non-intermodal line-haul railcars increased 13% over the prior year.



Our Service Area

