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...

$326,636 GAVE MORE THAN
In cash, products, and volunteer time

Information based on 2019 data.
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.

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

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%

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.

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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.

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

**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%

**RATES**

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

- **Snohomish PUD**
  - $99 month
  - $1,188 year
- **Seattle City Light**
  - $111 month
  - $1,328 year
- **Puget Sound Energy**
  - $103 month
  - $1,235 year

- **Tacoma Power**
  - $93 month
  - $1,113 year

**AVERAGE COST PER HOUSEHOLD**

- Tacoma: $93 month, $1,113 year
- Snohomish PUD: $99 month, $1,188 year
- Seattle City Light: $111 month, $1,328 year
- Puget Sound Energy: $103 month, $1,235 year

**KWH = KILOWATT-HOUR**

**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

**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.
- Celebrated the 50th anniversary of Mossyrock Dam with a dedication.
- Partnered with TPU Community Connection and Rebuilding Together South Sound to provide shade trees.

**SUBSTATIONS**

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

**LINES & SERVICE AREA**

- **2,383 MILES OF POWER LINES**
  - 2,031 DISTRIBUTION & 352 TRANSMISSION
- 180 square miles of service area

**GENERATION**

- in megawatt-hours produced per year

- Mossyrock 584,779
- Mayfield 449,893
- Cushman 1 76,366
- Cushman 2 104,569
- Wy nocchee 13,734
- Hood Street 3,543

- 46% from our facilities
- 11% Other

**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.

- CUSHMAN 2 __104,569
- ALDER ___________ 143,036
- CUSHMAN 1 _______76,366
- WYNOCHEE _______13,734
- HOOD STREET _____3,543

**HYDROELECTRIC POWER**

- 89%

**OVERHEAD**

- 1,524

**UNDERGROUND**

- 859
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**

**CUSTOMERS**

- **CABLE TV**: 13,216
- **HIGH-SPEED INTERNET**: 21,162

**SERVICE AREA**

- 1,431 MILES OF FIBER-OPTIC & COAXIAL CABLE
  - About the distance from Tacoma to Pueblo, CO
- 140 MILES OF TRACK
  - About the distance from Tacoma to Portland, OR

**CABLE CHANNELS**

- **226** VIDEO
- **142** HIGH DEFINITION
- **64** AUDIO

**NOTEWORTHY**

- 1,431 MILES OF FIBER-OPTIC & COAXIAL CABLE
- 140 MILES OF TRACK
- 226 VIDEO
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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.

**CARS SWITCHED**

- 114,036 IN 2019

**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%

**ONE OF THE BUSIEST SHORT-LINE RAILROADS IN THE COUNTRY**

In terms of volume and freight

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