

# 2021 QUICK FACTS

## OUR MISSION

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

Power • Water • Rail • Click!



1,137  
EMPLOYEES

## NOTEWORTHY

We hosted our first-ever virtual United Way fundraising campaign and raised over \$163,874 for the United Way during the COVID-19 pandemic.

## REVENUE & BUDGET



2020 operating revenue

**\$598.9 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

Bryan Flint • Chair

Mark Patterson • Vice-Chair

Christine Cooley • Secretary

Carlos M. Watson

Joe Bushnell

### 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

**14,020**



HOUSEHOLDS PAY THEIR  
UTILITY BILLS WITH  
**\$2,638,596.08**  
IN ASSISTANCE

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

**\$2.86 MILLION**

in discounted utility bills.

## COMMUNITY CONNECTION

EMPLOYEES VOLUNTEERED

**441 HOURS**

With local nonprofit organizations and...

...GAVE  
MORE  
THAN

**\$236,579**

In cash, products, and volunteer time



We began 2020 with a new six-year strategic plan and an updated vision “to be an exceptional community resource empowering employees to deliver life-sustaining value” and redefined values of safety, customer-driven, employee invested, stewardship, and adaptability. Our goals included providing customers increased value, preparing our workforce for the future, and improving our systems, processes, and use of resources.

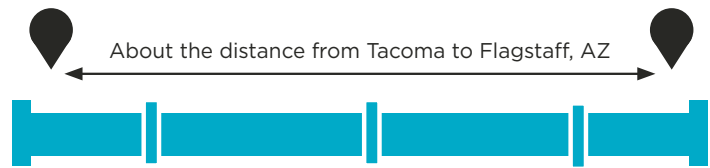


**MAINS & SERVICE AREA**

**119**  
square miles of service area

**1,428 MILES OF WATER MAINS**

1,292 DISTRIBUTION & 136 TRANSMISSION



**SUPPLY** in million gallons per day (mgd)

**95%** GREEN RIVER UP TO 150 MGD

**5%** LOCAL WELLS 40 MGD

**STORAGE**

**MCMILLIN RESERVOIR**

**67.6**  
MILLION GALLONS

**69.9**  
MILLION GALLONS

17 OTHER RESERVOIRS AND STANDPIPES

**CUSTOMERS RESIDENTIAL**

**107,872**  
total customers

**100,296**

TACOMA CITY LIMITS

**62%**

INSIDE

**38%**

OUTSIDE

**COMMERCIAL/INDUSTRIAL**

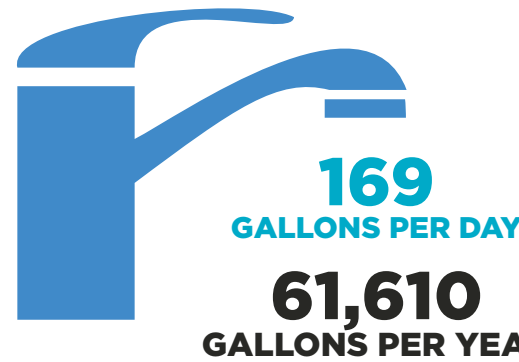
**7,576**

**People served directly by Tacoma Water ..... 372,526**

\* Through wholesale connections ..... 316,554

\* In partner service areas ..... 240,927

**AVERAGE HOUSEHOLD USE**



Daily ..... Annually

**2019** 161 ..... 58,755

**2018** 170 ..... 62,014

**2017** 169 ..... 61,685

**2016** 189 ..... 69,056

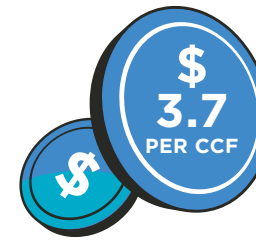
**2015** 195 ..... 71,239

**6,555,885,644**

TOTAL GALLONS USED IN 2020

**RATES**

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



**1 CCF**

=

**748 GALLONS**

**City of Puyallup**

**\$26 month**  
\$307 year

**City of Bellevue**

**\$53 month**  
\$635 year

**City of Seattle**

**\$58 month**  
\$696 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  
**\$896.9 MILLION**

Total operating revenue  
**\$104.5 MILLION**

**BOND RATINGS**

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

**TAXES WE PAY**

Tacoma Gross Earnings  
**\$7.8 MILLION**  
Federal (Social Security)  
**\$1.8 MILLION**  
State  
**\$5.9 MILLION**  
Other cities' and counties' fees  
**\$804,314**  
Taxes as a percent of total revenue  
**16.4%**



**NOTEWORTHY**

- Progress continued on the lead gooseneck removal project, which we completed in 2021 ahead of the May 2021 deadline.

**ENVIRONMENT**

**WHAT WE DID TO PROTECT LAND AND WATER**

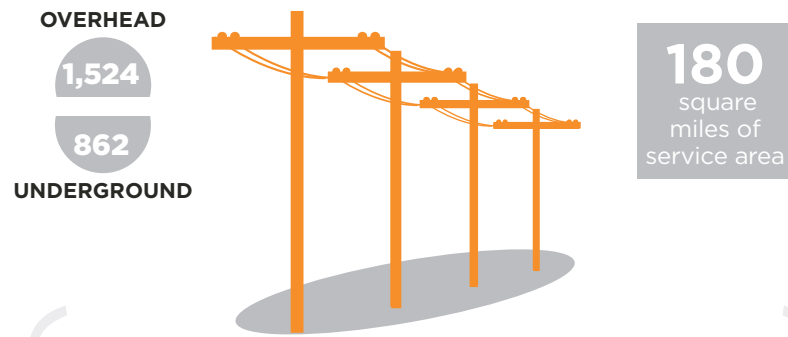
- Improved equipment at the Green River Trap and Sort Facility used to transport endangered salmon; the upgrades will improve the efficiency and safety of our fish passage facility.
- Replaced and upgraded 15 failing stream culverts with new culverts in forest roads; replaced 11 failing ditch draining culverts, keeping ditch water out of our streams in the watershed.
- Participated in development of a feasibility design for the downstream fish passage facility planned for the U.S. Army Corps of Engineers Howard Hanson Dam on the Green River.
- Created a new native plant nursery and salvage program.
- Maintained and monitored over 130 acres of elk forage fields in the Upper Green River Watershed .
- Planted 100 emergent plants in the restored Green River Filtration Facility Wetland.



We provided affordable, reliable energy to our customers while ensuring their physical and financial wellbeing through COVID-19 safety protocols, emergency assistance programs, and exceptional customer service in the midst of a global pandemic.



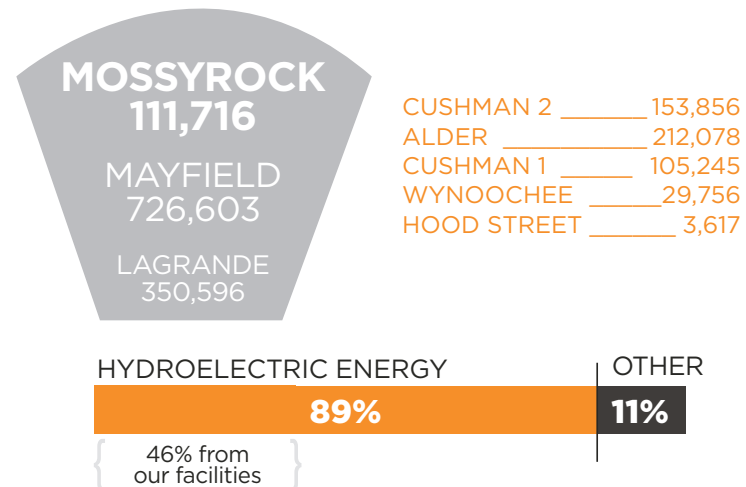
## LINES & SERVICE AREA



**2,386 MILES OF POWER LINES**  
2,034 DISTRIBUTION & 352 TRANSMISSION



## 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

181,630 total customers

### RESIDENTIAL



### COMMERCIAL/INDUSTRIAL

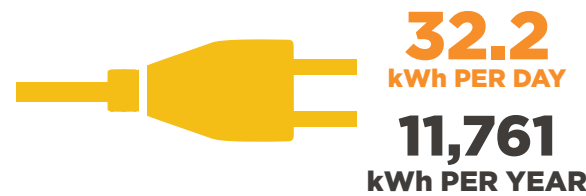


TACOMA CITY LIMITS



422,200 total people served, approximately

## AVERAGE HOUSEHOLD USE

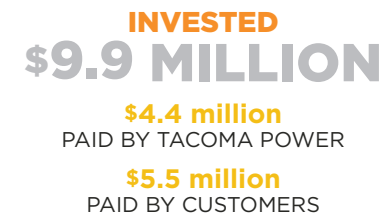


Daily ..... Annually

2019	31.9	11,647
2018	32.2	11,770
2017	33.5	12,242
2016	31	11,494
2015	31	11,315

## CONSERVATION

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



## ENVIRONMENT

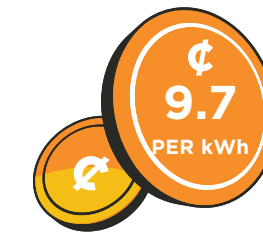
### WHAT WE DID TO PROTECT LAND AND WILDLIFE

- 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.
- Issued 13 new Shoreline Permits to lots with shoreline structures in full compliance with our Shoreline Management Plan at Lake Cushman.
- Issued 18 new Short-term Licenses for construction for lot owners to bring their shoreline structures into compliance and/or for new structures at Lake Cushman.



## RATES

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



KWH = KILOWATT-HOUR

- Snohomish PUD**  
\$99 month  
\$1,200 year
- Seattle City Light**  
\$117 month  
\$1,400 year
- Puget Sound Energy**  
\$106 month  
\$1,270 year

**Tacoma**  
**\$95** month  
**\$1,140** 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  
**\$1.009 BILLION**

Total operating revenue  
**\$461 MILLION**

### BOND RATINGS

Fitch AA-

Moody's Aa3

Standard & Poor's AA

### TAXES WE PAY

Tacoma Gross Earnings  
**\$37.1 MILLION**

Federal (Social Security)  
**\$7.5 MILLION**

State  
**\$18.2 MILLION**

Other cities' and counties' fees  
**\$6.4 MILLION**

Taxes as a percent of operating revenue  
**15.0%**

## NOTEWORTHY

- Refreshed our five-year strategy (for 2021-2025) including its mission statement, vision statement, and values.
- The first sockeye salmon returned to the North Fork Skokomish River for the first time in almost a century thanks to the efforts of our Generation-Natural Resources, the Skokomish Tribe, and the WA Department of Fish and Wildlife.
- Migrated over to Microsoft Office 365 (expedited by the COVID-19 global pandemic).
- Continued preparatory efforts to join the Western Energy Imbalance Market (WEIM).
- Proposed a new rate to support the production of electrofuels (carbon-neutral fuels typically made from air, water, and electricity).
- Reduced our O&M budget by \$35M to ensure we could support our customers, especially those who are economically disadvantaged, and avoid employee layoffs due to the economic crisis brought about by the COVID-19 global pandemic. We also petitioned for and supplied almost \$2M of federal relief funds to provide Emergency Assistance Programs.
- Received a donation of 400k rainbow trout thanks to a partnership between our utility, Cooke Aquaculture, the WA Department of Fish and Wildlife, and the Northwest Fisheries Enhancement. They were released into Riffe Lake.
- Adopted an Electrification of Transportation Plan that provides guidance on how we will promote transportation electrification benefits to our customers.

On April 1, 2020, Click! Network, a Tacoma Public Utilities (TPU) operating entity, transferred operations to Rainier Connect North, LLC, a local, family-owned internet service provider. Rainier Connect will provide high-speed internet, cable TV, and phone service over the City of Tacoma's Click! Network. Rainier Connect was selected following an extensive selection process to identify an operating partner for the publicly owned network. TPU, through Tacoma Power, will continue to own the network.

### 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



Line-haul count was down by more than 16,000 units in 2020 over 2019. A decrease predominately in the intermodal platforms led to a corresponding decrease in line-haul revenue of approximately \$2.9 million. The Northwest Seaport Alliance (NWSA) experienced volatility in international intermodal trade leading to large monthly volume swings throughout 2020. Unit trains and other commercial traffic were down versus the prior year. While import automobile volumes were down the most of all non-intermodal commodities at 12%, most other commodities also experienced a decrease in traffic volumes.



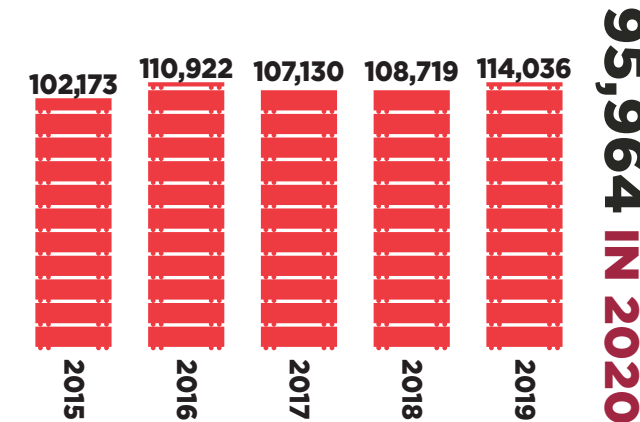
### SERVICE AREA



**140 MILES OF TRACK**

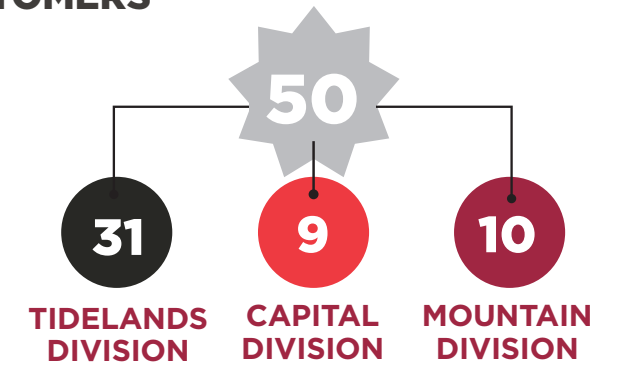
About the distance from Tacoma to Portland, OR

### CARS SWITCHED



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

### CUSTOMERS



### FINANCIAL

Value of our fixed assets  
**\$30.8 MILLION**  
Total operating revenue  
**\$33.5 MILLION**

#### TAXES WE PAY

Tacoma Gross Earnings  
**\$2.8 MILLION**  
Federal (Railroad retirement & Unemployment)  
**\$2.3 MILLION**  
State  
**\$1.2 MILLION**  
Taxes as a percent of total revenue  
**18.748%**



### NOTEWORTHY

- Rail's mechanical department serviced more than 4,000 mainline locomotives.
- Commercial switching activities were more than 98% on time.
- Awarded more than \$2.9 million in grants and zero interest loans.



# Our Service Area

