



EFFECTIVE JAN. 1

New water rates

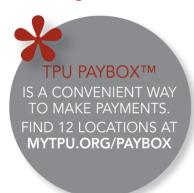
After a year of planning and outreach, a rate adjustment for Tacoma Water went into effect Jan. 1. Residential rates increased by 2.9%, which equals an average of about \$1 more per month. Some major activities supported by rates include:

- Operating our filtration facility at the Green River.
- Maintaining 24 wells to supplement water needs, mainly during summer demands.
- Protecting thousands of acres in the Green River Watershed.
- Upgrading and maintaining 1,376 miles of water main infrastructure.

Providing clean drinking water is fundamental to community health. We invest in projects that ensure we maintain that vital service.

Before presenting the rate adjustment to the Public Utility Board and Tacoma City Council for approval, the utility held over 45 meetings to inform numerous customer groups, franchise cities, neighborhood councils and other community groups about the budgets and to ensure all could provide feedback. Find a complete list of meetings and presentations at MyTPU.org/Rates. U*

4 ways to manage your utility bills



Do you or someone you know need help paying a utility bill? We offer assistance. **Visit MyTPU.org/Assistance** to see if you qualify for:

- Bill Credit Assistance complete a financial education course for a \$500 annual credit on your bill.
- **Discount Rate Program** if you are over 62 or disabled you may qualify for a 20% discount on your bill.
- **Budget Billing** paying an average amount each month makes budgeting easier.
- Rebates and grants find details, resources, tips, and tools at MyTPU.org/Rebates. U*

Resolve to update your account info

Make one of your New Year's resolutions to update your contact information with us. Updating your mailing and email addresses and phone numbers help us provide you

faster payment and billing services, planned and unplanned outage information, refunds and deposits, and notify you about new products and services. U*

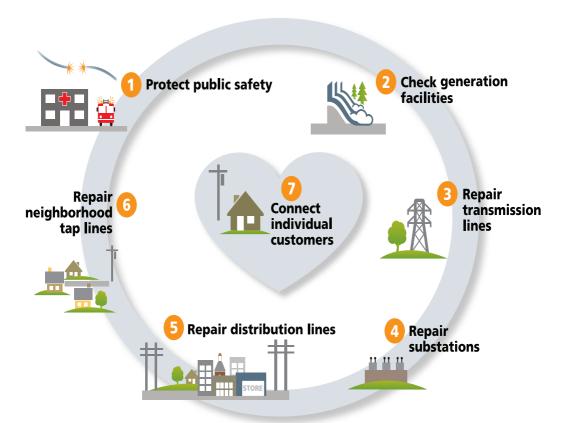
Three ways to update your info:

- Log into MyTPU.org/MyAccount and select "Profile."
- Call Customer Services at 253-502-8600.
- Stop by our lobby at 3628 S. 35th St., Tacoma 98409.



7 steps to restoring your power

Storms, car wrecks, equipment failures, and even curious animals can cause power outages. When the power goes out, we do our best to restore it as quickly as possible. How fast we can bring your power back on depends on the cause, extent of the damage, and location of the outage. We prioritize the work that will get the most customers back on, then work our way down the system once our crews are safe. Here's how:



How to report an outage

If you see or experience a power outage, a broken line or power pole, call 253-502-8602.

What we can tell you

Restoring power after an outage can be complex. When you call, we might not know how long the power outage will last. Our goal is to restore power safely to the greatest number of people in the shortest time possible. See for yourself at MyTPU.org/OutageMap.

Here's what the map tells you:

- Type of outage (planned or unplanned)
- Location
- Start time
- How many customers are without power
- Cause (if we know it)
- Estimated restoration time
- Status



Heat pump water heater rebate heats up

Heating water is the second largest use of energy in your home behind heating. You can get a \$500 rebate when you upgrade your electric water heater to an energy-efficient heat pump water heater (HPWH).

A separate heat pump isn't required – one is already built in.

A HPWH costs more than a standard electric tank, but the savings add up over time in electricity costs. A HPWH is 60% more efficient, and you can sync it to your cell phone to save more money. You can download an app that allows you to adjust



your water heater settings on a schedule you create, and then get alerts about issues. Emergency replacements cost you extra; you can avoid them by replacing tanks over 10 years old.

Find more information and rebates at MyTPU.org/Rebates. U*



Did you know Tacoma Power and the City of Tacoma Public Works department completed their streetlight replacement project three months early and almost \$2 million under budget? The City's Environmental Action Plan recommended upgrading 21,000 of Tacoma's inefficient HID streetlight fixtures to new LEDs. Meanwhile, the Department of Public Works faced a backlog of maintenance and delays servicing existing street lights. Budget limits also made group fixture replacement impossible.

The City sought Tacoma Power's help for a solution. We created a new rate for LED streetlight service to recover costs. The rate enabled us to fund and replace 15,400 HID fixtures with LEDs, and Public Works to replace 2,800 HID fixtures with LEDs. The

City will save approximately 11,869,024 kWh of electricity, which equals use in almost 1,000 average homes. The City will reduce electricity costs by almost \$650,000. Citizens and visitors in Tacoma also have better quality, and more consistent light levels that improve safety at night. LEDs now make up 85% of Tacoma's streetlights. Public Works expects to convert 95% of Tacoma's streetlights to LEDs by the end of 2019. U*



Cold weather can cause trouble for your pipes. Without insulation, they can freeze, rupture, and require costly repairs. Follow these tips to protect your plumbing:

- Set thermostats no lower than 55° F.
- Disconnect garden hoses from hose bibs.
- During a hard freeze, let hot and cold water trickle at night from faucets plumbed through outside walls.
- Insulate exposed pipes, valves, and hose bibs or wrap pipes with UL-approved heat tape.
- Shut off and drain water from pipes leading to outside faucets, drain garden hoses, and irrigation systems.
- While away, ask someone to check your home or office daily to ensure heat stays on, otherwise drain and shut off your water system (except indoor sprinkler systems).

If you have an emergency water leak, call our trouble line at 253-502-8384 from 8 a.m. to 4 p.m. or 253-502-8344 after hours. Learn more about leaks and what to do if one occurs at MyTPU.org/Leaks. U*



THANK YOU

Your participation in Evergreen Options helps support local solar power projects

Thanks to customers who support Evergreen Options, Tacoma Power awarded the Tacoma Housing Authority and Bates Technical College its Evergreen Options grants totaling over \$90,000 toward renewable solar power projects. THA will use its \$50,000 grant to help pay for solar energy panels on a 12-bed Crisis Residential Center at its new Arlington Drive Campus. The

facility will provide care for youth ages 12 to 17 who experience homelessness. Bates Technical College is a two-year public vocational school known for its commitment to helping low-income and disadvantaged individuals find family-wage jobs. The college will use its \$41,500 grant to install solar power lighting at its south campus. The project will increase safety, help students

learn, and support energy conservation. If you are a Tacoma Power customer, you can support local renewable energy through Evergreen Options by paying as little as \$3 a month on your utility bill or a percentage of your use, up to 100%. Learn more at MyTPU.org/Evergreen. U*

Home insulation 101

Properly insulating your home keeps it comfortable, energy efficient, and saves you money on your electric bills. If your home has insulation that's good news, but 80% of homes built before 1980 are under-insulated according to the Department of Energy. If you own your home, it has electric heat, but don't know how well it is insulated, Tacoma Power has experts who can help.

Three simple steps to start:

- 1. What to know about insulation:
 - Insulation works like a thermos by slowing the loss of heat to the surrounding cooler atmosphere.
 When it's hot, insulation keeps heat from entering your home; when it's cold, it keeps heat from escaping.
- At a minimum, your attic, outer walls, and crawl space need insulation.
- Insulation is given an R-value to indicate its level of effectiveness – the higher the number, the better it insulates. R-values vary based on material type, thickness, and density.
- 2. Get a list of Tacoma Power participating contractors at **MyTPU.org/Rebates** or call 253-502-8363.
- 3. A participating contractor will look at your home, determine its need for insulation, and provide a bid that includes the cost, and our rebate or discuss our zero-interest loan.

Our rebate covers about half the cost to help you pay for adding insulation. Or, you can get a seven-year, zero-interest loan with no money down. If your income qualifies, we also offer a grant that covers the cost. \mathbf{U}^*



4

MAKING AN IMPACT

TPU employees gave back in 2018

Our employees participate in numerous activities each year through Community Connection – TPU's giving and volunteer program helping to build a better community. In 2018, employees volunteered nearly 1,900 hours through over 42 giving and volunteer opportunities valued at \$323,793 in cash contributions, donated goods, and service hours.

Giving highlights

- Rebuilding Together South Sound and Habitat for Humanity: Almost 100 employees helped address affordable housing in Pierce County.
- Comprehensive Life Resources' Adopt a Family: Employees support the homeless population and families in transition by adopting 200 individuals currently receiving care through the agency.
- Emergency Food Network Repack:
 136 Employee volunteered 413 hours scooping, sorting, and packing 192,168 pounds of food. That equals 153,734 meals for neighbors in need valued at \$10,196.

 My Sister's Pantry: Recognized TPU as its Business of the Year for employee contributions. Bagging groceries and serving food the first Monday of every month. Our volunteers contributed over 495 hours.

Want to join us helping others in need? You can donate to our low income assistance program on your bill. U*



TPU shares milestone memories

The year 2018-2019 marks a century and a quarter for Tacoma Public Utilities. We are proud to serve you and our community.

We look forward to another 125 years of public service. You can check out some of our milestones over the years at MyTPU.org/125. U*

U* trivia – answer and win!

Name the three ways you can update your account info and stay in-the-know.

Be one of 50 randomly chosen customers with the correct answers, and you'll get a free TPU125th Anniversary goodie bag. To enter, submit your answer by Jan. 31 either at MyTPU.org/Trivia or by mail to *U** Trivia, 3628 S. 35th St., Tacoma, WA 98409. Include your name, phone number, and mailing address. **U***

U*readers know how to throw shade

Congratulations and thanks to the 450 customers who correctly answered the trivia question published in the October 2018 issue of *U**. You can buy up to five trees with a Shade Tree Program coupon. **U***

^{*} City of Tacoma employees and their immediate family members are not eligible to win. One entry per household.



Calendar

Events take place in the Tacoma Public Utilities Auditorium, 3628 S. 35th St., Tacoma, unless otherwise noted.

JANUARY

New Year's Day | TPU offices closed

Public Utility Board meeting | 6:30 p.m.

FREE WORKSHOP

Electric Vehicles: Why Now; What to Know The EnviroHouse | 3510 S. Mullen St., Tacoma | 10:30 a.m. | Registration required

Martin Luther King, Jr. Day TPU offices closed

FEBRUARY

FREE WORKSHOP

Solatube Natural Daylight & DIY Install The EnviroHouse | 3510 S. Mullen St., Tacoma | 10:30 a.m. | Registration required

13, 19, & 27

Public Utility Board meeting | 6:30 p.m.

President's Day | TPU offices closed

FREE WORKSHOP

Pruning and Care of Landscape Trees The EnviroHouse | 3510 S. Mullen St., Tacoma | 10:30 a.m. | Registration required

MARCH

FREE EVENT

SOUTH SOUND SUSTAINABILITY EXPO

Greater Tacoma Convention & Trade Center | 1500 Commerce St., Tacoma 10 a.m. to 3 p.m.

13 & 27

Public Utility Board meeting | 6:30 p.m.

FREE WORKSHOP

Heat Pumps: Heating/AC, Water Heaters The EnviroHouse | 3510 S. Mullen St., Tacoma | 10:30 a.m. | Registration required

FREE WORKSHOP

Electric Vehicles: Why Now; What to Know The EnviroHouse | 3510 S. Mullen St., Tacoma | 10:30 a.m. | Registration required

Register for The EnviroHouse workshops at CityofTacoma.org/workshops.

You make the call



Area code (253)

, ca coae (200)	
Report a power outage	502-8602
Start or stop service	502-8600
Order Click! Cable TV	502-8900
Home weatherization	502-8363
Fishing recreation	502-8690
Fish & wildlife programs	502-8008
Education programs	502-8224
Power conservation	502-8363
Water conservation	502-8723
Report a water emergency	502-8384

Bill Payment Assistance

(available for limited-income customers)

- Electric bill assistance
 - City of Tacoma residents572-5557
 - Pierce County residents.......... 855-798-4328
- Click! Cable TV discounts 502-8900
- TPU Utility Bill Assistance502-8400



FREE ENERGY EFFICIENCY **EVENTS AT LOCAL STORES**

JAN. 19 | 10 a.m. to 3 p.m. LED DEMONSTRATION

The Home Depot | 4602 Center St.,

JAN. 25 | 10 a.m. to 3 p.m. **ENERGY EFFICIENCY EVENT** McLendon Hardware | 1015 N. Pearl St., **Tacoma**

FEB. 8 | 12 p.m. to 4 p.m. **ENERGY EFFICIENCY EVENT** Costco | 2219 S. 37th St., Tacoma

FEB. 23 | 10 a.m. to 3 p.m.

LED DEMONSTRATION

Habitat Store | 6030 Main St. SW, Suite A, Lakewood

MARCH 1 | 10 a.m. to 3 p.m. LED DEMONSTRATION

The Home Depot | 121 Military Rd E, **Tacoma**

MARCH 9 | 10 a.m. to 3 p.m. **ENERGY EFFICIENCY EVENT** Ace Hardware | 2675 N. Pearl St., **Tacoma**

ECRWSS



TACOMA

Printed with soy ink.

TACOMA PUBLIC UTILITIES TACOMA WATER TACOMA Tacoma, WA 98411 P.O. Box 11007

POSTAL CUSTOMER

