

UTILITIES&YOU

July 2016



Summer reading ...

Testing shows Tacoma Water safe to drink



Early in April, Tacoma Water found high levels of lead in water outside four customers' homes. When we did follow-up testing at taps inside 12 homes, the results were well below the EPA action level of 15 parts per billion for lead.

The samples taken from pipes outside the homes indicate that when the valve at the meter is opened and the plumbing is disrupted, particulates can be released into the water. That can cause a short-term increase in lead levels.



Stay current on water supply updates

Above-average amounts of rain and fairly normal snowpack over the winter put Tacoma Water's water supply within the normal range for the time being. With that rainfall, aquifers have been replenished, and the reservoir where our water is stored is already full. Tacoma Water continues to closely monitor those factors, along with many others that affect the water supply.

You can find up-to-date water supply conditions, including details about rainfall and water storage, at TacomaWater.com/Supply. U*

WE RECOMMEND YOU:

- Flush your pipes if you turn your water off at the meter by running cold water at an outside or bathtub faucet with the faucet fully open for two minutes.
- Flush your pipes if you haven't used water for long periods of time (after going on vacation, for example), by running cold water at one tap for 30 seconds to two minutes (or until it is noticeably colder) before drinking or cooking. Taking a shower will also flush the pipes. U*

HEADS UP!

How to know if you're being scammed



If you get a call from someone who tells you to pay your utility bill immediately or you'll be disconnected, that person is trying to scam you – even if the name on your caller ID is Tacoma Public Utilities.

This is how you'll know if the call is legitimate. Tacoma Public Utilities:

- Never calls customers for debit, credit or prepaid card information
- Only asks for debit or credit card information if **you call us** to make a payment over the phone
- Accepts traditional payment methods of cash, check, credit and debit cards and money orders; it's never necessary for you to buy a separate prepaid card to avoid service disconnection

If someone contacts you seeking immediate utility payment, please hang up and contact us before making any payments. You can reach us Monday – Friday from 8 a.m. to 6 p.m. at (253) 502-8600. You can get information 24 hours a day at MyTPU.org/MyAccount. U*

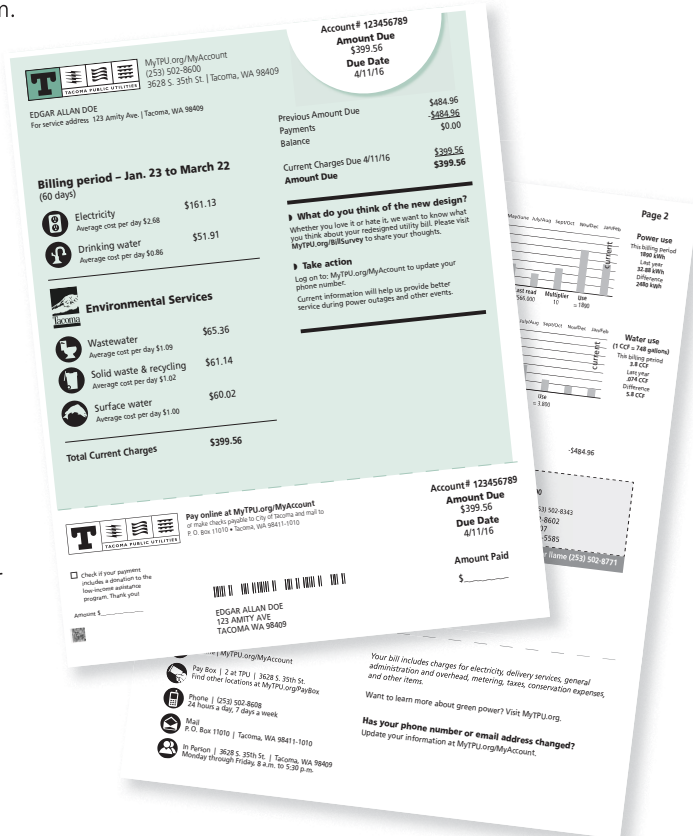
An easy-to-read, redesigned bill is on its way

You told us your bill is hard to read and understand. We heard you loud and clear, and we redesigned it! Starting in mid-August, we'll start sending bills with the new design. It is much easier to read, and it will help you know what services you're paying for and how much you're paying for them.

The redesigned bill includes:

- A clear breakdown of your services with a summary of charges
- The average cost per day for each service (for residential customers)
- Easy-to-read graphs
- Tax information for each service
- Clearly labeled charges and fees

Look for information in the coming months about the redesigned bill, including a letter in the mail with an example of the new design and some tips to help you understand it. **U***



RAIL TALES

Tacoma Rail's history documented in new book

The history, drama, finance and community impact of Tacoma's rail industry are documented in a new book.

"Tacoma Rail: One Hundred Years and Still on Track" is a 128-page coffee table book, filled with historical and contemporary photography, as well as a detailed account of Tacoma's railroading history and a look toward its future. The book is the product of interviews and archive research.

Get on board for this great ride of a read! It's for sale at King's Books and Tacoma Trains & Hobbies in Tacoma. Find a list of other locations at TacomaRail.com. The book sells for \$39.95. **U***

ACT BY AUG. 15

Get a free Chinook Book when you calculate your energy use

Estimate your home's energy use by answering a few simple questions with our free online energy use calculators. You'll get a free energy report with some easy ways you can save more electricity and money at home, plus, complete this by Aug. 15 and get a free mobile Chinook Book (\$15 value) when you finish. The Chinook Book is chock-full of coupons from sustainable businesses throughout the Puget Sound. You'll need to activate your free Chinook Book by Aug. 31 to avoid expiration. Visit MyTPU.org/calculate. U*

\$15 value



WE'VE GOT A LOAN FOR THAT

Keep your home comfy all year and save money

If your home uses electric heat, making a few energy-saving updates now will save money on your electric bills for years to come.

When you upgrade your home's single-pane windows, add insulation and/or a ductless heating and cooling system, you can get rebates and a seven-year, zero-interest loan from Tacoma Power. Loan payments vary based on the amount you finance; for many customers, it's about \$35 a month.

Tacoma Power offers a list of qualified participating contractors who can install your energy-saving products and provide any additional manufacturers' rebates. Call (253) 502-8363 to see if you qualify, or visit TacomaPowerRebates.com for more info. U*

Upgrade your rentals and save money with rebates

If you own a single-family rental, duplex, triplex or fourplex, you may qualify for rebates that lower your costs. Tacoma Power offers rebates for replacing single-pane windows and sliding glass doors, adding insulation, sealing air ducts, installing ductless heat pumps for electrically heated homes and upgrading lighting.

Rental upgrades help you and your tenants by lowering electric bills,

improving the look of your property, and keeping tenants more comfortable so they may stay longer.

To learn more about energy-saving rebates, go to TacomaPowerRebates.com or call (253) 502-8377 for a free energy assessment of your rental property. U*

Savings from Energy Star LEDs really add up

Energy Star LEDs use considerably less electricity than incandescent light bulbs. LEDs also last much longer, so you won't need to buy replacements as often. Those savings can really add up over the lifetime of the bulb. Look for Tacoma Power stickers and tags on LEDs in stores for instant discounts. Check out the savings differences below. U*

Savings differences between incandescent and Energy Star LED bulbs

Bulb type	Old light bulb	New LED bulb
	Incandescent 60 Watt	LED 8 Watt
Approximate cost per bulb	\$.60	\$5
Lifetime in years	1	20
Cost over 5 years at 3 hours per day: <small>(Bulb cost + electricity)</small>	\$24.97	\$8.25



Community solar project sold out

Thanks to almost 1,000 Tacoma Power customers who bought community solar units! The 300-kilowatt project is now sold out.

The first two solar arrays were up and running in February, the second two in March. As soon as the solar units started producing energy, people who bought solar units started earning the state incentive and the value of the energy produced.

Want to see how much energy the project is producing? Visit the web pages listed below. If you click around the site, you can find a lot of good information.

TacomaPower.com/Solar1 | TacomaPower.com/Solar3

TacomaPower.com/Solar2 | TacomaPower.com/Solar4





Notable mentions for TPU

TPU is proud of the awards we have received over the last few months. No matter the nature of the award, all of the work we do goes back to improving customers' quality of life!

■ Reliable Public Power Provider

Tacoma Power was named a Reliable Public Power Provider by the American Public Power Association. The designation is a reflection of the utility's high proficiency in reliability, safety, work force development and system improvement.

■ Tree Line USA utility

For the 12th time, Tacoma was named a Tree Line USA utility by the National Arbor Day Foundation for its dedication to quality tree care. Why does that matter to a utility? When trees are planted in the right place, properly cared for and trimmed regularly, there are fewer power outages due to branches falling on power lines. That's a good thing!

■ Emergency Food Network

Emergency Food Network named TPU a corporate partner for hosting a food drive and volunteering at EFN's farm and warehouse to harvest and bag bulk food.

■ Governor's Award

TPU's volunteer program, Community Connection, captured the first-ever Governor's Volunteer Service Award for employer-based programs. The judges were impressed that employees volunteer on their own time and give their own money to support the communities TPU serves.

■ Outstanding Stewards of America's Waters

Tacoma Power won its fifth straight Outstanding Stewards of America's Waters Award from the National Hydropower Association. The award honors the Lake Cushman Floating Surface Collector at the Cushman Hydroelectric Project in Mason County, which collects juvenile salmon migrating to the ocean. The fish are released into the North Fork Skokomish River, helping restore fish populations.

■ 2016 Best Workplaces for Commuters

Tacoma Public Utilities was recognized as a "Best Workplaces for Commuters" by the National Center for Transit Research for encouraging employees to carpool, ride the bus, bike, vanpool and walk to work. U*

U* readers see it clearly!

Congratulations and thanks to the 323 readers who answered the trivia question published in the April issue of U*. The correct answer to the question, "Tacoma Power will cover how much of the cost to replace inefficient single-pane windows?" is up to 25% of the cost. U*

Send comments and suggestions to:

u@cityoftacoma.org



U* trivia – answer and win!

How many kilowatts is Tacoma Power's new community solar project?

Be one of 50 randomly chosen customers with the correct answer and you'll get a Tacoma Power tape measure! Submit your answers at MyTPU.org/trivia or call (253) 396-3389 by July 29. Leave your name, mailing address, phone number and answer to enter. U*

* City of Tacoma employees and their immediate family members are ineligible. One answer per household.

U* Calendar

All events take place at the Tacoma Public Utilities Auditorium, 3628 S. 35th St., Tacoma, unless otherwise noted.

JULY

13 & 27

Public Utility Board Meeting
6:30 p.m.

15

FREE Click! Mobile Movie in the Park
"Inside out" | Columbia Jr. High in Fife
Starts at sunset

16

FREE WORKSHOP

Solar Power: How can it work for you?
10:30 a.m. to noon | The EnviroHouse
3510 S. Mullen St., Tacoma

22

FREE Click! Mobile Movie in the Park
"Cinderella" (2015 version)
Fircrest Park, Fircrest | Starts at sunset

29

FREE Click! Mobile Movie in the Park
"Minions" | Kandle Park, Tacoma
Starts at sunset

30

FREE Click! Mobile Movie in the Park
"Star Wars: The Force Awakens"
Wright Park, Tacoma | Starts at sunset

AUGUST

10 & 24

Public Utility Board Meeting
6:30 p.m.

SEPTEMBER

5

Labor Day
TPU offices closed

14 & 28

Public Utility Board Meeting
6:30 p.m.

15, 17 & 23

FREE Lighting Events
(see details in sidebar at right)

You make the call



Area code (253)

Report a power outage.....	502-8602
Start or stop service.....	502-8600
Order Click! Cable TV	502-8900
Home weatherization	502-8363
Fishing & Recreation Line	502-8690
Fish & wildlife programs	502-8008
Education programs.....	502-8224
Power conservation.....	502-8377
Water conservation	502-8723
Report a water emergency	502-8384

Bill Payment Assistance

(available for limited-income customers)

- Electric bill assistance – Family Need Program
 - City of Tacoma residents572-5557
 - Pierce County residents..... (855) 798-4328
- Click! Cable TV discounts.....502-8900
- Water and Environmental Services
payment assistance and discount rate
info line502-8369



FREE

September lighting events

Thursday, Sept. 15 | Costco

2219 S. 37th St., Tacoma
4 to 7 p.m.

Saturday, Sept. 17 | The Home Depot

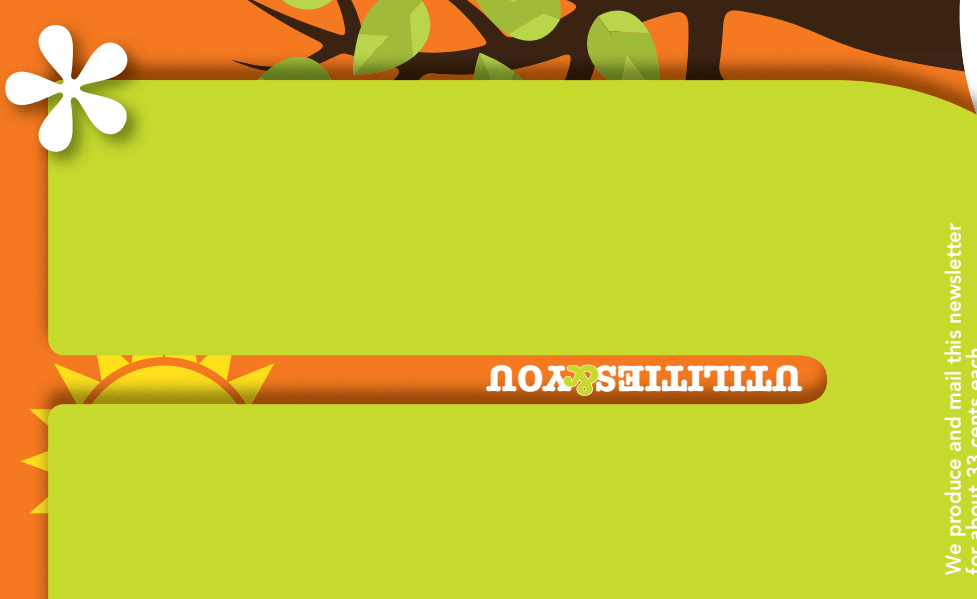
4602 Center St., Tacoma
10 a.m. to 1 p.m.

Friday, Sept. 23 | Ace Hardware

9807 224th St. E., Graham
2 to 5 p.m.

Tacoma Power will be on hand to answer questions about lighting and energy efficiency. Take advantage of instant rebates on energy-saving products at the register.





UTILITIES&YOU

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for about 33 cents each.

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THE END



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