

UTILITIES&YOU

October 2018



Three major construction projects bring long-term benefits

Tacoma Power tackled two projects over the summer that offered a unique perk for crews: breathtaking views around some of the area's most beautiful waterways. The Henderson Bay tower replacement and Murray Morgan Bridge projects did more than give employees the opportunity to take in incredible scenery; the work helps ensure reliable electricity for you. Eight towers at Henderson Bay in Purdy helped carry electricity to Tacoma from the Cushman Hydroelectric Project for over 90 years. The towers did their job, but deteriorated over time and needed replacement. The utility replaced the four in-water towers with one steel pole, replaced the four land-based towers with four new poles, installed a new nesting platform for osprey, and refurbished an existing nesting platform. Our engineers estimate the new poles will last at least 75 years. Visit [MyTPU.org/HendersonBay](https://www.mytpu.org/HendersonBay) to learn more about the project, see pictures, and watch construction videos.

Meanwhile, in downtown Tacoma, crews worked about 200 feet above the Thea Foss Waterway to replace the electrical cables that transverse the

Murray Morgan Bridge. The new lines will support future economic development in Tacoma. Extending the capacity of our electrical system will help ensure reliability into the future.

Speaking of economic growth, Sound Transit is extending the current light rail route in Tacoma. The new route will run from downtown Tacoma through the Stadium District, past Tacoma General Hospital, and go all the way to St. Joseph Hospital. To prepare for the 2.4-mile extension, crews moved or replaced poles at seven locations along the route. The work required power outages, so crews worked in the middle of the night to minimize impacts on businesses and residents.

These are a few of the examples of how we invest your utility bill payments in the electrical system to provide reliable service for generations. U*

TPU Pay Box™ replacements ready for use

Updated bill payment kiosks have been installed in grocery stores near you. You can use a TPU Pay Box to pay by cash, check (try the new check scanner), debit or credit card. Check your account using your account card with barcode or by address. Visit [MyTPU.org/PayBox](https://www.mytpu.org/PayBox) for a full list of locations and more info. U*

New TPU Pay Box locations



Tacoma
6201 6th Ave.
Open: 5 a.m. to 1 a.m.



Lakewood
10233 Gravelly Lake Dr. S.W.
Open: 24/7.



Get up to \$150 off tree through the Shade Tree Program

Planting more trees helps reduce stormwater runoff and pollution, and keeps overall temperatures more moderate. If you're a Tacoma Power customer you can receive a coupon for a \$30 off of each five-gallon tree you buy up to five (maximum discount of \$150) through a garden center or nursery participating in the

Power and City of Tacoma Shade Tree Program. When you buy trees through the program, you contribute to the City's goal to increase our community's urban tree canopy cover to 30% by 2030. When you enroll online at [MyTPU.org/ShadeTrees](https://www.mytpu.org/ShadeTrees), you'll get one coupon valid for up to five trees. U*

Four ways to prep for power or water outages

When storm season hits, the potential for your power to go out or pipes to break increases. A little planning can help ease any stress and inconvenience on you and your family. Use these four simple tips to prepare.

1 Get on our list of customers using life-sustaining equipment.

If you or someone you love uses life-sustaining medical equipment requiring electricity or water, call 253-502-8600 to notify us. We'll put you or your loved one on our list of customers using life-sustaining equipment. We'll notify you in advance of any planned outages, tag your meter with a medical seal, and send an updated list with your information to any necessary dispatchers and utility offices. You'll need to provide a Healthcare Provider Form completed by your medical provider.

2 Protect your plumbing.

Disconnect garden hoses, drain irrigation systems, and shut off and drain water from pipes leading to outside faucets. Insulate exposed pipes, valves and faucets or wrap pipes with UL-approved heat tape. Cover footing or foundation vents. Shut off your water before you leave home for any extended period of time. Visit [MyTPU.org/WaterPipes](https://www.mytpu.org/WaterPipes) for more info.

3 Ask Tacoma Power to trim or remove hazardous trees away from power lines.

Tacoma Power will remove trees directly under or close to power lines that pose electrical hazards or are unlawful for a qualified contractor to remove. We will also haul away branches and chips, and remove severely leaning, dead, decayed tree that poses a direct hazard to power lines or the electrical system. To request tree removal, call 253-502-8729. Some restrictions may apply.

4 Keep emergency kits and information handy.

Make a list of equipment that electricity affects and needs turning off during an outage such as computers, TVs, and security systems. Stock up on batteries, flashlights, and non-perishable food and water. Have a list of emergency contacts readily available. Keep your cell phones charged, follow us on Twitter and Facebook, and view our outage map at [MyTPU.org/OutageMap](https://www.mytpu.org/OutageMap). U*



Utility rates watch

Delivering the reliable, high-quality services you expect means improving and maintaining our utility systems and infrastructure. We recognize our cost of doing business impacts you. To help keep you informed, we will send you updates via email.

If you have interest in learning more about our 2019-2020 budget and rates or hearing about rate adjustments before they go into effect, opt-in at [MyTPU.org/Rates](https://www.mytpu.org/Rates). U*

Participation in Evergreen Options helps support local renewable energy grants

Tacoma Power will award a \$50,000 renewable energy grant to up to two nonprofits, schools, or government agencies this fall. The grants support construction projects that allow recipients to generate a portion of their own electricity from renewable energy sources including wind, solar, and qualified

hydropower. Grant recipients can also get credit for extra electricity given back to the utility. Funding for the renewable energy grants comes from Evergreen Options – a program that supports local renewable energy. When you participate in Evergreen Options, you pay a small

additional monthly fee on your utility bill to offset your carbon footprint through renewable energy certificates. Point Defiance Zoo and Aquarium received the first grant last year. The grant is helping PDZA purchase and install its new solar power project on its Asian Forest Sanctuary exhibit. **U***



Electric Vehicle 101 Workshops

Interested in buying an electric vehicle? Tacoma Power and the City of Tacoma will host free workshops through November in various branches of the Tacoma Public Library. You can get answers to questions you may have about EVs and learn about available incentives and financing.

- **Oct. 3**
Tacoma Public Library – Moore
215 S. 56th Ave.
6 p.m. to 7:30 p.m.
- **Oct. 9**
Tacoma Public Library – Wheelock
3722 N. 26th St.
6 p.m. to 7:30 p.m.
- **Oct. 27**
Tacoma Public Library – Main
1102 Tacoma Ave. S.
10 a.m. to 11:30 a.m.
- **Nov. 6**
Tacoma Public Library – Moore
215 S. 56th Ave.
6 p.m. to 7:30 p.m.
- **Nov. 17**
Tacoma Public Library – Wheelock
3722 N. 26th St.
1:30 p.m. to 3 p.m. **U***

Zero-interest loans and grants are available to qualifying properties.

0%

Stay warm this winter and save money through energy efficiency

Keep your money in your pocket this winter by making your home more energy efficient before the chill sets in. Tacoma Power offers rebates on energy-efficient products that can help you stay warmer while making your electric bill more manageable. If you live in an electrically-heated home, you might qualify for several energy efficiency rebates. A qualified contractor from Tacoma Power's list can help you identify the best options. View the list at Mytpu.org/FindContractor. With good TPU payment history, you can also take advantage of a zero-down, 7-year zero-interest loan. If you own a rental property, our rebates may cover 100% of the cost of insulation. Visit MyTPU.org/Rebates or call 253-502-8363 to start or for more info. **U***

**\$500
REBATE**



Heats Water



Built to Last



High Quality



Uses Up to
60% Less
Energy

Keep crisis away and save with a new heat pump water heater

Is your water heater over 10 years old? It may cost you more than you know. Older water heaters are less energy efficient and after 10 years near the end of their life. Avoid an emergency by replacing your old water heater with an energy-efficient heat pump water heater. Heat pump water heaters use 60% less energy than a standard electric water heater. Tacoma Power offers a \$500 rebate to help you start saving. Learn more at MyTPU.org/Rebates or call 253-502-8363. **U***



Help us protect our groundwater



Tacoma Water's clean, safe groundwater can supply up to 40% of our drinking water in the summer and supplements our main water source, the Green River, the rest of the year. You can do your part to protect our community's precious resource. Preventing contamination of our water costs everyone less and is more effective than removing it.

Groundwater makes up 30% of the Earth's fresh water. You can help safeguard ours by:

- 1) Using non-toxic alternatives to chemicals.
- 2) Using a car wash that recycles its water (or ensuring your products are biodegradable).

- 3) Recycling or safely disposing of motor oil, batteries, paints and other household chemicals at designated sites (NEVER down storm drains).
- 4) Cleaning up any chemical spills and/or pet waste immediately.

To learn more:

- Call Tacoma Water's Water Quality Section: 253-502-8215.
- Visit TacomaRecycles.org and click "hazardous waste."
- Call the Household Hazardous Waste Hotline: 800-287-6429 or visit tpchd.org. **U***



COOL FOR SCHOOL TPU employees help kids head back to school

Ring that school bell! TPU donated over \$6,100 in items helping kids return to school this year. Generous gifts from employees during our annual School Supplies Drive supported HopeSparks, helping outfit area students with school supplies, backpacks, and pieces of their uniforms. **U***

GIVING BACK • • • • • Little boy's wish comes true at Tacoma Rail

Seven-year-old Tommy B. seems like an average kid – a boy who really loves trains. He almost lost his battle with leukemia at the age of two. During chemotherapy, Tommy's father Joel gave him a train set to play with for distraction. On bad days while his parents drove him to treatment, Tommy only expressed hope to see a train. As he grew more ill, and couldn't be around people,

Tommy's parents would find a spot to park their car and sit with him watching trains to bring him joy.

Eventually, the Make-A-Wish Foundation connected with Tommy's family. When representatives asked Tommy what he would be if he could be anything for a day, Tommy's immediate answer was "a train conductor." That's when Tacoma Rail stepped in.

Tommy not only got to see the trains, he got to conduct a locomotive.

The utility set up a special route for Tommy complete with his own crew. He recalls his head shook with excitement during the experience. You might have even heard Tommy conduct the train. He blew its horn around the Port of Tacoma, smiling the entire way. **U***

U* trivia – answer and win!

How many total trees can you buy with a Shade Tree Program coupon?

Be one of 50 randomly chosen customers with the correct answer, and you'll get a free TPU 125th Anniversary goodie bag. To enter, submit your answer by Oct. 31 either 1) online at MyTPU.org/Trivia or 2) by mail to U* Trivia, 3628 S. 35th St., Tacoma, WA 98409. Include your name, phone number, and mailing address. **U***

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

U* readers know we can help

Congratulations and thanks to the 98 customers who correctly answered the trivia question published in the July 2018 issue of *U**. It was "true" that we offer payment assistance programs for income-eligible customers. **U***

Send comments and suggestions to:

u@cityoftacoma.org



U* Calendar

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

OCTOBER

6

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

10 & 24

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

20

FREE WORKSHOP: DIY Energy Audits & Simple Solutions | The EnviroHouse 3510 S. Mullen St., Tacoma | 10:30 a.m.

21

FREE WORKSHOP: Rain Barrels – How to Make & Maintain | The EnviroHouse 3510 S. Mullen St., Tacoma | 1:30 p.m.

22 – Nov. 2.

H.U.G.S. Drive (hats, underwear, gloves, socks) Benefits HopeSparks | Dropbox in TPU Lobby

NOVEMBER

12

Veterans Day | TPU offices closed

14

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

22 & 23

Thanksgiving holiday | TPU offices closed

DECEMBER

12

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

25

Christmas holiday
TPU offices closed

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.....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 residents.....572-5557
 - Pierce County residents.....(855) 798-4328
- Click! Cable TV discounts.....502-8900
- TPU Utility Bill Assistance.....502-8400



FREE ENERGY EFFICIENCY EVENTS AT LOCAL STORES

OCT. 6 | 10 a.m. to 3 p.m.

Energy Efficiency

Ace Hardware Westgate | 2675 N. Pearl St.

OCT. 12 | 11 a.m. to 3 p.m.

LED Demonstration

Batteries Plus | 4027 Tacoma Mall Blvd.

OCT. 20 | 11 a.m. to 3 p.m.

LED Demonstration

Gray Lumber | 3800 6th Ave.

NOV. 3 | 10 a.m. to 4 p.m.

Engage with Energy Days

The Home Depot | 7050 Tacoma Mall Blvd.

NOV. 10 | 11 a.m. to 3 p.m.

Lighting Event

Marlene's Market | 2951 S. 38th St.

DEC. 1 | 11 a.m. to 3 p.m.

LED Demonstration

Lincoln Hardware | 3726 S. G St.



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We produce and mail this newsletter
for about 33 cents each.
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THE END



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Tacoma, WA 98411



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