

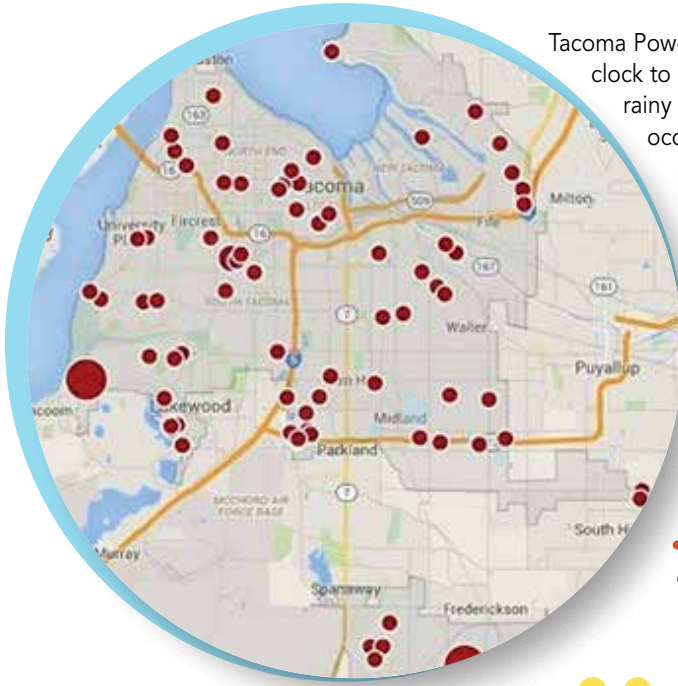
October 2017

UTILITIES&YOU



**A warmer,
brighter fall**

Get ready for storm season



Tacoma Power's crews are working around the clock to keep your lights on, but windy, rainy fall weather can still cause occasional outages.

Here are some tips to help prepare for an outage and report it.

Prepare for an outage

Build a kit that includes:

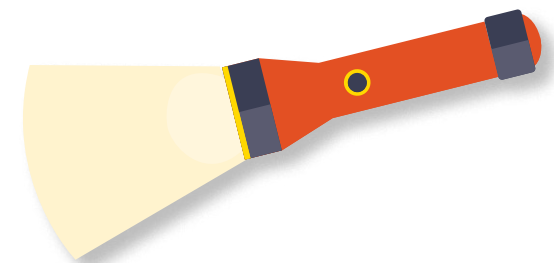
- Flashlights or battery-powered lanterns
- Food you don't have to heat, and a manual can opener
- Water, if you have a well with an electric pump

Know the safety rules:

- Don't use a natural gas or propane grill, or burn charcoal indoors—the carbon monoxide can kill you.
- Never plug a generator into a wall outlet; it can start a fire or feed back into the system and injure utility employees working on power lines.
- Be careful with candles and don't leave them burning unattended or while you sleep.

If you lose power

If your power goes out, report it by calling us at (253) 502-8602. You can track outages by going to our outage map at MyTPU.org/OutageMap. Be sure to follow us on Facebook for up-to-date outage information.



Bringing power back

When power outages occur, our priority is public safety. When we clear downed power lines, we focus first on public health and safety facilities.

From there, we work our way down the line, making the repairs that help the most people and finishing up with individual neighborhood power lines. **U***



Provide input on future Tacoma Water conservation programs!

Water conservation has been a top priority of Tacoma Water since the early 1980s. While we have an abundant supply of clean drinking water to serve the needs of this community for many years to come, it's important to continue improving our programs and promoting water efficiency.

This fall, Tacoma Water is inviting all business and residential customers to help refine our future conservation efforts. Learn more at MyTPU.org/WaterSurvey. **U**

A friendly reminder about flushing your pipes

Tacoma Water's purpose is to provide you clean, safe water. We're working to make sure that happens on our end. You can do a few things, too.

After not using water for a prolonged period of time—like after a vacation, or after turning your water off at the meter, we recommend flushing your pipes. Simply run your water for at least two minutes (taking a shower or bath does the trick) before using water for drinking or cooking.

Did you know when you drink tap water you're drinking filtered water? In 2015, we started filtering water from the Green River—our main source of the water. Filtration protects against contaminants like cryptosporidium, improves taste and clarity, and reduces the amount of sand and silt entering the pipes.

The best news? Your drinking water costs less than 3 cents per gallon! **U***

Support renewable energy and offset your carbon footprint

Tacoma Power's electricity is already clean and mostly carbon-free, but you can go the extra mile in offsetting your overall carbon footprint by enrolling in our Evergreen Options program. Through this voluntary program, you can purchase renewable energy certificates for as little as \$3 per month to offset your carbon footprint beyond your electricity use and support the regional development of renewable energy like wind and solar. Learn how at MyTPU.org/Evergreen. **U***

Brighter streets for Tacoma

Tacoma Public Works and Tacoma Power are partnering together to replace approximately 75% of the City of Tacoma's aging street lights with new, energy efficient LED (light-emitting diodes) fixtures. Once complete, the City expects to save 11,500 MWh each year—that's equal to powering 1,000 homes a year in Tacoma!

The City spends almost \$1 million every year just to power street lights and traffic signals. The new LEDs will require less energy, using only 30–40% of the energy needed by the current lights. They are also less expensive and last, on average, five times longer. LEDs also provide greater control over where light is directed, which will help reduce light pollution and increase safety for pedestrians, cyclists and vehicles.

Tacoma Power created a special "Street Light" rate to help the City fund this project. The rate is specific to LED street light fixtures and includes all capital recovery costs, electricity and administration of this project.

Installation is scheduled to begin early winter and be completed by the end of 2018. An interactive map is available on our website that shows the implementation schedule by neighborhood. For more information, visit MyTPU.org/Streetlights. **U***

Tacoma Power's clean, renewable hydro

Tacoma Power relies on clean, affordable, renewable hydropower for most of our electricity. The utility owns and operates seven hydroelectric dams in western Washington that provide about half of your electricity needs. The other half is purchased from Bonneville Power Administration, which means your overall power supply comes from 89% clean, renewable hydro.

Hydropower is one of the cleanest forms of electricity, so when combined with wind, nuclear, and a small amount of fossil fuels, the electricity you use from Tacoma Power is 96% carbon-free.

Owning hydroelectric dams also means Tacoma Power needs to protect and invest in fish and wildlife. The utility owns four hatcheries on two rivers and builds and maintains habitat to help salmon and trout complete their lifecycles. Thousands of acres near the dams also support elk, deer, duck, and other wildlife.

You can learn more about Tacoma Power's clean hydro on our website or by touring one of our dams! **U***

New ways to save energy and money

Just in time for Energy Awareness Month, Tacoma Power is offering new rebate programs to help you save energy and money. Starting October 1, customers with electric heat from Tacoma Power can take advantage of two exciting new conservation programs from your utility. If you have an electric furnace or heat pump, you could qualify for a \$50 instant rebate on a Côt, Nest or Ecobee smart thermostat for your home. Contractors must install the thermostat, and the rebate can be applied directly to your bid.

Thinking about installing a central heat pump? If you replace an existing electric furnace when installing a PTCS-qualified central heat pump, you could qualify for a \$500 rebate. You can also apply for a zero interest loan toward the cost, up to \$6,500. Replacing an old heat pump? You could qualify for a \$250 rebate when upgrading your current system.

Tacoma Power offers many rebates and financing options for products and equipment that help you save energy and money at home. Learn more at TacomaPowerRebates.com. **U***



Conservation in our community

Look for Tacoma Power's conservation team at community events near you! Already this year, we've been out at 17 events in the community, answering questions about our rebate programs and helping customers save energy and money. See a complete list of events at MyTPU.org/Calendar. **U***

Drive electric vehicles at the zoo!

On November 4th, come to the Point Defiance Zoo between 9:30 AM–3 PM to test drive a variety of electric vehicles and E-bikes and learn about the benefits of electric mobility. A team of electric vehicle experts will be there to answer your questions about everything from how to charge an electric vehicle to the carbon reduction benefits of going electric. Test drives will be first-come, first-served. Must be over 21 years old and show a valid driver's license to test drive a vehicle.

Want to learn more about your EV choices? City of Tacoma's EnviroHouse is hosting a free workshop on November 11. **U***



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U* readers time it right.

Congratulations and thanks to the 158 readers who correctly answered the trivia question published in the July issue of **U***. The answer to the question, "True or False? The best times to water your lawn are early in the morning and late in the evening," is "True!" **U***

U* trivia—answer and win!

What percent of Tacoma Power's overall power supply comes from clean, renewable hydro?

Be one of 25 randomly chosen customers with the correct answer, and you'll get a free Tacoma Power Evergreen Options shopping bag. To enter, submit your answer online at MyTPU.org/Trivia by October 31, along with your name, phone number and mailing address. **U***

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

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

7
FREE Energy Efficiency Workshop
10:00 a.m.–1:00 p.m. | Home Depot 4602 Center St.

11 & 25
Public Utility Board Meeting
6:30 p.m. | Tacoma Metro Parks, 4702 S. 19th St.

14
FREE Heating Workshop
10:30 a.m.–12:00 p.m. | City of Tacoma EnviroHouse
3510 S. Mullen St. | Tacoma Recovery & Transfer Center (Landfill)

22
FREE Rain Barrel Workshop
1:30–3:00 p.m. | City of Tacoma EnviroHouse
3510 S. Mullen St. | Tacoma Recovery & Transfer Center (Landfill)

28
FREE DIY Energy Audits & Simple Solutions
10:30 a.m.–12:00 p.m. | City of Tacoma EnviroHouse
3510 S. Mullen St. | Tacoma Recovery & Transfer Center (Landfill)

31
Halloween—stay safe out there with long-lasting LED lighting!

November

4
Free Ride and Drive at the Zoo!
9:30 a.m.–3 p.m. | Point Defiance Zoo & Aquarium
5400 N. Pearl St.

10
TPU Offices Closed
for Veterans Day—thank you Veterans for your service!

11
FREE Electric Vehicle Workshop
10:30 a.m.–12:00 p.m. | City of Tacoma EnviroHouse
3510 S. Mullen St. | Tacoma Recovery & Transfer Center (Landfill)

15
Public Utility Board Meeting
6:30 p.m. | Tacoma Metro Parks, 4702 S. 19th St.

23 & 24
TPU Offices Closed
for Thanksgiving—what are you thankful for?

December

13
Public Utility Board Meeting
6:30 p.m. | Tacoma Metro Parks, 4702 S. 19th St.

25
TPU Offices Closed
for Christmas—a time for giving back

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	502-8377
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 residents... 572-5557
 - Pierce County residents
..... (855) 798-4328
- Click! Cable TV discounts... 502-8900
- Water and Environmental Services
payment assistance and discount
rate info line 502-8369



Holiday Cheer

While you're out holiday shopping this year, look for TPU volunteers at the Tacoma Mall wrapping gifts to raise funds for the Salvation Army. TPU is a proud supporter of the local Salvation Army's Holiday Giving Tree campaign as part of our award-winning community service program. Last year, employees volunteered 2,148 hours and gave more than \$321,600 in personal donations and volunteer time to support low income families in our community.

Want to help those in need? You can donate to TPU's low-income assistance program on your regular bill. U*

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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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