

UTILITIES&YOU

October 2016



Fall into the news

Free lead testing kits available to all customers

Earlier this year, Tacoma Water offered free lead testing for customers whose water services may have lead goosenecks, a short piece of lead pipe connected to the water main. So far, about 120 customers have participated; the results from all of the samples they provided are well below the regulatory level for lead.

Now, we're offering free lead testing to all Tacoma Water customers. While water from the utility's system is safe, we want to give you an added degree of confidence in your water.

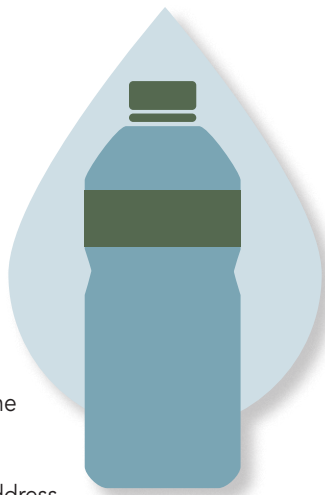
How it works

The utility will send you the kit, which includes instructions, sample bottles, a postage-paid return envelope and an information card for you to complete.

You send your water sample and information card to the utility; we process it and then send it

to an independent, state-certified lab for analysis. We will mail your results about eight weeks after we receive your sample. Although the test results are considered public information, your address associated with the test results is not public information and will not be shared.

You can order your kit by going to TacomaWater.com/TestKit. You may also get a kit by emailing waterquality@cityoftacoma.org or calling (253) 502-8207. U*



Click! launches new website, adds products

Companies like Amazon and Nordstrom have set the bar high for online shopping experiences, and customers expect other websites to aim for the same. Click! has done just that with its newly launched website.

In addition to a new look, the redesigned Click! site offers:

- Easy-to-use design that displays correctly on all devices
- Self-service options that allow customers to troubleshoot, build plans and order services online

The changes make the site more interactive and in line with what customers expect and trust online. Whether customers are on a device or computer, it's a user-friendly, up-to-date experience to visit Click!'s website. Check it out at clickcabletv.com!

TiVo is coming this fall

TiVo from Click! offers control of all your favorite content through one menu, one remote, and one simple search across everything. With TiVo, you can:

- Record up to six shows at once
- Store up to 1,000 shows on the 1 TB hard drive
- Access streaming services like Hulu, Pandora and YouTube in up to five rooms
- Give thumbs up or down feedback on programming so TiVo can make recommendations based on your viewing preferences

Call (253) 441-4842 now for more information and to sign up on the early interest list. U*

TIVO

Preparing for an outage

Tacoma Power does everything it can to give you power 24 hours a day, but equipment failures, storms and other uncontrollable acts sometimes cause 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.



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](https://www.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.

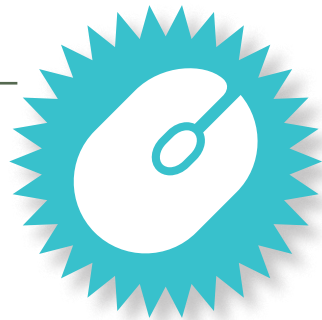
Share your thoughts on the bill redesign

We just launched a newly designed utility bill and want to know what you think.

Redesigning the bill took a team of technical experts and a lot of time; we've been working on it all year. If you haven't received a bill with

the new design, don't worry – it's on its way.

When you do receive it, please share your thoughts by going to [MyTPU.org/BillSurvey](https://www.mytpu.org/BillSurvey). Thanks in advance for letting us know what you like and what we can still improve! U*





Five simple ways to prep your home for the cold

Fall is a great time to think about preparing your home for cooler weather. A few simple steps now can save you money and prevent damage from the cold. These five tips will help you get started.

1 BE AN INSULATION SENSATION

Add insulation to floors, walls and attics where it lacks, or doesn't exist. Caulk drafty windows to ensure the heat you pay for doesn't escape.

2 WARM WITH A VIEW

Close window coverings without direct sunlight to help reduce heat loss. Open window coverings in rooms with direct sunlight to help indirectly warm them.

3 GET YOUR DUCTS IN A ROW

Heating your home with a system that uses air ducts can cost you money if the air leaks through gaps and cracks in the ductwork. Check the heating duct connections for duct tape; if there's none, seal with duct mastic and make any necessary repairs.

4 HAMPER YOUR FIREPLACE DAMPER

Close your fireplace damper to prevent heat from escaping and cold air from entering. Consider installing an airtight chimney-top damper. If you do not use your fireplace, you can install an inflatable chimney plug.

5 PROTECT YOUR PIPES

Insulate water pipes that are outside or in unheated crawl spaces, to prevent heat loss and to keep pipes from freezing and bursting.

Learn more ways to save and see energy-savings rebates that can help you save money and stay cozy in the cold at TacomaPowerRebates.com and TacomaWater.com/smart. U*

SAVE INSTANTLY.
TACOMA POWER
TACOMA PUBLIC UTILITIES

READY, SET, GLOW Get instant rebates on LEDs

It's lighting season, and now's the time to think about upgrading inefficient light bulbs with energy-efficient LEDs.

LEDs lead the way in lighting efficiency by using less electricity to deliver more light. Now you can get LEDs for as low as \$3 a bulb and get up to \$10 off LED fixtures.

Switching to LEDs is a simple, low-cost way to help you save money every month, and Tacoma Power makes it easy. Buy any LED bulb or fixture with a Tacoma Power sticker or tag and you'll receive an instant rebate at checkout. No forms to fill out; it's that easy!

If you'd like to see samples of new LEDs and fixtures before you buy, take a peek at the lighting upgrades at the EnviroHouse (3510 S. Mullen St. Tacoma). U*

OCT. 22
ENVIROHOUSE
OPEN HOUSE
10 a.m. – 4 p.m.



YOU MIGHT WANT ONE!

Think about a ductless heat pump

A ductless heat pump is an efficient and affordable heating and cooling system that works with your existing electric furnace, baseboards or wall heaters to make your home more comfortable and energy efficient. It supplements your existing heating and allows you to reduce cold spots by heating your home more evenly. You can also reduce your heating costs by up to 50%, and cool your home when you need it.

A ductless heat pump has three components:

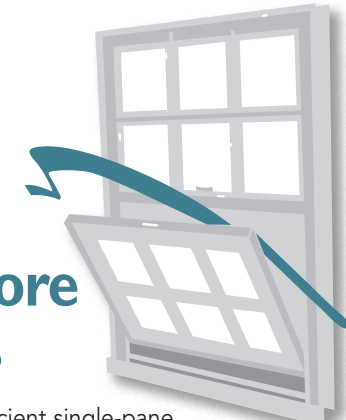
- 1 An indoor unit mounted on a central wall in the main living area of your home
- 2 An outdoor unit sitting on a ground-level pad
- 3 A remote control that allows you to adjust settings

Tacoma Power offers an \$800 instant rebate on ductless heat pumps and will provide a list of qualified contractors for installation. Call (253) 502-8377 or visit TacomaPowerRebates.com for more info. U*



WINDOWS
AND INSULATION

Weatherize your home to get cozy before the cold strikes



Adding insulation and replacing inefficient single-pane windows before the weather cools can help keep your home more comfortable and save you money for years to come.

Replacing old drafty windows helps keep warm air inside and cold air outside. Adding insulation beneath floors, behind walls and in attic spaces also helps reduce the amount of heat escaping your home – heat you pay for. If your home was built before 1988 and has electric heat, Tacoma Power can help you afford to upgrade your windows and insulation with a:

- Rebate subtracted instantly when you buy
- Zero-interest loan covering remaining costs
- Low monthly payment
- List of qualified contractors who can do the work

Visit TacomaPowerRebates.com to learn more or let an energy expert guide you at (253) 502-8377. U*

SUSPECT A LEAK?

Find out for sure

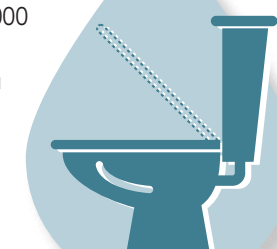
Water leaks waste an average of 10,000 gallons of water per home each year. Finding and fixing leaks can save you more than 10% on your water bill.

Common leaks around the home include leaking or running toilets, dripping faucets and leaking valves.

Take the test

If you suspect a leak, your water meter can help confirm your suspicion. Make sure all faucets and water-using appliances are turned off and do not use any water during the test.

- With the water turned off, watch your meter.
- If your water meter has a low-flow indicator (a small, triangular gauge or wheel), see if it moves. A flow indicator that moves when all water is turned off indicates a leak.
- Some leaks are not constant, like toilet leaks. To test for those types, write down the numbers that show current use on your water meter and do not use water for an hour.
- Check the meter after an hour and note any change in the numbers. If the numbers have changed, you likely have a leak.





We're making a difference in customers' lives

For the last four years, Tacoma Public Utilities' employees have spent some summer Saturdays helping families build their new homes. The work has all been at the Woods at Golden Given, Tacoma/Pierce County Habitat for Humanity's largest neighborhood. Habitat homeowners commit to working at least 200 hours to help build their own homes, and they pay an affordable mortgage.

This summer, TPU volunteers made significant progress roofing one of the homes and tacking up insulation to help keep the home warm in winter and cool in summer. Some volunteers had roofing experience while others did not, so the team worked together, showcasing existing skills and learning new ones.

When it's all done, the Parkland neighborhood will have about 30 homes, all built in partnership between the homeowners and volunteers like those from TPU. **U***

U* trivia – answer and win!

What is the web address for the bill redesign survey?

Be one of 50 randomly chosen customers with the correct answer and you'll get a prize! Submit your answers at **MyTPU.org/trivia** or call (253) 396-3389 by Oct. 28. Leave your name, mailing address, phone number and answer to enter. **U***

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

U* readers see it clearly!

Congratulations and thanks to the 171 readers who answered the trivia question published in the July issue of U*. The correct answer to the question, "How many kilowatts is Tacoma Power's new community solar project?" is 300.



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

12 & 26

Public Utility Board meeting
6:30 p.m.

NOVEMBER

11

Veterans Day
TPU offices closed

16

Public Utility Board meeting
6:30 p.m.

24 & 25

Thanksgiving holiday
TPU offices closed

DECEMBER

14

Public Utility Board meeting
6:30 p.m.

26

Christmas holiday observed
TPU offices closed

FREE FALL WORKSHOPS IN TACOMA

Saturdays at 10:30 a.m. – noon


EnviroHouse | 3510 S. Mullen St.
Registration required | (253) 573-2426

OCT. 1

What's New in Windows;
When to Consider Replacement

OCT. 15

Ductless Heating/Cooling:
Does it Make Sense for You?



OCT. 22
ENVIROHOUSE – OPEN HOUSE
10 a.m. – 4 p.m.

You make the call



Area code (253)

Report a power outage.....502-8602

Report a water emergency502-8384

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
- Water and Environmental Services
payment assistance and discount rate
info line502-8369



FREE FALL LIGHTING EVENTS

Information and instant rebates at
local stores. Stop by!

OCT. 7 | 10:30 a.m. – 1:30 p.m.

Costco

2219 S. 37th St., Tacoma

OCT. 8 | 10 a.m. – 4 p.m.

Walmart

Turn in up to 5 incandescent bulbs; get free LEDs*
1965 S. Union Ave., Tacoma

OCT. 9 | 10 a.m. – 4 p.m.

Walmart

Turn in up to 5 incandescent bulbs; get free LEDs*
7001 Bridgeport Way W., Lakewood

OCT. 14 | 10 a.m. – 1 p.m.

Lowe's

2701 S. Orchard St., Tacoma

OCT. 15 | 10 a.m. – 1 p.m.

The Home Depot

121 Military Road E., Spanaway

OCT. 22 | 11 a.m. – 2 p.m.

McLendon Hardware

1015 N. Pearl St., Tacoma

OCT. 29 | 10 a.m. – 1 p.m.

The Home Depot

7050 Tacoma Mall Blvd., Tacoma

NOV. 4 | 2 p.m. – 5 p.m.

Lincoln Hardware

3726 S. G. St., Tacoma

NOV. 12 | 11 a.m. – 2 p.m.

Costco

2219 S. 37th St., Tacoma

NOV. 12 | 11 a.m. – 3 p.m.

Marlene's Market & Deli

2951 S. 38th St., Tacoma

* While supplies last.



UTILITIES&YOU

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

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THE END



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