Your Guide to Residential Utility Services
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Welcome

Tacoma Power owns and operates an extensive system that requires constant maintenance and upgrades. Your utility operates and maintains seven hydroelectric dams, nearly 2,300 miles of power lines and dozens of substations. Your electric utility provides direct service to over 176,000 people and businesses in the City of Tacoma, University Place, Fircrest, Fife, and parts of Steilacoom, Lakewood and unincorporated Pierce County.

Tacoma Water must maintain its 1,350 miles of pipe, 27,000 valves, 10,000 fire hydrants and the many other components of its system. Safety and reliability are among our highest priorities and govern our decisions. Your water utility provides direct service to over 300,000 people and businesses in the City of Tacoma, Pierce and King Counties and several other partners and wholesale water suppliers.

We look forward to serving you.
Use this comprehensive guide for information about your utility services, billing, and other general information to manage your account and resolve outstanding issues.

How to Contact Us

Contact Customer Services 8 a.m. to 5:30 p.m., Monday through Friday.

**Residential Billing and Customer Services** ........... 253-502-8600
Toll free.................................................. 1-800-752-6745
TDY for the hearing impaired........ 253-502-8343

**Report a Power Outage** .................................................. 253-502-8602

**Water Emergencies (daytime)** ........................................ 253-502-8384
(weekends/evenings) .............................................. 253-502-8344
Water quality issues............................... 253-502-8207
Flooding/sewer backups ...................... 253-591-5585

**Utility Assistance Programs**
Visit Customer Solutions at 3628 S. 35th St., Tacoma, 98409
10 a.m. to 3 p.m., Monday through Friday.

**MyTPU.org/Assistance** ...................................................... 253-502-8400

**Payment by Phone or Online**
**MyTPU.org/MyAccount** ...................................................... 253-502-8608
Start, Transfer or Stop Service

Start, transfer or stop service by:

1. MyAccount (online)* MyTPU.org/MyAccount
2. Phone through Customer Services
   - Residential: 253-502-8600
   - Property Managers: 253-502-8606

*If your service is disconnected, Customer Services can help re-start your service.

We charge fees to start your service. Notify us at least one business day before the date you want to start service. You must provide the following information:

- Physical address where you want to establish service
- Social Security Number or other valid photo identification (we must verify your photo identification in person)
- Primary phone number
- Preferred start date
- Mailing address (if different than the physical address)
- Authorized contacts (spouse/roommate)

Types of utility fees

Service Fees: We charge a non-refundable fee to establish service each time you open an account. The amount varies based on the utility services requested. We include this fee on your first bill.

- Power $10.50
- Wastewater $1
- Solid Waste $3
- Water $6.10
- Surface Water $1
Same Day Service Requests: Requests for same-day service connections are subject to an additional fee. We charge an additional $60 connection fee per metered service for requests made after noon.

Fixed Charge: If you start, stop or transfer service, we prorate the fixed charge on your bill based on the number of days your service was active. There are no fees to stop service. Notify us at least one business day before the date you want to stop service. You must provide the following information:

- Date you want to stop service
- Mailing address (where to mail your final bill)
Deposit Information

We require deposits for electricity and water services. Deposit fees include:

- Residential homes—$200
- Apartment buildings with one to four units—$200 per unit
- Apartment buildings with five or more units—$100 per unit
- Water deposit—$75

Deposits are due 30 days from the start of service. Late deposits may result in disconnection of services without notice. Please contact us if you are unable to pay your deposit by the due date. We hold your deposit, without interest, for a minimum of 12 consecutive months of satisfactory payment history from the date you paid the deposit in full. We will continue to hold your deposit for a longer period if you do not maintain satisfactory payment history.

Deposit Waiver Requests

We may waive your deposit if:

- You own the property (mobile home owners must own the land the home sits on).
- You provide a letter of credit from another utility showing continuous service with satisfactory payment history for 12 consecutive months in the past two years.
- The property owner signs a Payment Guarantee letter (if we remove the payment guarantee for any reason at any time, we require the person listed on the account pay the deposit).

If you have met one of our waiver options, we may require a deposit if you do not keep your account in good standing.
Rate Information

When we adjust our rates, we understand our decisions impact you. We take that responsibility seriously. As a non-profit public utility, our rates are based on the cost of providing utility services.

We provide services that are vital to your quality of life. To continue to provide reliable, high-quality services, Tacoma Power and Tacoma Water must invest in utility infrastructure and systems.

Learn more about Tacoma Power and Tacoma Water rates.

View Environmental Services rates set by the City of Tacoma.

Billing Cycles

We issue invoices on a predetermined billing cycle, either monthly or bi-monthly. The frequency can be odd, even or monthly. You will receive a monthly invoice if you are on Budget Billing.
How to Read Your Electric Meter

You can track how much electricity you use at home by reading your meter. If you have a dial meter, from left to right, read the smaller of the two numbers on either side of the pointer. If your meter has four dials, multiply the meter reading by 10. That number is the amount of kilowatt hours you have used.

To determine how much electricity you’ve used, subtract your previous meter reading from the present one.

Understanding Your Bill

Your utility bill provides insights about more than the amount due. You will find details about water and energy use, meter readings and more – all to give you opportunities to see where you can save more electricity, water and money.

If your home is located in the City of Tacoma, your bill may also include fees for Environmental Services. Tacoma Public Utilities does not operate these services. We service these accounts and consolidate those charges into one utility bill for your convenience. Your bill includes:

- Garbage/Recycling
- Wastewater (sewer)
- Surface Water (storm drain)
How to Read Your Bill

The monthly Customer Charge covers administrative costs, such as reading and servicing your meter, preparing and mailing bills, and maintaining and updating billing records, and any franchise fees that may apply.

Billing period - 5/21/19 to 7/19/19
(60 days)

- **Electricity**: $153.60
  - Average cost per day: $2.56
- **Drinking water**: $92.63
  - Average cost per day: $1.54

**Environmental Services**

- **Wastewater**: $151.82
  - Average cost per day: $2.53
- **Solid waste & recycling**: $91.16
  - Average cost per day: $1.52
- **Surface water**: $48.42
  - Average cost per day: $0.81

**Total Current Charges**: $537.63
The Energy Charge reflects the cost of producing electricity. The Delivery Charge reflects the cost relating to poles, lines, transformers, etc. associated with delivering electricity from the source to your home.
Convenient Ways to Pay

Utility payments are due 15 days after we mail your bill. The due date and mailing date appear in the top right corner of the front page and in the top right corner of the detachable payment stub.

You can call our 24-hour automated customer service line at 253-502-8608 if you are unable to pay your bill by its due date to request payment arrangements. Making payment arrangements early offers you greater flexibility and helps ensure disruption to your services does not occur.

We add late payment charges if you do not pay your bills on time. The charge equals $3 or 1% of the outstanding bill, whichever is more. Unpaid bills and deposits may result in disconnection of service. Additional fees to reconnect your service may apply.

You can choose from a variety of payment options that help make paying your bill simple, secure, and convenient.

MyAccount
With MyAccount, you can manage your utility account online, make payments, and sign up for paperless billing and AutoPay. Visit MyTPU.org/MyAccount.

Phone
You can pay by phone using Visa, Discover or Mastercard. You will need the last four digits of the primary account holder’s Social Security Number (the first person listed on your bill). Call 253-502-8600 to make a payment.

Mail
Mail payments by check or money order to:

Tacoma Public Utilities
P.O. Box 11010 | Tacoma, WA 98411-1010
In Person
We accept payments in our lobby at Tacoma Public Utilities, located at 3628 S. 35th St., Tacoma, 98409 during regular business hours, 8 a.m. to 5:30 p.m., Monday through Friday.

You can pay by cash, personal check, cashier’s check, debit card, Visa, Discover, Mastercard and money orders.

TPU Pay Boxes™
It is easy to pay your utility bill at one of our 12 TPU Pay Box™ locations. You can find a TPU Pay Box™ at Tacoma Public Utilities and select grocery stores throughout Pierce County. Some locations are open 24 hours, seven days a week. All locations offer English and Spanish prompts.

View a map of all TPU Pay™ Box locations.

<table>
<thead>
<tr>
<th>Payments Accepted at TPU Pay Box™</th>
<th>Utility Payments Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>Tacoma Power</td>
</tr>
<tr>
<td>Personal check</td>
<td>Tacoma Water</td>
</tr>
<tr>
<td>(Money orders, Cashier’s checks, Traveler’s checks and Foreign checks are not accepted)</td>
<td>Wastewater</td>
</tr>
<tr>
<td>Visa</td>
<td>Surface Water</td>
</tr>
<tr>
<td>Discover</td>
<td>Solid Waste</td>
</tr>
<tr>
<td>Mastercard</td>
<td></td>
</tr>
</tbody>
</table>
Drop Box
You can pay by personal check or money order at one of three drop box locations at TPU: 3628 S. 35th St., Tacoma, 98409.

- Drive-up drop box—in the parking lot directly across the street from our main entrance
- Two walk-up drop boxes—at our front and west entrances

Accounts in Collection
We cannot assist you with accounts in collections. If you received a letter from the Municipal Services Bureau or Professional Credit Services, please settle any unpaid debt by contacting their offices directly at the number provided on their correspondence.

Once your debt has been sent to a collection agency contracted by the City of Tacoma, it is your responsibility to resolve the matter directly with the contacting office that has skilled staff to help you settle your debt.

Thirty (30) days after your account goes to collections, credit actions proceed on any outstanding balance. Your outstanding balance continues to accrue interest until your debt gets paid in full.

You can re-establish service once you pay the amount in collections in full.
Need help managing your bill?

Bill Credit Assistance Plan

If your household income is eligible, you can receive up to $564 annually in bill credits (based on the number of utility services billed directly by TPU.) Bill credits are applied each time your utility bill is paid in-full and on-time. You can apply for this plan if:

- You have a current TPU account in your name; and
- You reside in the dwelling full-time; and
- Your household meets income guidelines (see chart); and
- You have residential, single-meter service that does not share services with another unit or structure

Utility Bill Assistance Programs – 150% of federal poverty level

<table>
<thead>
<tr>
<th>Number of People in Household</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Monthly Household Income</td>
<td>$1,561</td>
<td>$2,114</td>
<td>$2,666</td>
<td>$3,219</td>
<td>$3,771</td>
<td>$4,324</td>
</tr>
</tbody>
</table>

Discount Rate Program

You may be eligible for a 30% discount on electricity, water, wastewater, solid waste, surface water and recycling.

- You are a single occupant, the head of household, or spouse of the head of household, and the TPU account is in your name; and
- You are 62 years or older OR currently receiving qualifying disability income; and
- You reside in the home/dwelling full-time; and
- Your household meets income guidelines (see chart); and
- You have residential, single-meter service that does not share service with another unit or structure
Federal Energy Assistance

The Federal Government offers seasonal assistance through its Low-Income Home Energy Assistance Program (LIHEAP). This program is intended to assist income-eligible households meet their home energy needs. Customers do not need to be in a crisis situation to be eligible.

Basic LIHEAP eligibility is outlined as follows:

- Your household has not received a LIHEAP energy assistance grant during the current program year, October 1st thru June 30th.

- Your household pays for residential home heating costs either directly to an energy vendor or indirectly through rent.

- The household’s average monthly income is at or below 125% of the federal poverty level (FPL). See chart on next page of the current income levels by household for the current program year.
Energy Assistance – 125% of federal poverty

<table>
<thead>
<tr>
<th>Number of People in Household</th>
<th>1</th>
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<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maximum Adjusted Monthly Household Income</strong></td>
<td>$1,301</td>
<td>$1,762</td>
<td>$2,222</td>
<td>$2,682</td>
<td>$3,143</td>
<td>$3,603</td>
</tr>
</tbody>
</table>

Note: There are various deductions and exclusions allowed for different types of income. Your household’s actual income must be calculated by the LIHEAP provider in your area.

To apply for this assistance contact:

- Metropolitan Development Council (MDC) – Households located within the City of Tacoma
  - mdc-tacoma.org
  - 253-572-5557
- Pierce County Human Services (PCHS) – Households located in Pierce County (outside the City of Tacoma)
  - co.pierce.wa.us/1280/Energy-Assistance
  - 253-798-4328
Bill Inquiries and Disputes

Call or email Customer Services at:
253-502-8600 or 1-800-752-6745 (toll free)
cservice@cityoftacoma.org

If you choose to dispute your utility bill, you must exercise your right to do so by following our bill dispute process. Failure to follow the bill dispute process waives your right to dispute your bill.

If your account is in collections we expect you to respond to the notice(s) issued by the City’s collection agency and make good faith efforts to resolve any questions or disputes regarding your debt specified in any notice(s). If, after contacting the collection agency and making good faith efforts, you continue to dispute any amounts owing on the collection account, you may contact Customer Services by calling 253-502-8600 or request an informal conference in-person at Tacoma Public Utilities located at 3628 S. 35th St., Tacoma, 98409 during regular business hours.

Leak Adjustment Requests

When broken or leaking property-side pipes, irrigation lines, or plumbing either within or extending to your premise cause excessive water use (verified by your meter), you may request that we consider a one-time leak adjustment on your bill. A property-side leak can occur anywhere between the meter and the premise. We complete a leak adjustment only after you fix the leak. We make only one leak adjustment within 18 months and calculate the credit per premise using actual use for the same billing period the year prior.
Ways to Save Energy and Water

Save Energy
We offer a variety of energy efficiency incentives, savings calculations, and web tools you can use to help save money and make your home or business more energy efficient. The more you know about your energy use, the more opportunities you have to save. Visit MyTPU.org/ways-to-save.

Save Water
Not only is saving water good for the environment and wildlife, doing so helps you save money on your utility bill.

Visit TPU at 3628 S. 35th St., Tacoma, 98409 to get one free spray nozzle, one hose timer, and one rain gauge, showerheads and aerators, if you receive service from Tacoma Water.

Water efficiency experts can also perform a free home water walk through to find opportunities for savings and to determine potential leaks. Call 253-502-8723 or email conservation@cityoftacoma.org to learn more.
Permitting and Construction

Electrical Permits
Electrical work in Tacoma Power’s service area—major overhauls to the addition of an outlet or light fixture—requires an electrical permit and inspection. Only licensed electricians and homeowners living in the home may purchase electrical permits and perform electrical work.

Types of Electrical Permits

**Individual permit:** Used for a specific electrical project. This standard permit covers most electrical work. You must obtain the permit before work begins. Failure to do so may result in additional fees, or in certain instances, disconnection of electrical service.

**Annual permit:** Replaces individual permits for maintenance-type work. Annual permits provide a convenient way to permit small electrical modifications or circuit additions. However, an annual permit is not a blanket permit for all work.

Your electrical contractor can sign up for an [Online Account](#) and apply and pay for electrical permits, view electrical inspection records, re-schedule or cancel inspections, and request new inspections for your existing permit. If you have questions about the system, call 253-502-8277 for help.
Water Permits
You must apply for a water service connection if you’re building and need a new or additional water service connection for fire protection or irrigation.

- Print and complete our Residential Water Service Application and Agreement.
- Submit this form, along with all requests and payments for new residential water service, to our Permit Counter at 3628 S. 35th St., Tacoma, 98409.

All requests for construction permits require proper amounts of personal and fire protection water supplies. Call 253-502-8247 for residential service information.

Use our Residential Plat Service Application and Agreement when buying multiple service stubs during the construction of a formal plat. Submit this form, along with all requests and payments for new residential service stubs in a plat, to our Permit Counter, at 3628 S. 35th St., Tacoma, 98409.

Get more information, terms, and definitions in Tacoma Water’s Regulations and Rates portion of the City of Tacoma Municipal Code. Tacoma Water’s Public Water System ID Number is: 86800N.