



Summer 2024

UTILITIES & YOU

Dive right in...

You can rely on us for high-quality drinking water



We mailed your annual Water Quality Report to your home in late June. We know the importance of safe drinking water and strive every day to deliver water to you with great care and efficiency. You will read more about how we ensure source water protection in this report and how we care for our natural resources. It also summarizes recent test results, Environmental Protection Agency regulations, and how we treat your water.

You can also download the report online at MyTPU.org/WaterQuality. **U***

Summer water rates are in effect



Tacoma Water implements a slightly higher rate for water use above five units from June 1 through Sept. 30. These summer rates are not just about your bill; they encourage you to use water wisely when demand is high and rainfall is low.

For practical tips on reducing water use and managing your bill, visit MyTPU.org/WaterSmart. **U***

How to participate in our budget and rates public process

This fall, we will bring our 2025-2026 budget proposals to the Public Utility Board and Tacoma City Council for approval. These proposals also include any rate adjustments. Setting rates and budgets for our services is part of a public process that will take place throughout the summer and fall. To stay informed, you can attend public meetings (in person and virtual), submit comments and questions online, read or watch video recordings of our budget presentations online, or subscribe to our email newsletter.

Learn more about the public process at MyTPU.org/Rates. **U***



A new water events map and notifications offer you many benefits

Our new water events map is valuable for locating and learning about planned water main flushing, outages, and current water events.

The map provides:



A way to stay current on water quality issues that might impact you.



Number of customers affected.



Restoration status.

You can receive water event notifications by enrolling in MyTPU.org/MyAccount; navigate to "Profile" and then "Notifications." You will see a "Water Outage" section and a drop-down menu that allows you to receive notifications via email and text message.

When you opt-in, you can expect these timely notifications:



Direct links to more information and helpful resources.



Real-time updates when utility work is rescheduled or delayed.



Alerts on your mobile phone while you're on the go.

With MyAccount, you can also sign up for leak notifications and access detailed water use data. Other helpful tools include AutoPay and paperless billing.

Our water events map and website are mobile responsive, so you can access them on your smartphone in real time.

You can view the map at MyTPU.org/WaterEvents. **U***

6 easy ways to save water this summer

Outdoor water use can surge during the summer, significantly impacting your utility bill. Cutting back on water use can help protect our water supply and save you time and money. It also helps us reach our conservation goal to reduce summer peak usage.



Water early in the day when less water gets lost to evaporation.



Let your lawn go dormant, and only water it once a month.



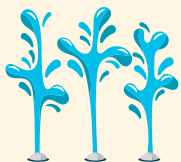
Fix leaky spigots and repair irrigation systems.



Clean outdoors with a broom instead of a hose.



Wash your car at a commercial car wash.



Visit a local spray park instead of playing in the sprinklers at home.

For more yard care tips, visit MyTPU.org/YardCare. U*



EMPOWERING MOVE #32

Getting ahead with bill payment discounts and resources.

[Lower bills. Save money. Simple.]

On the Bill Credit Assistance Plan, qualifying customers receive a monthly bill credit of up to \$50 for all services received. You need not be current on your bill to receive the automatic credits. You can earn additional credits up to \$42 monthly when you make full and on-time payments.

That's as much as \$92 in credit a month off your utility bill.

For more information about program qualifications and how to apply, visit MyTPU.org/Assistance. U*

POWER MOVE #16

Getting your new windows paid for

[just pay us back later]

To help you upgrade your home, raise its value, and increase your comfort with ease and affordability, Tacoma Power has some Power Moves for you to pull off.

Advantages you can see clearly

New energy-efficient windows not only improve the appearance of your home, they make it more comfortable all year long, and lower your utility bills.

Best of all, we'll help you pay for it!

We offer three incentives to help you pay for new windows for your home or multi-family property (up to four units).

- ✓ \$50-100 rebate per window
- ✓ 0% interest loan up to \$8,000
- ✓ Income-qualified, \$4,000 rebate and interest-free deferred loan

Check out these offers and see all the easy ways to pull off some real Power Moves at MyTPU.org/PowerMoves. U*



SAVE THE DATE

TPU Night at the Tacoma Rainiers on Thursday, Aug. 22

Attend a Tacoma Rainiers baseball game at Cheney Stadium against the Sacramento River Cats to help support local seniors who struggle to pay their utility bills.



Ticket price: \$20.50

Your ticket includes:



Reserved seat



Ballpark meal



Specially designed T-shirt



\$5 back to the Senior Assistance Fund

Visit Fev-Enterprise.com/Event/RainiersTPUNight for tickets. We look forward to seeing you there! U*

A new format for U* - Utilities & You

Our quarterly newsletter, you've come to know, is getting a new format soon! We'll bring you the same essential updates, news, and trivia prizes, but instead of a standalone booklet, *U* - Utilities & You* will arrive with your utilities billing invoice each payment cycle. This change lets us keep you informed while saving on printing and postage as we transition to monthly billing once our advanced meter upgrades are complete. Are you enrolled in paperless billing? Don't worry. You can receive the same information electronically on MyAccount or by subscribing to our monthly email newsletter.

Visit [MyTPU.org](https://www.mytpu.org) to enroll. U*

We've reached another milestone in advanced meter installations

This spring marks a significant achievement; we have installed 75% of our advanced meters. As of April 1, we have installed over 220,000!

Tribus, our installation vendor, is actively working in Lakewood, University Place, and Tacoma, with plans to conclude in Northeast Tacoma. Despite supply chain challenges, we are on target to complete the electric meter upgrades by the end of 2024.

You can monitor our progress at [MyTPU.org/AdvancedMeters](https://www.mytpu.org/AdvancedMeters). U*

Our target: Provide you with outstanding customer service



We work hard to provide you with the highest level of customer service. We want you to experience compassion and equity in action and to feel understood, valued, and empowered.

We aim to deliver high-quality customer service through:

- ✓ Knowledgeable, empathetic advocacy.
- ✓ Consistent, transparent, and competent support with the right solution.
- ✓ Understanding, dialogue, and support that reflect our data-driven approach to understanding your current and future expectations.

At the heart of our operations are the values and outcomes identified in Guiding Principle (GP) 13: **Customer Service**. This principle, one of 13 Public Utility Board GPs, guides our efforts to stay accountable to you.

We created one unified customer experience strategy to help us provide equitable service and engage interested parties. Our Customer Experience and External Affairs team leverages data, processes, and technologies that help us continually improve our services to you.

Learn more about GP13 at [MyTPU.org/GP](https://www.mytpu.org/GP). U*

U* Calendar

All events take place online and in person unless otherwise noted.

JULY

- 4 Independence Day, TPU offices closed
- 10 Public Utility Board meeting, 6:30 p.m.
- 24 Public Utility Board meeting, 6:30 p.m.

AUGUST

- 14 Public Utility Board meeting, 6:30 p.m.
- 28 Public Utility Board meeting, 6:30 p.m.

SEPTEMBER

- 2 Labor Day, TPU offices closed
- 11 Public Utility Board meeting, 6:30 p.m.
- 25 Public Utility Board meeting, 6:30 p.m.

Find a complete list of events at [MyTPU.org/Calendar](https://www.mytpu.org/Calendar). U*

You make the call

Area code (253)

- Report a power outage 502-8602
- Start or stop service 502-8600
- Home weatherization 502-8363
- Fishing and recreation 502-8690
- Fish and 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
- TPU Utility Bill Assistance 502-8400

Our readers know their water meter upgrades

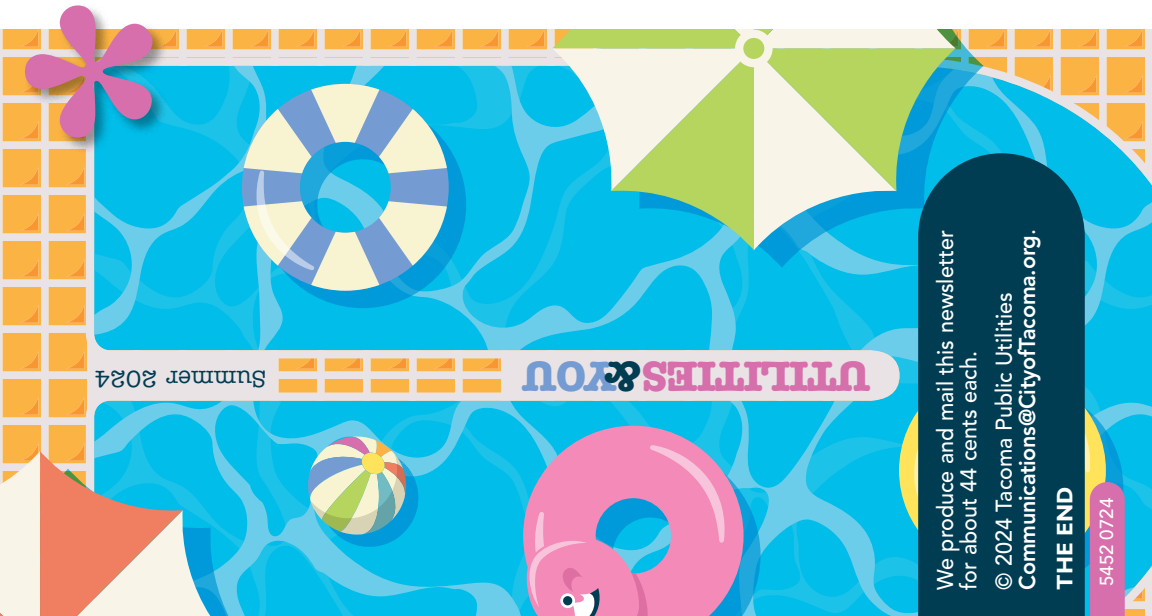
Congratulations and thanks to the 313 people who participated in the trivia published in the winter issue of *U* - Utilities & You*. Tacoma Water upgraded and exchanged a total of 106,000 advanced water meters. That's a lot of meters! U*

U* Trivia ANSWER AND WIN

Be one of 50 randomly chosen people with the correct answer, and we will mail you a free prize. To enter, submit your answer by July 31 either online or at [MyTPU.org/Trivia](https://www.mytpu.org/Trivia) or by mail to U* Trivia, 3628 S. 35th St., Tacoma, WA 98409. Include your name, phone number, and mailing address for mail-in and postcard entries. U*

When do we mail our annual Water Quality Report?

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



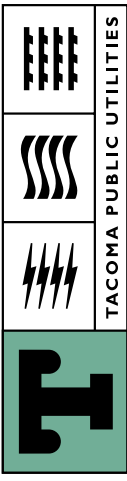
Summer 2024

UTILITIES & YOU

We produce and mail this newsletter for about 44 cents each.
© 2024 Tacoma Public Utilities
Communications@CityofTacoma.org.

THE END

5452 0724



PO Box 11007
Tacoma, WA 98411



PRSR-STD
US POSTAGE PAID
TACOMA WA
PERMIT NO 2

ECRWSS

POSTAL CUSTOMER