

# New water rates went into effect on Jan. 1

You will see a \$2.86 average monthly increase on your utility bill if you live within the City of Tacoma and \$3.46 in our surrounding service area. As a public utility, we set rates to cover the costs of essential services. By gradually increasing rates over time, we can prevent large increases while still providing the services you rely on.

Your water rates cover the cost of providing clean, reliable water. This includes maintaining our water system, protecting natural resources near our facilities, complying with regulations, and investing in upgrades that improve your services. Increased costs to operate and care for our system, inflation in materials and supplies, supply chain shortages, and ongoing impacts from the unprecedented loss of our largest customer in 2024 are the primary factors affecting our rates for 2025 and 2026.



Visit [MyTPU.org/Rates](https://MyTPU.org/Rates) for more information. **U\***

## 3 phases of power outage prep to know

Put a power outage plan together so you know what to do before, during, and after a storm.

Our outage map is the best way to track current outages at [MyTPU.org/Outages](https://MyTPU.org/Outages).

**BEFORE**

- Register for the Tacoma Power outage platform to report outages and stay informed via text and email.
- Prepare an emergency kit, including batteries, flashlights, non-perishable food, and water.
- Have a list of contacts available and keep your cell phone(s) charged.

**DURING**

- View outage information and report outages in your area at [MyTPU.org/Outages](https://MyTPU.org/Outages).
- Turn off and unplug electronics such as computers, TVs, and security systems.
- Turn off all appliances, water heater, air conditioning and heating units, and lights.
- Keep your refrigerator closed to keep food cold.

**AFTER**

- Turn lights and appliances back on one at a time to avoid overloading circuit breakers.
- If you see downed power lines, do not go near them. Call 911. **U\***

## 5 ways to conserve water and save money

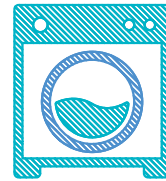
Conserving water inside the house is a great way to save money on your utility bills year-round. Here are some simple tips to get you started.



Turn off the tap when brushing your teeth and washing your hands.



Repair dripping faucets and replace old toilet flappers to stop leaks.



Run full loads in your dishwasher and washing machine.



Take five-minute showers and install water-efficient showerheads.



Monitor your water use and sign up for leak alerts at [MyTPU.org/MyAccount](https://MyTPU.org/MyAccount).

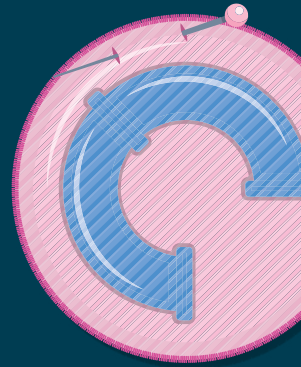
For more cost-effective ways to conserve water, visit [MyTPU.org/WaterSmart](https://MyTPU.org/WaterSmart). **U\***

## How to protect your pipes from winter weather

When the water in your pipes freezes, it may cause them to burst. This can lead to property damage and leave you without running water. You can take steps now to protect them.

- Insulate pipes: Insulating pipes help keep water from freezing and protects them from cracking.
- Turn off the water: Turn off the water to outdoor spigots and drain any remaining water.
- Disconnect garden hoses: Disconnect, drain, and store garden hoses.
- Locate your shutoff valve: Find the shutoff valve for emergencies, usually inside your home.
- Monitor your Usage Dashboard in MyAccount: During freezing weather, you may have a burst pipe or a leak if your usage graph doesn't drop to zero over 24 hours.

For more tips, visit [MyTPU.org/ProtectPipes](https://MyTPU.org/ProtectPipes). If you have a water emergency, call 253-502-8344. **U\***



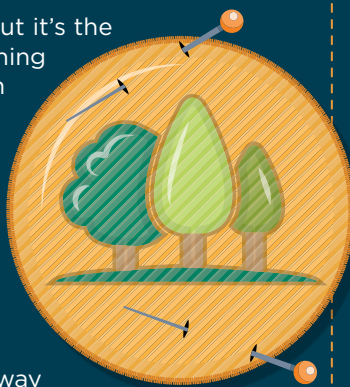
## Get up to a \$3,200 energy efficiency tax credit

If you made energy-efficiency upgrades in 2024, the IRS offers a tax credit for qualified projects like heat pumps, hybrid water heaters, insulation, windows, and renewable energy systems like solar.

Learn more at [bit.ly/EnergyStar23](https://bit.ly/EnergyStar23). **U\***

## Branch out: Request your Tree Coupon early

January might be chilly, but it's the perfect time to start planning your spring planting. With the City of Tacoma's Tree Coupon, you can save \$30 per tree, up to three trees at participating nurseries. What a TREE-mendous opportunity! Whether you're looking to spruce up your yard or help the environment, planting a tree is a great way to branch out.



Request your coupon now so you don't miss the chance to grow something beautiful in 2025. **U\***

## POWER MOVE #43 Knowing how many birthdays your water heater has celebrated



Has your water heater had too many birthdays? If it's been a while since you thought about it, you might be closer to needing a replacement than you think. Most water heaters last 10 to 12 years, and once they hit that milestone, they start losing their efficiency and break down.

When it's time to replace your water heater, consider investing in an electric hybrid water heater. These water heaters come with a 10-year warranty and are up to three times more energy efficient (they reduce energy use by up to 60%). That means you'll immediately start saving money on your electricity bills!

Tacoma Power wants to help you lower your energy bills and increase your energy efficiency by offering several incentives, including rebates and loans, to help you install a new hybrid water heater and keep you cozy.

See all of our energy-efficient rebates and incentives at [MyTPU.org/PowerMoves](https://MyTPU.org/PowerMoves). **U\***

## Calendar

Find a complete list of our events and office closures at [MyTPU.org/Calendar](https://MyTPU.org/Calendar). **U\***

## U\* Trivia - Answer & Win

How many phases of outage prep are there?

Be one of 50 randomly chosen people with the correct answer, and we will mail you a free prize. Submit your answer by Jan. 31 online at [MyTPU.org/Trivia](https://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\***

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



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