



**Stakeholder Engagement (SD-4) Update  
August 6, 2020**

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# Overview

## What will be covered today:

- Strategic Directive Overview
- Stakeholder Engagement During COVID-19
- Tracking Engagement Efforts
- Proactive Messages
- Equity & Stakeholder Engagement
- Upcoming Stakeholder Engagement Priorities
- Feedback



# Stakeholder Engagement

## Purpose of Report: Stakeholder Engagement

- “TPU is committed to proactive engagement and open dialogue with customers and other stakeholders to understand their needs and improve service that informs decision-making while enhancing community understanding of TPU’s operations, programs, and services”

## Reporting: Stakeholder Engagement

- On an as needed basis, not less than biannually to the Executive Leadership Team and to the Public Utility Board





# Stakeholder Engagement During COVID-19

## Prior to COVID-19

- Attendance and updates at community meetings
- In person meetings
- Community events/festivals/fairs to reach large numbers of customers
- Tours

## During COVID -19

- Virtual community meetings
- Increased written communication
- More customer calls or conference calls



# Stakeholder Engagement During COVID-19

## Challenges

- Fostering relationships
  - Lack of in person presence to interact with customers and answer questions
  - Interpersonal/body language
- Technology access and capability of community groups
- Technology access and capability of community members
- Lack of space on agendas with focus on COVID-19 and other issues
- Virtual (Zoom) meeting fatigue



# Stakeholder Engagement During COVID-19

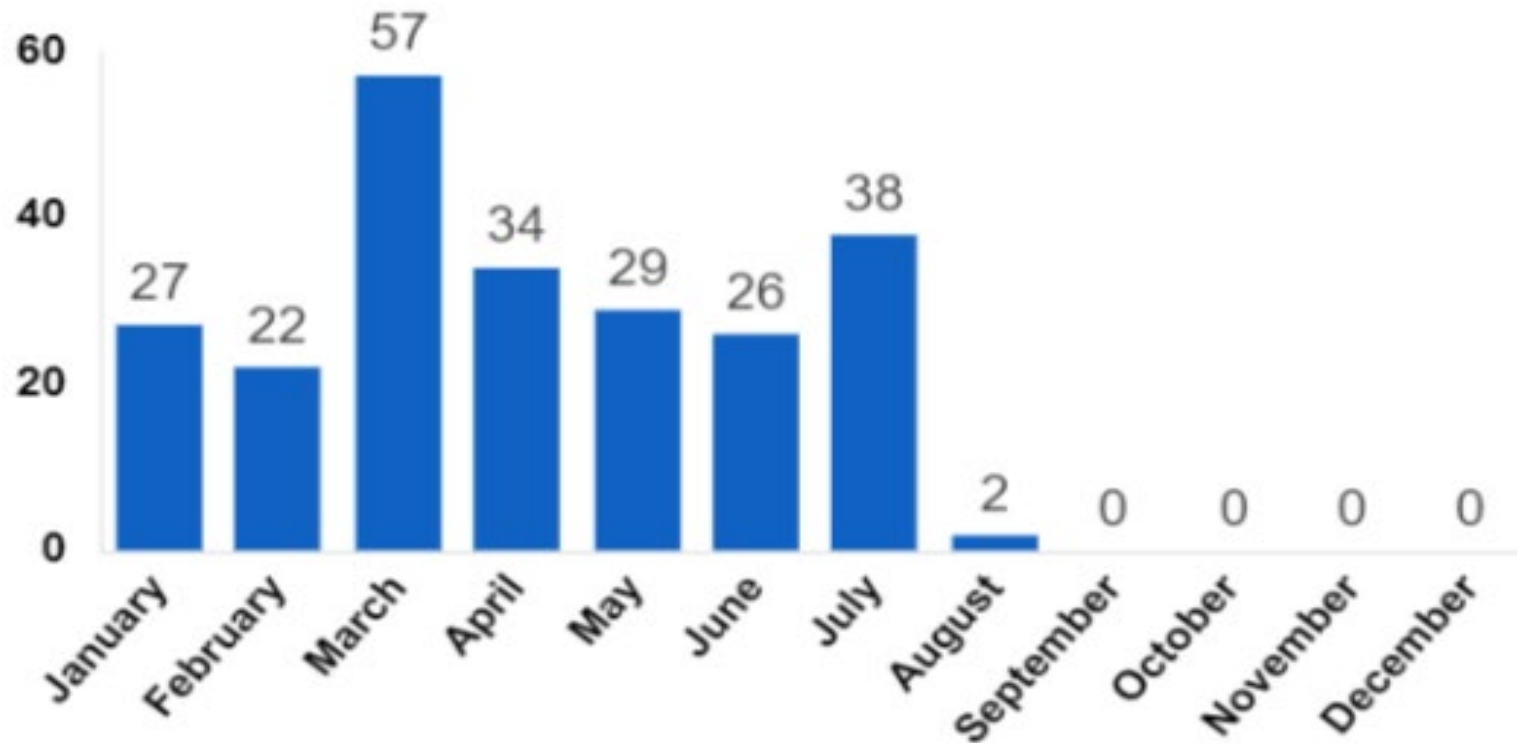
## Strengths

- Additional ways to engage with customers
  - Presentations
  - Chat boxes
  - Follow up with emails/calls
  - Written materials distributed
  - Driving customers to TPU social media communications
- Additional customers participating
  - Customers not previously participating now joining meetings
  - Use of technology vs. in person meetings
  - Comfort of home or other location
  - Travel time not required



# Engagements Performed in 2020

## Engagements by Month

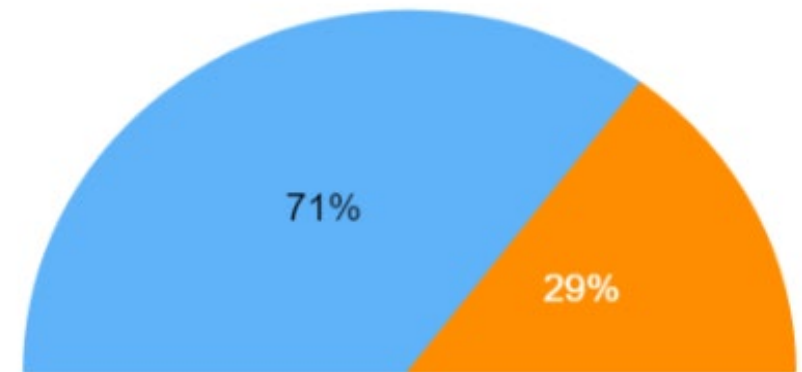


# Engagements Performed in 2020

## The types of engagement undertaken varied & methods

- Social media
- Online meeting platforms
  - (Zoom, GoTo Teams, etc.)
- Increased written communication
- Conference calls
- Presentations
- Events
- Children's lessons
- Community meetings

Type of Engagement



● Virtual ● Non-virtual





# Proactive Messages

## Proactive Initiatives

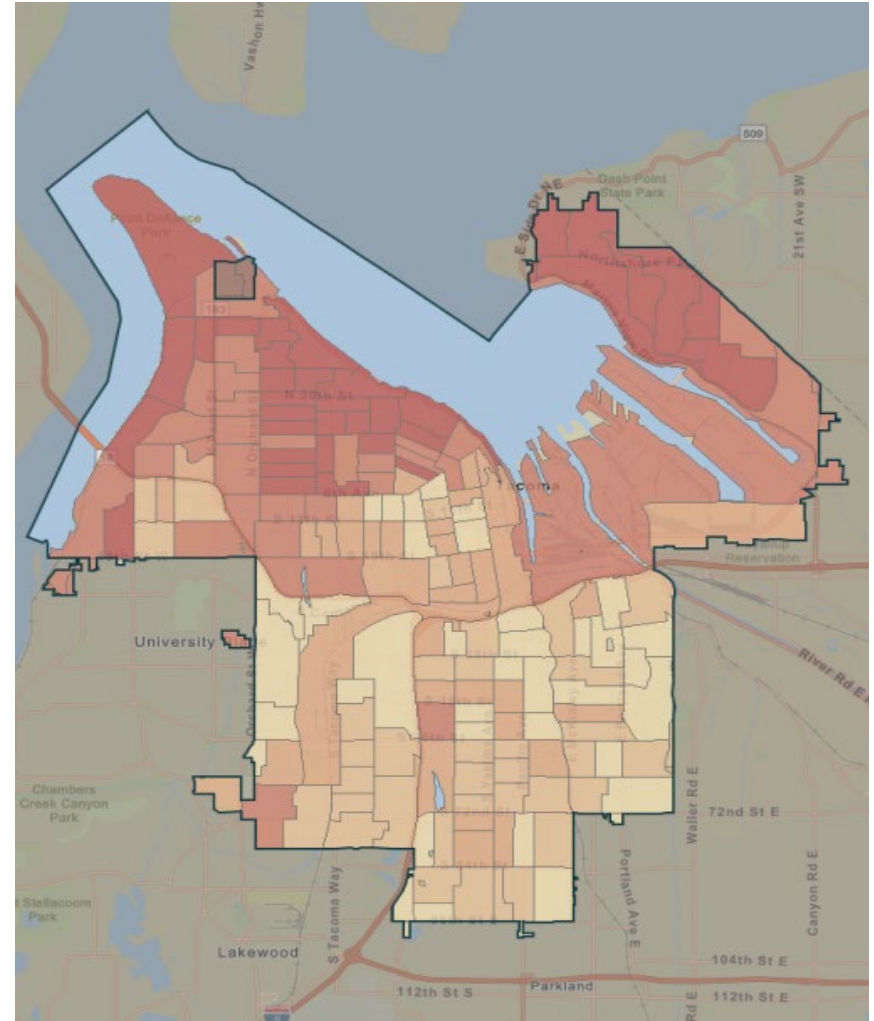
- COVID-19
  - Emergency Assistance Program
  - Extended payment plans
  - Shut off policies
  - Other COVID-19 related items
- Click! transition
- Advanced Meters
- July 1 rate adjustment
- Regional hydropower issues
- Water conservation
- Commitment to racial equity and DEI



# Equity & Engagement

## Equity

- **Original Plan:** Collect the address of each engagement, and plot on the equity index to satisfy SD-1 reporting requirement.
- **Challenge:** COVID has disrupted in-person meetings.



# Upcoming Stakeholder Engagement

## Budget and Rates

- Working with Environmental Services/General Government
- Community groups
- Franchises
- Town-halls

## Continued COVID-19 Updates & Other Engagement Topics

- Emergency Assistance Program
- Payment plans
- Plans to reopen and safety practices
- Electric vehicle program







Thank you

What feedback or questions do you have for us?



# Contacts

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