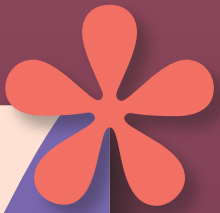




April 2021

UTILITIES&YOU



See what's blooming inside...

Power rate adjustment in effect April 1

New power rates went into effect on April 1. You will see a \$1.37 average monthly increase on your utility bills. As a not-for-profit utility our customers own, you entrust us to ensure you get the most value and quality services you expect. Your power rates cover the cost of providing you with safe, reliable electricity, maintaining utility infrastructure, protecting natural resources near our facilities, and investing in system improvements that make your services better.

Rate adjustments help cover the cost of operating the utility and caring for its assets, make up for revenue shortfalls, and provide increases in payment assistance to customers in need during the pandemic.

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



Shiloh Baptist Church in Hilltop wins a \$50,000 Evergreen Options grant

This year's Evergreen Options Grant winner, Shiloh Baptist Church, is an anchor institution of Tacoma's Black/African American community in Hilltop since 1953. Like many culturally rich and historical urban neighborhoods in the Pacific Northwest, Hilltop's longtime residents are fighting to preserve resources and social bonds cultivated over decades. The Evergreen Options Grant, valued at \$50,000, will help the church do just that.

Their proposed 19.78 kW solar energy project is an opportunity for Shiloh Baptist Church to showcase a grassroots solution to the impacts of climate change. For many of their members, investing in solar isn't realistic individually. This project creates an opportunity to learn about and experience solar energy first-hand. Congratulations, Shiloh Baptist Church!

Thank you, Evergreen Options participants, for voting on this year's grant winner. The Evergreen Options Grant helps recipients generate a portion of their electricity from renewable sources.

Grant funding comes from Tacoma Power residential and business customers who participate in Evergreen Options.

Join today at [MyTPU.org/Evergreen](https://www.mytpu.org/Evergreen). U*



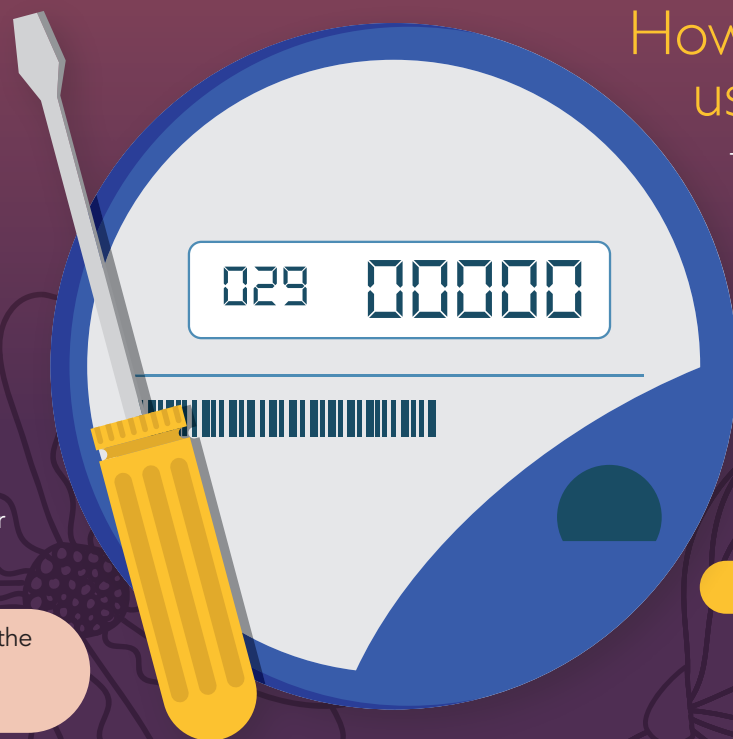
evergreen options

Find out when advanced meter installations begin in your neighborhood

We began installing new advanced meters late last year. As installations occur throughout our service area, we want to be sure you know about our installation plan.

You can view a map online at [MyTPU.org/AdvancedMeters](https://www.mytpu.org/AdvancedMeters) to see when the installations are scheduled for your neighborhood. The weather and other factors can impact our overall schedule, so we timed specific areas in six-month increments. You can check to see whether your neighborhood will receive its new advanced meters within the first six months.

If you don't see your neighborhood highlighted on the map, check back regularly for location updates.
[MyTPU.org/AdvancedMeters](https://www.mytpu.org/AdvancedMeters). U*



How Tacoma's Equity Index helps us plan advanced meter installations

To balance the installation of advanced meters for equity and efficiency, our experts overlapped the City of Tacoma Equity Index with our meter deployment planning map to determine how best to install the meters within 18 to 24 months. The Equity Index helped us ensure we were aware of our underserved communities and where the areas of low historical infrastructure investment exist.

In late 2020, our crews began to install advanced meters in South Tacoma, near Center Street. Once complete, they plan to work inside the City limits, starting in Central Tacoma and the South End, and work outward. By the end of the installations in 2022 advanced meter upgrades will be completed across our service area and provide the same infrastructure benefits to all of our valued customers.

For more information, visit [MyTPU.org/AdvancedMeters](https://www.mytpu.org/AdvancedMeters). U*

Spring into savings with three home improvements

The cold of winter is gone, and the heat of summer isn't quite here. That makes spring the perfect time to improve your home. Energy-efficient updates can lower your electric bill, keep you comfy, and increase your property value.

WANT AIR CONDITIONING?

ADD A DUCTLESS HEAT PUMP. We'll give you \$500.

A DHP provides heating and air conditioning when you need it. It's efficient, affordable, quiet, works with your existing electric heating system, and can save you up to 50% on your heating costs.

WANT TO FEEL MORE COMFORTABLE IN YOUR HOME?

WEATHERIZE IT. We'll give you more than \$2,000.

Adding insulation, sealing air ducts, and replacing inefficient windows helps prevent cool air from escaping in the summer and keeps the heat in your home when it's cold out.

WANT YOUR HOME TO BE THE RIGHT TEMP WHEN YOU ARRIVE?

BUY A SMART THERMOSTAT. We'll give you \$50.

Wi-Fi-enabled thermostats connect to your existing heating and cooling system and allow you to easily program, adjust and control the temperature in your home from anywhere using a mobile app.

Find out more at MyTPU.org/SpringSavings. U*

How to **SAVE MONEY** on landscape water use

Whether you love to entertain outdoors, play with your dog, or have little patience for lawn care, you can make your yard more attractive and functional while also saving water. Maintaining your landscape with water-saving techniques that fit your lifestyle and yard type can also help save you money on utility bills.

- Choose native plants adapted to our region's climate.
- Plant appropriately for sun or shade.
- Add mulch to help keep the soil cool and suppress weeds.
- Inspect, connect, direct, and select your sprinkler systems now, so it's ready when you need it.
- Install a smart irrigation controller to take the guesswork out of watering. We offer a rebate up to 50% on WaterSense-labeled products for Tacoma Water customers.

Find water-saving landscape tips that meet your needs at MyTPU.org/YardCare. U*

One change that can **save you \$350** a year on your electricity bill

Do you know which appliance in your home is likely driving up your electricity bill? Your water heater. It's one of the most inefficient appliances because it uses more energy than your refrigerator, dishwasher, clothes washer, and dryer combined. While hot water is necessary, you can reduce the impact to your electricity bill. What's the solution? A hybrid water heater.

An energy-efficient hybrid water heater can save you about \$350 a year. That adds up to a savings of more than \$3,500 over the life of the water heater. Like most appliances that operate more efficiently and save you money, a hybrid water heater costs a bit more than a standard electric model. You don't have to pay the extra to upgrade, though. We've partnered with The Home Depot and Lowe's to offer \$500 off hybrid water heaters at their local stores.

Find out more at MyTPU.org/UpgradeWaterHeater. U*

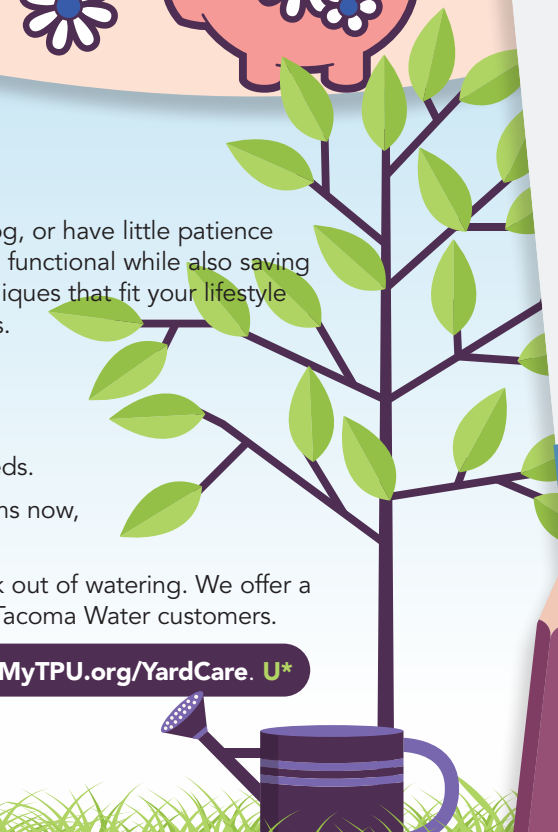
A free, fun activity booklet helps you know about your drinking water

A new illustrated coloring and activity booklet provides an engaging activity showing where your water comes from and how it gets to you. The four-page booklet highlights how the people, pipes, and tanks bring the water from the mountain forest to your home. The inside map contains a bird's-eye view of Pierce County with detailed points of interest and an outline of our water supply system.

There are several ways to engage with the booklet. You might see yourself in the illustrations of the many ways water is used, from taking a shower to making dinner. Coloring fanatics of all ages can color water pipes and tanks, find the many animals in the watershed word search, and look for Sasquatch in the forest. Adults and educators may want to use the map as a teaching tool about our local water cycle.

Download your free copy at MyTPU.org/Water. U*

HOT



How our employees continue to give back in new ways

Due to the pandemic, most people had to find new ways to accomplish some everyday tasks, and social distancing became the challenge of 2020. We are passionate about giving back to the communities we serve. Like everything else, helping others became a challenge as well. Despite it all, we found new ways to continue our tradition of helping others.

Whether accomplishing a food drive virtually or a scavenger hunt by social distancing from our vehicles, we came together to support those most vulnerable. By the end of the year, our employees contributed over \$236,600 in cash, products, and volunteer time to local non-profits including Nourish Pierce County, HopeSparks, Emergency Food Network, My Sister's Panty, United Way of Pierce County, Comprehensive Life Resources, and Salvation Army. Employees also donated to our annual children's book drive for Communities in Schools of Tacoma by buying books online and shipping them directly, resulting in a record 580 book donations. **U***

CALL BEFORE YOU DIG

IT'S THE LAW!

Grab the phone before you grab your shovel! Whether you want to plant a tree, install a new irrigation system, or do excavation work on your property, the law requires you to call before digging to avoid damaging utilities.

We will come out and mark underground utility lines in colored paint for FREE.

The paint will help you avoid cutting into underground utilities, causing harm, and incurring any costs associated with damage.

Dial 811 or call **1-800-424-5555** to schedule an appointment, which must be made two days in advance. **U***

Read all about the quality of your drinking water

Our annual Water Quality Report is coming your way in early July. The report provides you with important information about the source and quality of your drinking water. Reading the report can help you feel confident that your drinking water is safe, clean, and reliable.

Be on the lookout for the 2020 report, and we'll also let you know when it's available to read at MyTPU.org/WaterQuality. **U***

U* Calendar

All events take place online during the COVID-19 pandemic unless otherwise noted.

APRIL

14

Public Utility Board meeting | 3 p.m.

28

Public Utility Board meeting | 3 p.m.

MAY

12

Public Utility Board meeting | 3 p.m.

26

Public Utility Board meeting | 3 p.m.

31

Memorial Day | TPU offices closed

JUNE

9

Public Utility Board meeting | 3 p.m.

23

Public Utility Board meeting | 3 p.m.

Find a complete list of events at 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

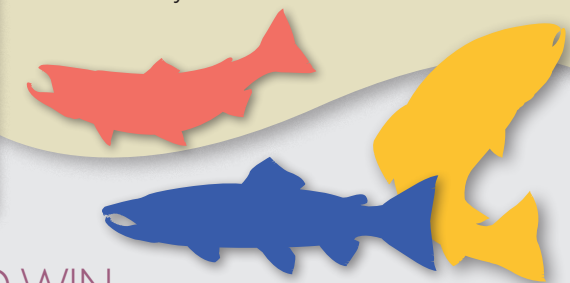
(available for limited-income customers)

- **Electric bill assistance**
 - City of Tacoma residents 572-5557
 - Pierce County residents 855-798-4328
- **TPU Utility Bill Assistance** 502-8400



U* readers know their fish!

Congratulations and thanks to the 501 people who correctly answered the trivia question published in the January 2021 issue of U*. The first fish to return to our Cushman Hydroelectric Project in 90 years was a sockeye salmon! **U***



U* Trivia ANSWER AND WIN

In which Tacoma neighborhood is the recipient of the 2021 Evergreen Options Grant winner located?

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 April 30 either online at MyTPU.org/Trivia or by mail to **U* Trivia, 3628 S. 35th St., Tacoma, WA 98409**. Include your name, phone number, and mailing address. **U***

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

April 2021

UTILITIES&YOU

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

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Communications@CityofTacoma.org.

THE END



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