



power *line*

Good news on rates

By Sue Veseth

When the Bonneville Power Administration implemented a 10 percent cost adjustment last October, Tacoma Power could have passed that additional cost on to customers, but the utility delayed, twice. Then, this spring, Tacoma Power asked the Public Utility Board and City Council to eliminate a

provision to pass the Bonneville adjustment on to customers. This means that Tacoma Power does not plan to raise power rates this year.

“Because we carefully manage our finances, we were able to absorb Bonneville’s increase, which amounts to about \$14 million for Tacoma Power,” said Superintendent Steve Klein. Tacoma Power’s rates remain among the lowest in the Puget Sound area.

What’s Tower Talk?

By Chris Gleason

Have you heard the news? In the next two years, Tacoma Power will lead a project to replace the four towers and power lines that cross the Narrows waterway.

In early March, Tacoma Power unveiled the design concepts being considered for the new towers at two workshops to find out what the public thinks of the concepts. The project team will consider that feedback as a valuable part of the criteria for choosing a final tower design.

The Narrows towers and power lines play a crucial role in providing reliable electricity to Tacoma and the greater Gig Harbor area. In addition to transmitting power from the Cushman Project to Tacoma, the power lines also serve several substations for the Peninsula Light Company in Gig Harbor.

Although Tacoma Power has diligently maintained the towers since their construction 78 years ago, they have outlived their projected

life span. Utility leaders in the early 1920s used innovative thinking and outstanding foresight to build towers and lines that have served for eight decades. Today’s leaders will do the same when designing and building the new towers.

The project team for the design and construction of the new towers will use the information from the workshops to help create a final design concept. The team will then request bids from companies qualified to build the towers.

The project scope also will include replacing the towers that lead from the Narrows Crossing towers to the Pearl Substation at North 26th and Pearl streets in Tacoma. Tacoma Power will replace those towers with single poles.

Construction on the new towers is scheduled to begin in spring 2005.

For more information, log on to our Web site at www.tacomapower.com/towertalk or call Chris Gleason at 253-502-8485.

Summer 2004

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TACOMA POWER
TACOMA PUBLIC UTILITIES



Tacoma Power presented these two design concepts at public meetings in March.

Improvements made to Budget Billing

By Sue Veseth

Tacoma Public Utilities made some changes to the Budget Billing Plan that we hope will make your bill easier to read and understand. These changes, which began this spring, have resulted from many suggestions and comments from Budget Billing Plan customers. Those of you on the plan should have received a letter and a question-and-answer sheet from us about the changes.

Budget Billing Plan statement improvements

- For easier tracking, we've separated the Account Balance Summary (on the lower left portion of your bill) and the Budget Billing Summary (on the lower right side of the bill) so you can track your actual account balance and track your budget billing payments, respectively.
- Your payments throughout the year will be more uniform because we've changed how we calculate your bill.
- The Information Center on your bill will show any adjustments made to your Budget Billing Plan amount.

Budget Billing calculation

Your monthly payment is based on three items:

- Your electricity bill for the past 12 months, divided by 12 and rounded to the nearest whole dollar.
- Your water bill for the past 12 months, divided by 12 and rounded to the nearest whole dollar.
- Fixed monthly charges for wastewater, solid waste and storm water utility services.

For example, suppose during the last 12 months you paid \$1,365 in electricity bills and \$250 in water bills, and that your other monthly charges are \$24.20 for solid waste (30-gallon can) \$31.23 for wastewater, and \$11.59 for surface water. This is how we would calculate your monthly payment for the Budget Billing Plan:

Electricity	\$1,365 ÷ 12 = \$113.75	\$114.00
Water	\$250 ÷ 12 = \$20.83	\$21.00
Solid waste	Monthly charge	\$24.20
Wastewater	Monthly charge	\$31.23
Surface water	Monthly charge	\$11.59
Budget Billing Plan monthly charges		\$202.02

During the year, we will automatically evaluate your account after the fourth month and after the eighth month to make sure your budget plan is on track so there are no surprises when it is time to reconcile your account at the end of your 12-month Budget Billing Plan. If your actual charges result in more than a \$5 per month difference in your bill, your budget amount will be recalculated automatically and will appear on the next bill.

If you have any further questions, call our Customer Service Office at 253-502-8600. Regular business hours are 7 a.m. to 5:30 p.m. Monday through Friday.



Construction... Channels... Choice...

Click! Network expands into University Place & Fircrest

By Diane Lachel

Click! Construction Update

Tacoma Power customers in University Place and Fircrest are seeing more than just familiar orange utility trucks in their communities. Click! Network construction crews, equipment, bucket trucks and installation vans continue to expand the utility's network and offer telecommunication choices to residents and businesses in those communities.

Since early last year Click! contractors have built more than 175 miles of system that will enable Tacoma Power to provide advanced electric services like automated meter reading and power system monitoring. The network also allows residents to have a choice for cable TV and high-speed Internet providers. Most neighborhoods in University Place now have access to Click! services. Fircrest neighborhoods are scheduled for service in late summer 2004, with Lakewood to follow.

Click! New Channel Additions

Two hundred and sixty-six unique cable TV channels equal a whole lot of choice. In April, Click! delivered six new channels to Click! ON Basic digital television for no additional cost and seven new Hispanic services were added as a Click! Español package. Click! also added three new international premium services and two high-definition premium movie services.

Click! means choice and that calculates into savings for residents

Once Click! expanded the telecommunications network into University Place and began offering competitive cable TV and Internet services, University Place city staff calculated the savings their residents would enjoy because Click! had come to town. According to the City of University Place's March 2004 newsletter, "Competition from Tacoma Power's Click! Network has prompted Comcast to exempt University Place from its rate hike that will apply to the rest of Pierce County this year."

For residents in University Place and Fircrest, Click! means choice.



Click! Network contractor excavating for conduit placement in University Place

New Click! ON Basic Digital Channels

- BYU Television – 24 hours of Brigham Young University and LDS Church programming
- The World Network – Urban religious programming
- EWTN – Global Catholic Network
- CCTV International – 24-hour Mandarin- and English-language network from China
- VH 1-Uno – 24 hours of Spanish-language music videos
- VH 1-Soul – 24 hours of classic rhythm and blues and urban contemporary music videos

A New Click! Español Package (\$5.99 per month for all 7 channels)

- Canal Sur – Specializes in programs from many different Latin American countries
- Cine Latino – A popular Spanish-language movie channel
- LTV – Latin TV is a 24-hour independent network featuring variety, talk, news, music and sports
- Puma TV – Music for the younger Hispanic population

- TBN Enlace USA – 24-hour network featuring inspirational programs from Latin America
- TV Chile – A family channel, featuring information, culture and sports
- Vida Vision – The first Spanish-language television network for the new Hispanic generation

International Channels available à la carte (call 502-8900 for details)

- SBTN – Saigon Broadcasting Television Network is a 24-hour channel of Vietnamese programs
- TFC – The Filipino Channel is a 24-hour channel of Filipino programming
- TV Japan – A Japanese-language channel from NHK Broadcasting
- Two New HDTV Channels (call 253-502-8900 for details)
- HBO HDTV – Features a schedule identical to the primary HBO channel, with approximately 70 percent of the schedule delivered in true HD
- Cinemax HDTV – Features much of Cinemax's first-run films, classic movies and original documentaries in HD.

What it takes to stay ahead of development

By Sue Veseth

What do a new development to handle containerized cargo and a convention center have in common? Each is a significant economic development project for Tacoma that is expected to bring new jobs to the community. And, each required Tacoma Power to respond quickly and creatively to deliver enough electricity, deliver it reliably and deliver it when it is needed.

"Fortunately, we had anticipated this growth," said Superintendent Steve Klein. "We meet regularly with major customers, such as the Port of Tacoma, so we are aware of what is coming and can adjust our planning and budgeting accordingly."

"We can't wait until customers are lined up at the door before building major electric system facilities that they need for their electric service," he continued. "Facilities need to be ready when customers are."

The Port of Tacoma's new intermodal rail

facility for Evergreen America Corp. required a new substation. It's under construction and will be ready when the rail facility is ready to open this fall.

"The substation is on a faster track than normal," said Tuan Tran, a Tacoma Power engineering supervisor who worked on the planning for both substations. "Usually, it takes 18 months to build a substation because the transformers are all custom-ordered, but we're making every effort to build it in less time to accommodate the port. It will require extra effort by our engineers, technicians and construction crews, but we have the talent to do it."

Additionally, Tacoma Power is building three other substations that will serve new and existing customers, particularly in downtown Tacoma and South Pierce County.

While the new Greater Tacoma Convention and Trade Center in downtown Tacoma did not require a new substation, it did require the ability to receive electric service from either of two nearby substations.

"The project includes an automatic transfer switch, only the sixth one in our whole electrical system," said Rich Barrutia, the Tacoma Power engineer who worked on the project. "If we experience a problem at one substation, the switch will

automatically transfer load to the other substation in a matter of seconds. It won't eliminate an interruption of electrical service, but it will reduce the interruption to just a few seconds, instead of the time it would take to dispatch a crew to make the transfer manually."

The electrical system is designed for both the first and second phases of the convention center.

"It costs a little more to build the electrical system to accommodate the second phase," Barrutia said, "but it's far more cost effective to do it now than later. And, by accommodating phase two electrical needs now, we will be able to connect future facilities with minimal disruption to the initial facilities. It will give the convention center a lot more flexibility in scheduling events."

Because of construction delays and electrical system design changes, Tacoma Power crews had only five and a half weeks for what normally would be a 12-week job. The schedule was further complicated because the December 15 to January 31 construction window included three public holidays and two days when snow shut down most of the city. The project was completed three days ahead of schedule.

Klein said Tacoma Power is able to accommodate growth because of a solid, systematic planning process and because of employees' commitment to meeting customers' needs.



Theresa Hansen (left) and Bill Welborn were among the Tacoma Power electricians whose experience, skills and strength were required to install electrical service to the new Tacoma convention center.

Tacoma's blue goes green

Tacoma Power partners with Tacoma Police to build new high-performance headquarters

By Gary L. Johnson, P.E.

The Tacoma Police Department will soon have a new headquarters that will be a high-performance, environmentally friendly building.

"Green" buildings use electricity and other resources more efficiently than conventional buildings. Tacoma Power and the Tacoma Police Department hope the new building will be a public showcase combining energy efficiency and other green design features.

The new three-story, 72,000-square-foot building will house police operations, detectives and administration. The headquarters building is part of a new police campus being developed at the former Costco site on Pine Street. The old Costco building will soon be home to certain Police Department warehouse functions and the City's Fleet Maintenance division. Construction on the new headquarters building has started and should be completed by summer of 2005.

Design for the new building began with a strong desire by Tacoma Police to achieve certification under the Leadership in Energy and Environmental Design (LEED) program. LEED is a green building rating system developed by the

U.S. Green Building Council. The City is hoping to achieve a gold rating for the headquarters and silver for the warehouse.

Tacoma Power helped the building designers analyze energy efficiency alternatives and green design strategies early in the design process. Tacoma Power energy experts provided computer analyses of heating and cooling systems alternatives and helped coordinate a day lighting analysis through the Seattle Lighting Design Lab. Tacoma Power can offer this design assistance to almost all new commercial construction projects.

Assistant Chief Jim Howatson has been one of the project's leaders since its inception, and is looking forward to its completion.

"The Tacoma Police Department is committed to a quality building that will efficiently serve the department and the community for many decades," Howatson said. "This is a rare opportunity for any agency so we want to serve as good stewards of both our taxpayers' dollars and the environment."

An important energy-saving feature will be a raised floor air distribution system which will save booth cooling and fan energy. The new headquarters will also have a range of other sustainable design features, such as high efficiency lighting, storm water treatment systems, low-water-use plumbing fixtures, drought-tolerant landscaping, recycled building products, and low-toxicity paints and sealants. The warehouse project will feature a rainwater

harvesting system to recycle roof runoff into the building for toilet flushing.

The building was designed by two local firms, Architects Rasmussen Triebelhorn (ART) and Thomas Cook Reed Reinvald Architects (TCRR). Randy Cook of TCRR sees the building as an important project for both the city and his company.

"This was a tremendous opportunity and challenge for us as a design team," he said. "Pursuing LEED certification requires much closer cooperation and coordination between the various design disciplines, including architectural, engineering and landscaping," Cook said.



New police headquarters view from lobby.

Get a \$650 rebate on a heat pump replacement

Is your aging heat pump costing you money? Don't let an inefficient heat pump drive your energy bills skyward. Replace your current unit and save. For a limited time, Tacoma Power is offering a \$650 rebate when you replace a standard heat pump with a qualified ultra-high-efficiency unit.

You can save on annual energy costs with a qualified ultra-high-efficiency unit because this system is more efficient than a standard model. And you and your family will enjoy improved year-round comfort.



To qualify for the rebate, the replacement ultra-high-efficiency heat pump must meet these ratings:

- Heating Seasonal Performance Factor (HSPF) of 8.5 or greater,
- Minimum Seasonal Energy Efficiency Ratio (SEER) of 13, and
- Verified tight air distribution system (ductwork)

The new unit must be installed in Tacoma Power service area.

For information on qualifying units, visit your local dealer or call Tacoma Power's Energy Information Center at 253-502-8377.

Reminder

Don't forget to redeem your washer rebate. Coupons were distributed with utility bills. Rebate valid through July 15, 2004. Questions? Call 502-8363 or visit www.tacomapower.com



Upcoming Events

For a listing, visit www.tacomapower.com/news

Sign up for green power and receive a free gift

Tacoma Power is partnering with KING5 TV, Puget Sound Energy, Snohomish Public Utility District, the Bonneville Environmental Foundation, and Batdorf & Bronson to promote green power in the Puget Sound area.

For a limited time, when you sign up for our green power program, EverGreen Options, you will receive two 12 oz. bags of gourmet coffee and a coffee mug, compliments of Batdorf & Bronson, America's first green-powered coffee company.



Free gift Offer good while supplies last

How to sign up? You can sign up online at www.tacomapower.com/greenpower, call 253-502-8619, fax 253-502-8276 or mail this form to:

Energy Services 4th floor
Tacoma Power
PO Box 11007
Tacoma WA 98411-9816

Yes! Sign us up for EverGreen Options from Tacoma Power.

Please add the amount selected below to our monthly electric bill:

	Residential	Small Business*	Large Business*
Level 1	<input type="checkbox"/> \$3 (200 kWh)	<input type="checkbox"/> \$6 (400 kWh)	<input type="checkbox"/> \$30 (2,000 kWh)
Level 2	<input type="checkbox"/> \$6 (400 kWh)	<input type="checkbox"/> \$12 (800 kWh)	<input type="checkbox"/> \$60 (4,000 kWh)
Level 3	<input type="checkbox"/> \$10 (667 kWh)	<input type="checkbox"/> \$20 (1,333 kWh)	<input type="checkbox"/> \$100 (6,667 kWh)

*Based on account type with Tacoma Power. Call 253-502-8619 if you are not sure of your account type.

Account Number: _____ Phone: _____

Name or Business Name: _____

Address: _____

City / State / Zip: _____

E-mail: _____

Signature: _____ Date: _____

Contact Name for Business: _____



A newsletter for Tacoma Power customers
Leliana Solip, Publisher

Address inquiries to:

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www.tacomapower.com

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Who can help?

- Energy Information Center 253-502-8377
- Accounts / Bill Payment (All Utilities) 253-502-8600
- Service+ (automated information) 253-502-8608
- Commercial Services 253-502-8606
- FAX 253-502-8762
- TTY for hearing impaired 253-502-8343
- Rate discounts for low-income seniors and disabled customers 253-593-3499
- Family Need & Other Energy Assistance
 - City residents 253-572-5557
 - County residents 1-866-223-1068
- Power outages, fallen wires, broken poles, etc. 253-502-8602
- Private rental lighting installation 253-502-8618
- Power line tree trimming/removal 253-502-8729
- Permits, inspection 253-502-8277
- Click! Network 253-502-8900
- Existing conservation loans 253-502-8356
- New services engineering 253-502-8436
- Parks, fishing and recreation 1-888-502-8690
- City of Tacoma job line 253-591-5795