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**SUBJECT:** TPU Residential Customer Satisfaction Survey Report  
**DATE:** May 7, 2024

**PRESENTATION TYPE:**  
Informational Briefing

**SUMMARY:**

We would like to share results from TPU’s 2023 Annual Residential Customer Satisfaction Study regarding customer assessments of utility performance.

**BACKGROUND:**

Tacoma Public Utilities established an annual customer satisfaction tracking research program in 2014 to develop a method for assessing perceptions of performance of the organization, and identify priorities for action and investments in operations, training, communications, and program offerings. This study provides feedback to help TPU design programs and initiatives that will be effective in improving customer experience, and gives employees access to specific, direct feedback that can be used to identify customer needs, concerns, and monitor progress over time.

**ISSUE:**

It is important to measure and track satisfaction and customer sentiment regarding our organization and the services it provides.

**ALTERNATIVES:**

This is an information briefing only. There are no alternatives presented.

**FISCAL IMPACT:**

This is an information briefing only. There is no fiscal impact.

**RECOMMENDATION:**

This is an information briefing only. There is no recommendation.