



## ORDINANCE NO. 28812

1 AN ORDINANCE relating to utility service; amending Chapter 12.01 of the  
2 Tacoma Municipal Code by amending Section 12.01.010, "Utility services  
3 establishment," to establish a temporary, two-year waiver of certain  
4 disconnection and reconnection fees, to be effective through May 31, 2024.

5 WHEREAS Mayor Woodards established Emergency Rule No. 2, effective  
6 March 16, 2020, which postponed utility shutoffs for nonpayment, and

7 WHEREAS Emergency Rule No. 2 was later amended on September 28,  
8 2021, to ensure that late fees were not charged on balances incurred by utility  
9 customers during the period of the emergency, and

10 WHEREAS Emergency Rule No. 2 was rescinded as of March 31, 2022,  
11 and customers with delinquent balances as of March 19, 2022, were automatically  
12 placed on 24-month extended payment plans without late fees, and

13 WHEREAS, during this period, Tacoma Public Utilities began installing  
14 Advanced Meters, many of which have remote disconnection and reconnection  
15 capabilities, and

16 WHEREAS customers with Advanced Meters are not assessed fees on  
17 remote disconnections and reconnections, and

18 WHEREAS the City of Tacoma, Department of Public Utilities, has requested  
19 proposed changes to Chapter 12.01 of the Tacoma Municipal Code ("TMC"),  
20 entitled "Utility Charges," to implement a temporary, two-year waiver of certain  
21 disconnection and reconnection services fees listed in TMC Chapter 12.01, and

22 WHEREAS the intent of the proposed TMC amendments is to ensure, for a  
23 two-year period, that those customers participating in an extended payment plan to  
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1 retire delinquent balances incurred when utility disconnections were postponed are  
2 not charged daytime field collection fees associated with those balances, and

3 WHEREAS the proposed TMC amendments would waive the standard field  
4 visit fee, daytime reconnections fee, and provide a one-time waiver per customer  
5 of an after-hours reconnection fee, if those fees are assessed in the next two years  
6 due to non-payment of charges before March 31, 2022, and if the utility customer  
7 establishes or reestablishes an extended payment plan related to such non-  
8 payment, and

9 WHEREAS the proposed TMC amendments would remain in effect through  
10 May 31, 2024, and

11 WHEREAS the Public Utility Board approved the proposed changes on  
12 April 13, 2022, pursuant to Public Utility Board Resolution No. U-11314, and

13 WHEREAS revisions to the TMC applicable to Tacoma Public Utilities  
14 require approval by the Public Utility Board and the Tacoma City Council; Now,  
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16 Therefore,  
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18 BE IT ORDAINED BY THE CITY OF TACOMA:

19 Section 1. That Section 12.01.010 of the Tacoma Municipal Code, "Utility  
20 services establishment," is hereby amended to read as set forth in the attached  
21 Exhibit "A."  
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23 Section 2. That the temporary, two-year waiver of certain disconnection and  
24 reconnection service fees referenced in Section 1 shall remain in effect through  
25 May 31, 2024.  
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Section 3. That the City Clerk, in consultation with the City Attorney, is authorized to make necessary corrections to this ordinance, including, but not limited to, the correction of scrivener's/clerical errors, references, ordinance numbering, section/subsection numbers, and any references thereto.

Passed \_\_\_\_\_

\_\_\_\_\_  
Mayor

Attest:

\_\_\_\_\_  
City Clerk

Approved as to form:

\_\_\_\_\_  
Chief Deputy City Attorney

Requested by Public Utility Board  
Resolution No. U-11314



**EXHIBIT "A"**

**CHAPTER 12.01  
UTILITY CHARGES**

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Sections:

- 12.01.010 Utility services establishment.
- 12.01.020 Utility field collection call.
- 12.01.030 Invoicing and late payment fee.
- 12.01.040 Residential conservation loan program charges – Light Division.
- 12.01.050 Waiver of utility connection and inspection charges during declared emergency.

**12.01.010 Utility services establishment.**

A utility service establishment charge shall be imposed for each customer's service order for all utilities provided by the City of Tacoma as set forth below:

A. A utility service establishment charge shall be paid by each utility customer at the time of the service request. The charge includes turn-on and turn-off services if required. The establishment charge shall be as indicated in the table below for each service:

Power (metered)	\$10.50
Water (metered)	\$6.10
Solid Waste	\$3.00
Wastewater	\$1.00
Surface Water	\$1.00

Such utility service establishment charge will be allocated to, and recorded as revenue for City tax purposes by each utility providing service.

B. Adjustments/Fees.

A service charge shall be paid by each utility customer if a field call is required to adjust service to a new or different type of service or rate, or for turn-off or turn-on of service. For purposes of this chapter, normal City business hours means 8:00 a.m. to 5:00 p.m., Monday through Friday, except City recognized holidays. The service charge shall be the sum of the following applicable fees:

1. \$10.00 for collection or disconnection for nonpayment.
2. \$12.00 for service connection during normal City business hours.
3. \$60.00 for turn-on or turn-off during all other hours.
4. Plus an additional \$35.00 if a pole or vault cut-in or termination is necessary.
5. \$6.00 for failure to appear for utility turn-on.
6. \$20.00 for self cut-in.
7. \$5.00 for verification of meter reading at the customer's request after second reading within 12 consecutive months.
8. \$5.00 for lock-out during a reasonable attempt to read a meter.
9. \$5.00 for service provided to prepare information for collection on accounts closed over 30 days.
10. \$10.00 for service provided to prepare information for bankruptcy administration.

Effective January 1, 2021, a \$15.00 recurring billing cycle fee shall be charged for service provided for Opt Out of Advanced Metering Infrastructure. The low-income senior and/or disabled discount rate percentage, as specified in subsection 12.06.165.C, shall be applied to the Opt-Out fee for qualified eligible customers as determined by subsection 12.06.165.



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There will not be a disconnection or connection fee charged if the action may ordinarily be performed remotely. Such adjustment charges will be allocated to and recorded as revenue for City tax purposes by each utility providing service.

C. Reconnection fees resulting from delinquency cut-offs shall be as follows:

1. \$12.00 during normal City business hours and \$60.00 during all other hours.
2. \$40.00 for a pole reconnection during normal City business hours and \$65.00 for a pole reconnection during all other hours.
3. \$75.00 for a URD reconnection during normal City business hours.
4. No URD reconnection after normal City business hours.

There will not be a reconnection fee charged if the action may ordinarily be performed remotely. Such reconnection fees will be allocated to and recorded as revenue for City tax purposes by each utility providing service.

The disconnection, reconnection, or collection fees set forth in subsections 12.01.010.B.1 and 12.01.010.B.2, subsection 12.01.010.C.1, and subsection 12.01.020 will not be charged if the fees are due to non-payment between March 17, 2020, and May 31, 2024, and the non-payment is connected to an extended payment arrangement for balances incurred by the utility customer prior to March 31, 2022.

The outside of normal business hours disconnection or reconnection fees set forth in subsections 12.01.010.B.3 and 12.01.010.C.1 will be waived one time per customer if the fees are due to non-payment between March 17, 2020, and May 31, 2024, and the non-payment is connected to an extended payment arrangement for balances incurred by the utility customer prior to March 31, 2022.

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