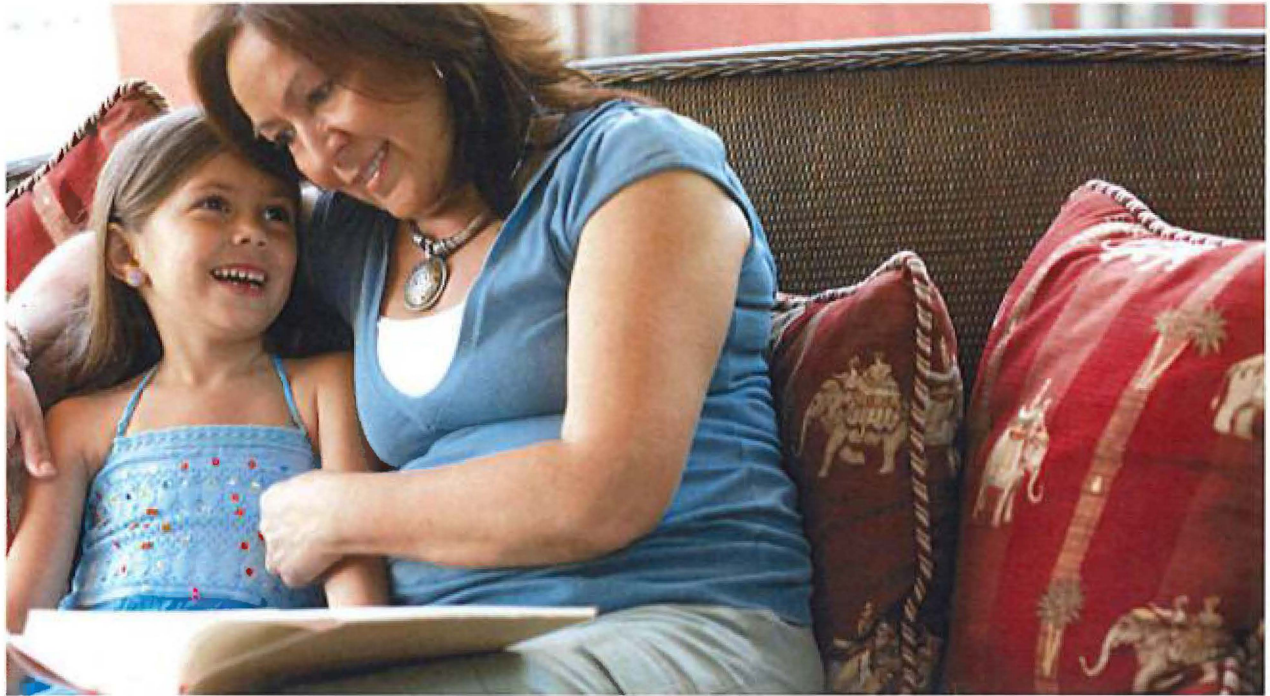


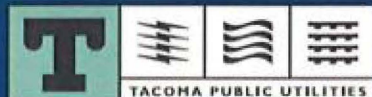
Lobby signs- launched 6/4



Need help paying your utility bills?

Ask us about our bill
payment assistance programs.

MyTPU.org/Assistance



Web banner – launched 6/4

TACOMA PUBLIC UTILITIES



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 CUSTOMER SERVICE

 PAY YOUR BILL

 BOARD INFO

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BILL PAYMENT ASSISTANCE

Need help paying your utility bills? Find out if you're eligible for TPU's assistance programs.

[Learn more](#)

I Want To...

 Pay My Bill

From Our Facebook Page



WE'VE RECEIVED 18 CALLS IN THE LAST 30 MINUTES FROM CUSTOMERS WHO WERE TAGGETED BY THE SAME

Need help paying your utility bills?

Ask us about our bill
payment assistance
programs.

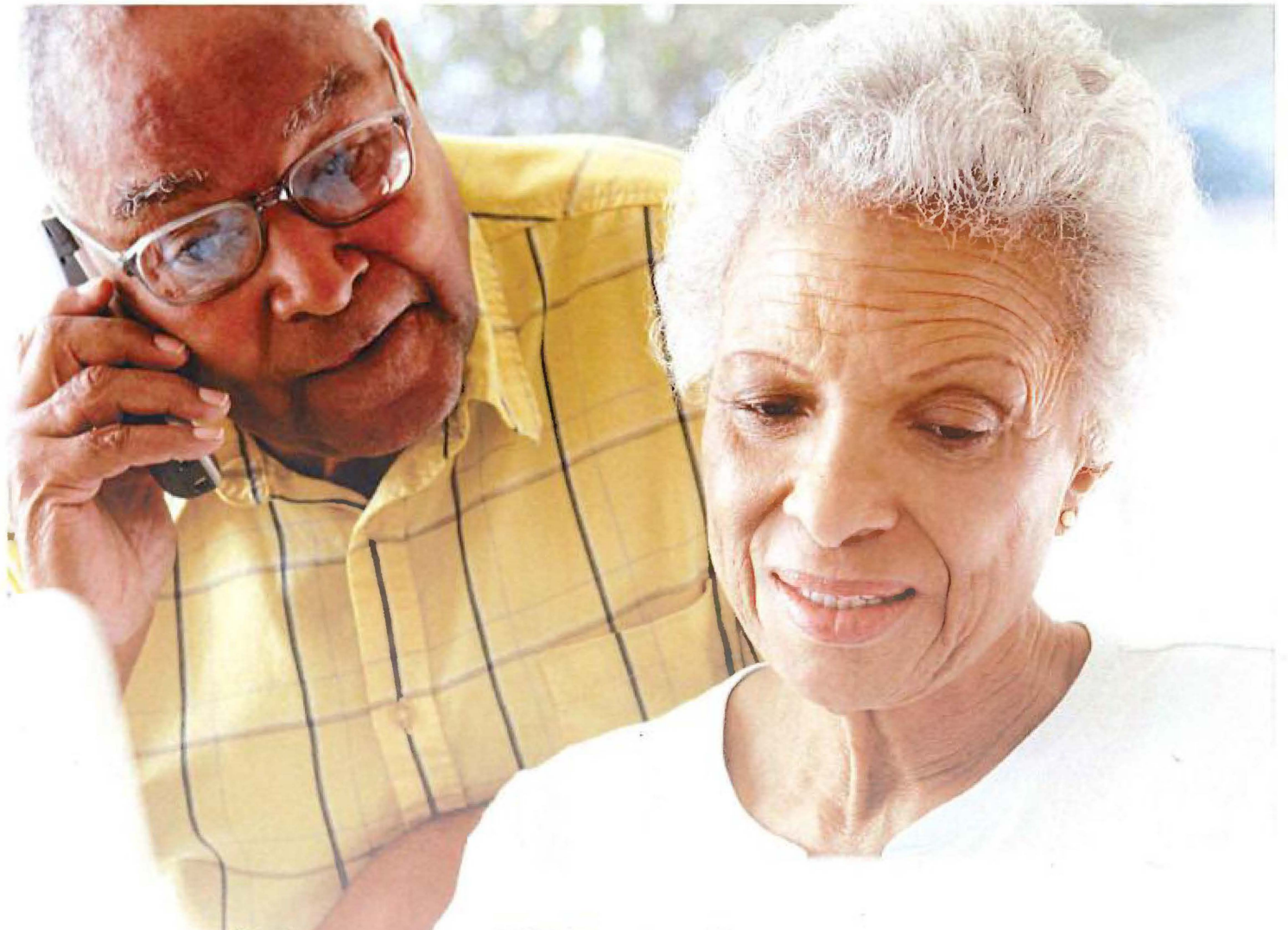


MyTPU.org/Assistance



Mock up event layout





Utility Bill Discount Rates for Seniors and Disabled Customers

(253) 502-8400

MyTPU.org/Assistance



Utility Bill Credit Assistance Plan



(253) 502-8400

MyTPU.org/Assistance



Utility Bill Payment Assistance Application

Please select the program for which you are applying:

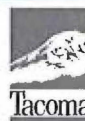
☐ **Discount Rate Program** (Customers must be 62 years of age or older OR head of household or spouse of the head of household receiving qualifying disability income)

☐ **Bill Credit Assistance Plan** (Available for customers not on the Discount Rate Program that meet the income eligibility)

* All programs are for single metered residential services and based on household income along with other criteria.

Section 1		Income Eligibility & Required Documentation (If mailing documents, please send copies, not originals)							
If you need assistance completing this application, please call (253) 502-8400 or visit Customer Solutions at: 3628 S. 35th St., Tacoma Walk-in hours: M-F, 10am – 3pm. Applications may be completed online at www.MyTPU.org/Assistance	Number of People in Household	1	2	3	4	5	6		
	Maximum								
	Monthly Household Income	\$1,518	\$2,058	\$2,598	\$3,138	\$3,678	\$4,218		
	☐ Government issued identification for all persons in the household 18 years and older: – State driver's license/State identification card/Military Identification/Passport								
	☐ Social Security card for <u>each person</u> living in the household or Certified Birth Certificate								
☐ Household income verification for three months prior to application submission date. (See Section 4 for examples of sources of income)									
Section 2		Contact Information							
Street Address:		City:		Zip:					
Mailing Address (if different):		City:		State:		Zip			
Contact preference: ☐ Phone ☐ Email ☐ Regular mail Primary language: ☐ English ☐ Other _____				Email: _____ Primary phone number: () _____					
Section 3		Household Member Information							
Full name of each occupant (please print) (Complete information for yourself and everyone living in the household)	Social Security Number	Date of Birth	Receiving Disability Income? Yes/No	Military Veteran/Spouse of Veteran? Yes/No	Total Monthly Income				
	/ /	/ /			\$				
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
	/ /	/ /							
If you run out of space above: Please use a separate sheet of paper to list any additional household members along with the information above.									
Section 4		Identify Sources of ALL Household Income							
Check all income sources that apply to your household. Submit copies of all income sources with application.	Wages/Paystubs	Yes	No	Social Security SSI/SSA/SSDI	Yes	No	Rental/Investment Property Income	Yes	No
	Retirement Pension	Yes	No	Temporary Assistance for Needy Families (TANF)	Yes	No	Self-Employment	Yes	No
	Veterans Benefits	Yes	No	Aged/Blind/Disabled (ABD)	Yes	No	Unemployment	Yes	No
	Labor & Industry (L&I)	Yes	No	Child Support	Yes	No	Tribal Per Capita	Yes	No
	IRA/Annuity	Yes	No	Alimony/Spousal Support	Yes	No	Monthly income from other sources	Yes	No

Please complete the back of this application.



Section 5**Terms & Conditions**

I give the City of Tacoma, Department of Public Utilities permission to request information from the Department of Social and Health Services (DSHS), all federal, state, county, and city governments, Puyallup Tribe, and other community agencies, or their delegated agents and I expressly authorize these entities to disclose or give access to my confidential information related to the amount of financial assistance that I receive from said entity to Tacoma Public Utilities for the purpose of determining my eligibility for their utility assistance and conservation programs.

I certify and declare under penalty of perjury that the information I provided with this application is accurate and complete. I may be subject to criminal prosecution if I have knowingly given false or misleading information or excluded information necessary to accurately determine my eligibility for utility assistance. I understand I will be removed from the program and the Utility may recover any funds received on my account during any period of ineligibility. I also understand:

1. I may be requested to provide additional documentation in order to complete this application process.
2. Submitting this application and documents does not guarantee eligibility or enrollment in any programs.
3. I agree to re-certify for eligibility every two years or at any time upon request.
4. I will notify Tacoma Public Utilities, Customer Solutions Office regarding any household changes including change of address, increase or decrease in number of occupants, changes in disability payments, and/or changes in income.
5. If my power/water consumption is above average usage, I agree to a home assessment by Tacoma Power/Tacoma Water or their delegated agents allowing access to all areas inside my home as well as attic/crawl spaces/basement/any other building connected to Tacoma Power/Tacoma Water service to identify conservation opportunities.
6. Tacoma Public Utilities reserves the right to change its assistance and conservation programs without notice.
7. Any violations of Tacoma Public Utilities Customer Services Policies and the City of Tacoma Municipal Code may make my household ineligible for Utility Bill Assistance funded through the City of Tacoma and Tacoma Public Utilities.
8. **If I do not complete Sections 1-5 of this application and provide all the required documents, my application will not be processed.**

Print name:

Signature:

Date:

Print name:

Signature:

Date:**Submit application and required copies to:**

Tacoma Public Utilities
Customer Solutions Office
3628 South 35th Street
Tacoma WA 98409-3192

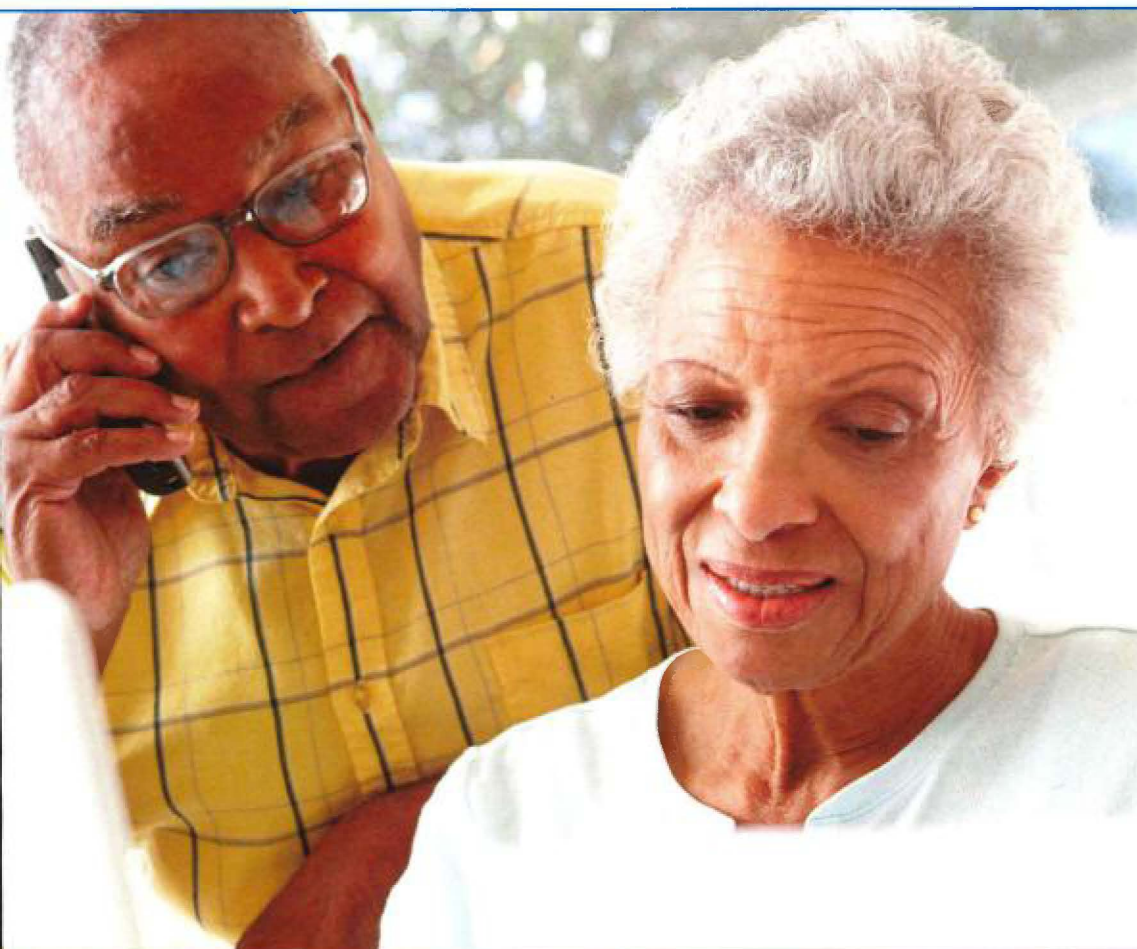
Office Contact Information

Walk-in Office Hours: 10:00 a.m. to 3:00 p.m.
Phone Number: 253-502-8400 (8:00 a.m. to 4:00 p.m.)
Fax Number: 253-502-8906 (8:00 a.m. to 4:00 p.m.)
Email: Cssolutions@cityoftacoma.org

Applications may be completed online at:

www.MyTPU.org/Assistance

Official Office Use Only – Please Do Not Write In This Section



Utility Bill Payment Assistance Programs

[MyTPU.org/Assistance](https://www.mytpu.org/assistance)



Bill Payment Assistance

We understand the challenges that come with paying bills when finances are limited. Tacoma Public Utilities and City of Tacoma Environmental Services offer a variety of payment options, services and programs to help make paying your utility bill more manageable.

Enrollment is easy! Simply complete our Utility Bill Payment Assistance Application at MyTPU.org/Assistance and provide the required documents.

South Sound 2-1-1

Customers enrolled in Bill Payment Assistance Programs through Tacoma Public Utilities are still able to apply for assistance from other community resources if they meet the eligibility.

Contact **South Sound 2-1-1** to find the resources you need. Simply dial 2-1-1 or toll free at 1-877-211-WASH (9274). You can also get connected by downloading the WIN 2-1-1 app.

Bill Credit Assistance Plan (BCAP)

The Bill Credit Assistance Plan is a new program to assist income-eligible households. Each time the utility bill is paid in-full and on-time, a credit is provided on the next utility bill.

Eligible accounts can achieve **up to \$39 per month or \$468 per year** (amount depends on the number of services billed directly through Tacoma Public Utilities).

BCAP is available to customers who meet the following criteria:

- Utilities are billed directly by Tacoma Public Utilities and the account is in the name of the eligible customer; and
- Reside in the dwelling unit full-time; and
- Household income does not exceed 150% of Federal Poverty Guidelines (see income at MyTPU.org/Assistance or on the application).





Discount Rate Program

A 30 percent discount rate is available to customers who meet the following criteria:

- Utilities are billed directly by Tacoma Public Utilities and the account is in the name of the eligible customer; and
- Are a single occupant or the head of a household or the spouse of the head of the household; and
- Are 62 years of age or older OR adult receiving qualifying disability income; and
- Reside in the dwelling unit full-time; and
- Household income does not exceed 150% of Federal Poverty Guidelines (see income at MyTPU.org/Assistance or on the application).

Payment Options

Tacoma Public Utilities offers various ways to help manage your utility account. We also offer tools to automate your payments and set automatic reminders.

- **Payment Arrangements**—Need more time to pay your utility bill? Make arrangements before the due date. Call our 24-hour automated customer service line at (253) 502-8608. You may also go online to **MyTPU.org/MyAccount** to request payment arrangements. Customers enrolled in the Bill Credit Assistance Plan may still be eligible for a credit if timely arrangements are made and the bill is paid in-full within 29 days from the invoice date.
- **Budget Billing**—Residential accounts opened for at least 12 months may enroll in Budget Billing. With budget billing, you pay the same amount for your utilities each month. On the 12th month your amount will be recalculated for the next 12 months.
- **AutoPay**—A convenient, automatic payment option that allows you to automatically pay your Tacoma Public Utilities bill using a credit/debit card or a bank account.



**Visit MyTPU.org/MyAccount to get started
or call Customer Services at (253) 502-8400.**



Energy and Water Efficiency Resources

If you're looking for ways to save energy and money in your home, check out the Home Energy Advisor tools. The fun interactive tools help you zero in on where you can save the most. Go online to MyTPU.org/Calculate.

TACOMA PUBLIC UTILITIES

Customer Solutions Office

3628 South 35th Street

Tacoma WA 98409-3192

MyTPU.org/Assistance

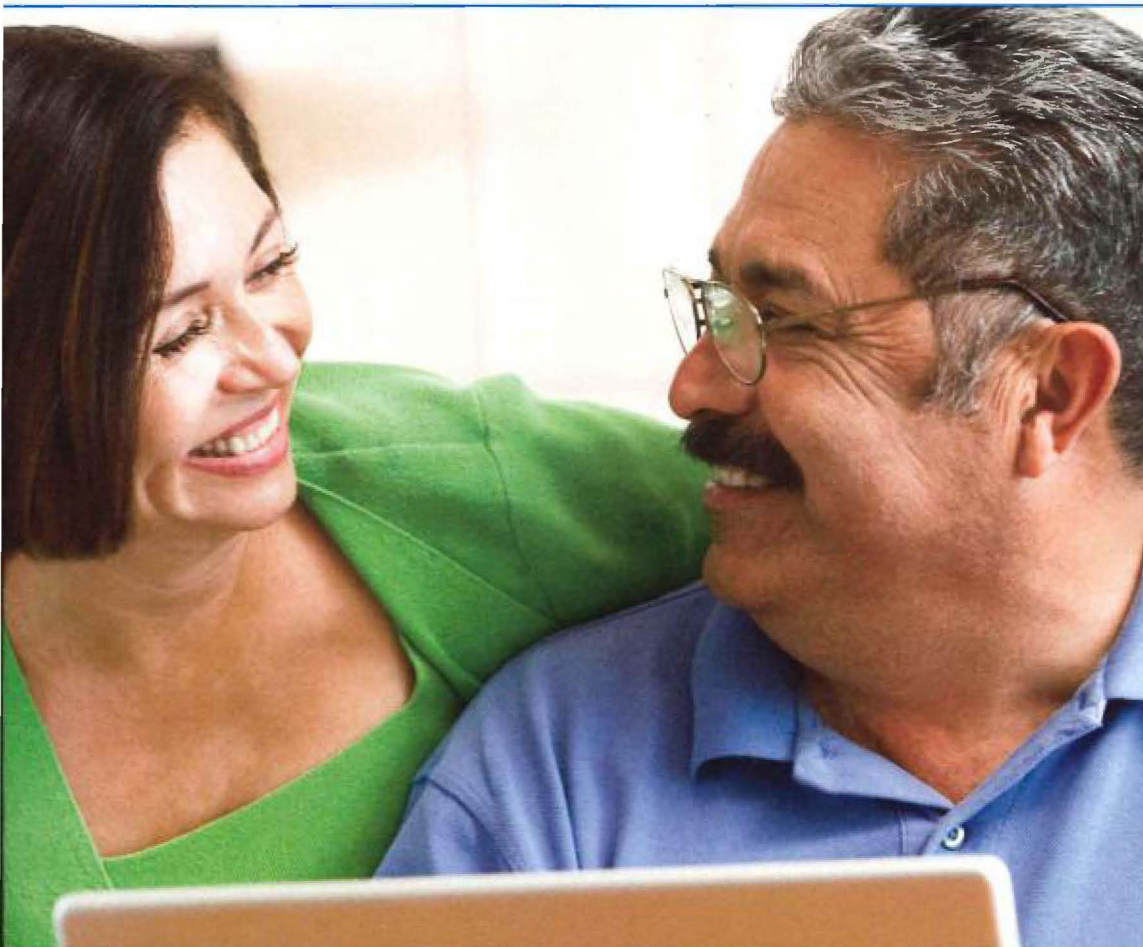
Phone: (253) 502-8400 Hours 8-4, M-F

Walk-in hours: 10-3, M-F

Fax: (253) 502-8609 Hours 8-4, M-F

E-mail: cssolutions@cityoftacoma.org





Programas de asistencia para el pago de facturas de servicios públicos

MyTPU.org/Assistance



Asistencia de servicios disponible

Comprendemos los desafíos que implica el pago de las cuentas cuando las finanzas son limitadas. Los Servicios Públicos de Tacoma y los Servicios Ambientales de la Ciudad de Tacoma (City of Tacoma Environmental Services) ofrecen una variedad de opciones de pago, servicios y programas para ayudar a que el pago de su factura de servicios sea más manejable para usted.

¡Registrarse es sencillo! Simplemente llene la Tarjeta de Información al Cliente incluida en este folleto y envíela por correo. Lo contactaremos si necesitamos información adicional.

TOME EN CUENTA: Los clientes registrados en los Programas de Asistencia de Servicios a través de Tacoma Public Utilities pueden solicitar asistencia de otros recursos de la comunidad si cumplen con los criterios de elegibilidad.

Contacte a **South Sound 2-1-1** para encontrar los recursos que necesita. Simplemente marque 2-1-1 o el número gratuito 1-877-211-WASH (9274). También puede conectarse descargando la aplicación WIN 2-1-1.

Plan de Asistencia de Crédito de Cuentas (BCAP)

El Plan de Asistencia de Crédito de Cuentas (Bill Credit Assistance Plan, BCAP) es un nuevo programa creado para ayudar a hogares elegibles de acuerdo con sus ingresos. Cada vez que la factura de servicios se paga en su totalidad y a tiempo, se proporciona un crédito para la próxima factura de servicios.

Las cuentas elegibles pueden alcanzar hasta \$39 al mes o \$468 al año (el monto depende del número de servicios facturados directamente a través de Tacoma Public Utilities).

El BCAP está disponible para los clientes que cumplan con las siguientes características:

- Tacoma Public Utilities (Servicios Públicos de Tacoma) factura directamente los servicios y la cuenta está a nombre del cliente elegible;
- Vive en la unidad de vivienda a tiempo completo; y
- El ingreso de la familia no excede el 40% de las Pautas Estatales para Ingresos Medios (State Median Income guidelines) (ver ingresos en la tarjeta).





Programa de descuento

Un 30 por ciento de descuento está disponible para los clientes que cumplan con las siguientes características:

- Tacoma Public Utilities (Servicios Públicos de Tacoma) factura directamente los servicios y la cuenta está a nombre del cliente elegible;
- Es un ocupante único o jefe de familia o la esposa del jefe de la familia;
- Es mayor de 62 años de edad O es un adulto que recibe ingresos por discapacidad que lo califican;
- Vive en la unidad de vivienda a tiempo completo; y
- El ingreso de la familia no excede el 40% de las Pautas Estatales para Ingresos Medios (State Median Income guidelines) (ver ingresos en la tarjeta).

Opciones de pago

Tacoma Public Utilities (Servicios Públicos de Tacoma) ofrece varias alternativas para ayudarlo a manejar su cuenta de servicios. También ofrecemos herramientas para automatizar sus pagos o establecer recordatorios automáticos.

- **Arreglos de pago**—¿necesita más tiempo para pagar su factura de servicios? Haga arreglos para pagar antes de la fecha de vencimiento de la factura. Llame a nuestra línea automatizada de servicio al cliente disponible las 24 horas al (253) 502-8608. También puede visitar la página **MyTPU.org/MyAccount** para solicitar arreglos de pago. Los clientes registrados en el Plan de Asistencia de Crédito de Cuentas (Bill Credit Assistance Plan) siguen siendo elegibles para obtener un crédito si se hacen los arreglos a tiempo y se paga la factura en su totalidad dentro de los 29 días posteriores a la fecha de su emisión.
- **Facturación por presupuesto**—las cuentas residenciales abiertas por al menos 12 meses pueden registrarse en la Facturación por presupuesto. Con la facturación por presupuesto, usted paga la misma cantidad por sus servicios mensualmente. En el 12.º mes, su monto se recalculará para los siguientes 12 meses.
- **AutoPay**—una opción de pago conveniente y automática que le permite pagar sus Servicios Públicos de Tacoma automáticamente a través de una tarjeta de débito/crédito o una cuenta bancaria.



Visite la página web **MyTPU.org/MyAccount**
para comenzar o llame a Servicios al cliente al
(253) 502-8400.



Herramientas y recursos de eficiencia energética y en el uso del agua

Si busca maneras de ahorrar energía y dinero en su hogar, revise las herramientas de Asesoría Energética en el Hogar. Las herramientas interactivas y divertidas lo ayudan a enfocarse en las áreas donde puede ahorrar más. Visite la página web MyTPU.org/Calculate.

TACOMA PUBLIC UTILITIES

Customer Solutions Office

3628 South 35th Street

Tacoma WA 98409-3192

MyTPU.org/Assistance

**Teléfono: (253) 502-8400 de 8 a.m. a 4 p.m.,
de lunes a viernes**

**Horario sin previa cita: de 10 a.m. a 3 p.m.,
de lunes a viernes**

**Fax: (253) 502-8609 de 8 a.m. a 4 p.m.,
de lunes a viernes**

Correo electrónico: cssolutions@cityoftacoma.org

