



APPROVED 7/8/26

MINUTES
City of Tacoma
Public Utility Board Study Session
June 10, 2026
3:00 p.m.

Chair O'Loughlin called the Public Utility Board study session to order at 3:00 p.m. in the third-floor conference room (LT1) of the Public Utilities Administration Building.

Present: John O'Loughlin; Elly Claus-McGahan; Anita Gallagher; William Bridges; Devin Hampton

Utility Technology Services: Contact Center as a Service Contract

Megan Davis, Sr. Technology Mgr, provided an overview of the business need for Contact Center as a Service (CCaaS). The last telephony upgrade was completed in 2018, and the current platform is no longer scalable. Replacement planning started in 2024 with an industry scan, facilitated workshops to collect use case needs, and RFP development for (CCaaS) and Unified Communications as a Service (UCaaS). The services, vendor qualifications, proposed contract amount, and vendor selection were summarized.

Tacoma Water: PFAS Update

Keri Burchard-Juarez, Tacoma Water Superintendent, provided opening remarks. Kim DeFolo, Principal Engineer and Lynn Stevens, Consultant with Brown and Caldwell provided an update on the PFAS treatment evaluation. The current percentage by source breakdown was provided for Green River Supply and Groundwater Well. An overview of the 14 wells located along S. Tacoma Way was discussed, with information provided that some PFAS can be treated at the S. Tacoma Pump Station. An update on PFAS regulations included current EPA PFAS rule setting limits, WA state aligning new state limits with current EPA limits, and any future EPA revision was provided. Tacoma Water must meet state standards. Sampling summary: Green River and North Fork wells (in watershed) continue to have no detections for regulated PFAS; South Tacoma and other in-town wells have varying PFAS concentrations. Project timeline was reviewed. Ms. DeFolo then reviewed water quality objectives to meet the EPA/State regulatory requirements on a running annual average (RAA) basis, capacity projections, DOH compliance overview, and PFAS treatment methods. Water looking into alternatives evaluation, phased implementation for Wells Pipeline Treatment, triggers, and implementation plan timeline. Ms. DeFolo reviewed the anticipated capital costs

breakdown provided through 2041. An update on PFAS MDL Settlement whereas of this week we have received \$9.1M with a total of \$11M anticipated by 2033. The presentation concluded with a review of next steps for remainder of 2026 and 2027/2028.

Utility Assistance Update

LaTasha Wortham, Deputy Director of Customer Experience and External Affairs, made introductory remarks. Shana Williams, Customer Service Division Manager presented an overview of the goals for the Bill Credit Assistance Plan (BCAP). Staff is looking to remove unnecessary barriers, provide income-based assistance, align program eligibility with trusted community partners and seeking to increase participation amongst the ALICE (Asset Limited, Income Constrained, Employed) population. Overview of current BCAP credit breakdown, proposed changes to Area Median Income (AMI) from 60% to 80%, and a look ahead to 2027 and beyond including developing a proposed income based tiered assistance model that will align with customer need. Future presentations are expected once updates are finalized.

Tacoma Power: Integrated Resource Plan

Ray Johnson, Power Utility Section Manager, made introductory remarks to the Tacoma Power 2026 Integrated Resource Plan (IRP). Rachel Clark, Integrated Resource Planning Mgr, reviewed the IRP schedule including an official comment period that will close on June 24. A summary of needs assessment along with resource options modeled in the IRP was presented. New resources unique to Tacoma Power include Demand Response which includes looking into an internal pilot program and adding additional hydro generator at Mossyrock Dam. An overview of draft strategy with two-year action plan and ten-year Clean Energy Action Plan (CEAP) was detailed by Ms. Clark. Next steps include bringing the IRP and associated legislation forth for Board approval at a future meeting.

Board Comments

Chair O'Loughlin and Director Flowers made positive comments regarding the Urban League State of Black Tacoma event.

Board Member Claus-McGahan commented on attending the WSAO Energy Compliance Entrance Conference.

Chair O'Loughlin and Board Member Claus-McGahan, along with Director Flowers, attended the Water Warehouse Groundbreaking ceremony. Positive remarks were made.

Director Flowers spoke of Board Member Gallagher's Board reconfirmation.

Director Flowers reported about the action of the City Council regarding the Civil Service Board recommendation and that the first reading regarding new services for non-profits took place at the 6/9 City Council meeting.

Executive Session

Chair O'Loughlin moved to enter into an executive session to discuss pending/potential litigation [RCW 42.30.110(1)(i)] 5:05 p.m. for 30 minutes; seconded by Board Member Claus-McGahan. Voice vote taken and carried. Chair O'Loughlin stated that after the conclusion of the executive session, the Board would not take further action, and the study session would be adjourned. Chair O'Loughlin moved that at the conclusion of the executive sessions, the Clerk of the Board is authorized to adjourn the meeting; seconded by Board Member Claus-McGahan. Voice vote taken and carried. Michael Smith, Deputy City Attorney, was the attorney present. The executive session was extended at 5:33 p.m. by 10 minutes and adjourned at 5:42 p.m.

Adjournment

The study session was adjourned at 5:42 p.m.

Approved:

A handwritten signature in black ink, appearing to read 'Elly Claus', with a stylized flourish at the end.

Elly Claus, Chair

A handwritten signature in black ink, appearing to read 'Devin Hampton', with a long horizontal line extending to the right.

Devin Hampton, Secretary