

TACOMA PUBLIC UTILITIES
3628 South 35th Street
Tacoma, Washington 98409-3192

To: Andy Cherullo, Finance Director
From: Alex Yoon, Utilities Deputy Director, Management Services
Subject: Fiscal Impact of 483 Customer & Field Services Unit Wage Increases for 2025-2027
Date: February 6, 2026

Background:

A Tentative Agreement has been reached between the City of Tacoma and the IBEW, 483 Customer & Field Services bargaining unit for a successor Collective Bargaining Agreement (CBA) effective January 1, 2025 to December 31, 2027.

Wage Increases:

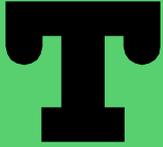
Effective January 1, 2025, the following bargaining unit classifications shall receive a two and three-quarter percent (2.75%) general wage adjustment.

- Customer Service Representative (06110)
- Mail and Stock Processor (00180)
- Meter Reader (06010)

Effective January 1, 2025, in addition to any general wage adjustments applied, the bargaining unit classifications listed below will receive the following one-time market adjustments:

- Customer Service Representative classification (06110) shall receive an additional four and one-quarter percent (4.25%).
- Customer Service Representative, Lead classification (06080) shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).
- Customer Service Representative, Technical classification (06120) shall be aligned ten percent (10%) above the Customer Service Representative classification (06110).
- Mail & Stock Processor (CSC 00180) shall receive an additional three and one-quarter percent (3.25%).
- Mail & Stock Processor, Senior classification (CSC 00120) shall be aligned 10% above the Mail & Stock Processor classification (00180).
- Meter Reader classification (06010) shall receive an additional two percent (2%).
- Advanced Meter Field Investigator shall be aligned ten percent (10%) above the Customer Service Representative classification (06110).
- Advanced Meter Field Investigator, Lead shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).
- Workforce Coordinator classification (06070) shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).





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Effective January 1, 2026, all bargaining unit classifications shall receive a three percent (3%) general wage adjustment.

Effective January 1, 2026, in addition to the general wage adjustment, the bargaining unit classifications listed below will receive a one-time, two percent (2%) market adjustment:

- Customer Service Representative
- Customer Service Representative, Lead
- Customer Service Representative, Technical
- Meter Reader
- Advanced Meter Field Investigator
- Advanced Meter Field Investigator, Lead
- Workforce Coordinator

Effective January 1, 2027, all bargaining unit classifications shall receive a three percent (3%) general wage adjustment.

Effective January 1, 2027, in addition to the general wage adjustment, the bargaining unit classifications listed below will receive a one-time, one and one-half percent (1.5%) market adjustment:

- Customer Service Representative
- Customer Service Representative, Lead
- Customer Service Representative, Technical
- Meter Reader
- Advanced Meter Field Investigator
- Advanced Meter Field Investigator, Lead
- Workforce Coordinator





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Salary Scales

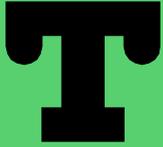
Effective January 1, 2025 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	29.91	31.41	32.98	34.63	36.36
06080		Customer Service Representative, Lead	39.73	41.72	43.81	46.00	
06120		Customer Service Representative, Technical	36.29	38.10	40.00		
00180		Mail & Stock Processor	25.10	26.35	27.67	29.05	30.50
00120		Mail & Stock Processor, Senior	30.43	31.95	33.55		
06010		Meter Reader	28.53	29.96	31.46	33.03	34.68
06020		Advanced Meter Field Investigator	36.29	38.10	40.00		
06030		Advanced Meter Field Investigator, Lead	39.73	41.72	43.81	46.00	
06070		Workforce Coordinator	39.73	41.72	43.81	46.00	

Effective January 1, 2026 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	31.43	33.00	34.65	36.38	38.20
06080		Customer Service Representative, Lead	41.75	43.84	46.03	48.33	
06120		Customer Service Representative, Technical	38.11	40.02	42.02		
00180		Mail & Stock Processor	25.85	27.14	28.50	29.92	31.42
00120		Mail & Stock Processor, Senior	31.34	32.91	34.56		
06010		Meter Reader	29.98	31.48	33.05	34.70	36.43





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06020		Advanced Meter Field Investigator	38.11	40.02	42.02		
06030		Advanced Meter Field Investigator, Lead	41.75	43.84	46.03	48.33	
06070		Workforce Coordinator	41.75	43.84	46.03	48.33	

Effective January 1, 2027 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	32.86	34.50	36.23	38.04	39.94
06080		Customer Service Representative, Lead	43.65	45.83	48.12	50.53	
06120		Customer Service Representative, Technical	39.85	41.84	43.93		
00180		Mail & Stock Processor	26.62	27.95	29.35	30.82	32.36
00120		Mail & Stock Processor, Senior	32.29	33.90	35.60		
06010		Meter Reader	31.33	32.90	34.55	36.28	38.09
06020		Advanced Meter Field Investigator	39.85	41.84	43.93		
06030		Advanced Meter Field Investigator, Lead	43.65	45.83	48.12	50.53	
06070		Workforce Coordinator	43.65	45.83	48.12	50.53	

APPENDIX A - Language Premium (Foreign Language Proficiency Pay) NEW

Management and the Union have agreed to a "TPU Customer Service Language Proficiency Program" pilot as prescribed in the July 28, 2025 document/proposal titled the same. This includes an application of rate of two percent (2%) that shall be paid to employees covered by this agreement who are certified in an approved language and acts as a foreign language interpreter, as assigned. This application of rate will be paid for all hours worked.

12.24.3 – Rain Gear

Each Automated Meter Field Investigator shall be provided ARC rated rain gear. Rain gear provided to Automated Meter Filed Investigators by the Utility will be replaced or repaired, as determined by the immediate supervisor, to maintain the rain gear in good condition. Upon separation or replacement of rain gear, the rain gear will be returned to the Operations Manager.





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12.24.1 Shoes

Employees, upon assignment to the section will be reimbursed up to three hundred dollars (\$300.00) for one (1) pair of safety shoes. NEW Should an employee elect to purchase two (2) pairs of safety shoes they will be reimbursed up to two hundred dollars (\$200.00) per pair.

12.24.5

The City agrees to provide uniforms and cleaning to employees performing work in the field as a TPU Field Operations Employee. Each employee will be issued the following uniform items appropriate to their position, which may include required flame resistant “FR” gear: 7 (seven) shirts, 7 (seven) pairs of pants, 1 (one) hooded sweatshirt. Individual items will be replaced as needed. Employees will be responsible for the cleaning and care of their own uniforms. Selection of uniforms shall be by mutual agreement. Uniforms and safety shoes must be worn at all times while performing regularly assigned field duties.

Fiscal Impact:

Incremental Impact of Wage Adjustments				
Department/Fund	Budgeted FTE	2025 Increase	2026 Increase	2027 Increase
0010 General Fund	12.00	26800.05	55,925	52,773
1155 Tacoma Fire EMS	9.00	28,074	39,748	37,509
4110 Planning & Development Services	4.00	8,856	18,785	17,727
4200 Environmental Services - Solid Waste	11.00	35,490	48,327	45,612
4300 Environmental Services - Wastewater	6.00	13,461	28,081	26,501
4600 Tacoma Water	2.00	9,935	7,566	7,140
4700 Tacoma Power	123.00	473,360	566,981	536,660
5800 GG Internal Services	7.00	26,449	29,328	27,675
Grand Total	174.00	622,426	794,740	751,597

The impact of the 2025-2026 increases is included in the current biennial budget. Totals exclude increased amount for employee safety shoes.

Concur:

H. Alex Goon on behalf of Jackie Flowers

Jackie Flowers, Director of Utilities, CEO

