



Recovering Together

Useful Covid-19 resources to manage utility bill payments and balances

As we move forward through the phases of pandemic recovery together, we know many customers in our community struggle financially. Here are several resources available to help:

- Information about federal relief funds for renters through Pierce County
 - PierceCountyWA.gov/HousingHelp
 - No internet? Call 2-1-1
- Low Income Home Energy Assistance Program (LIHEAP)
 - City of Tacoma residents
 - Mdc-Hope.org
 - 253-572-5557
 - Pierce County residents
 - PierceCountyWA.gov/97/HumanServices
 - 855-798-4328
- Expanded residential utility **payment assistance** so more households can qualify to receive additional help
- Updates about when disconnects and late fees will resume at MyTPU.org/COVID19
- Multiple **ways to pay your bill**, including online at MyAccount and [Pay Box locations](https://PayBox)
- Extended payment arrangements and waiver of late fees
 - We offer several options for **payment assistance** and will work with you to develop payment arrangements
 - TPU customers who have trouble paying their bills should call **Customer Services** at **253-502-8600** or **800-752-6745** and ask about extended payment plans. Phone lines are open Monday through Friday from 8 a.m. to 5:30 p.m.
- Tips for lowering electricity and water use
 - [Residential Incentives](https://ResidentialIncentives)
 - [Commercial Incentives](https://CommercialIncentives)
 - [Save Water & Lower Your Bill](https://SaveWater&LowerYourBill)
- Find out how you can support [Clean and Renewable Energy](https://CleanandRenewableEnergy), including through our Evergreen Options program

**FORWARD
TOGETHER**

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