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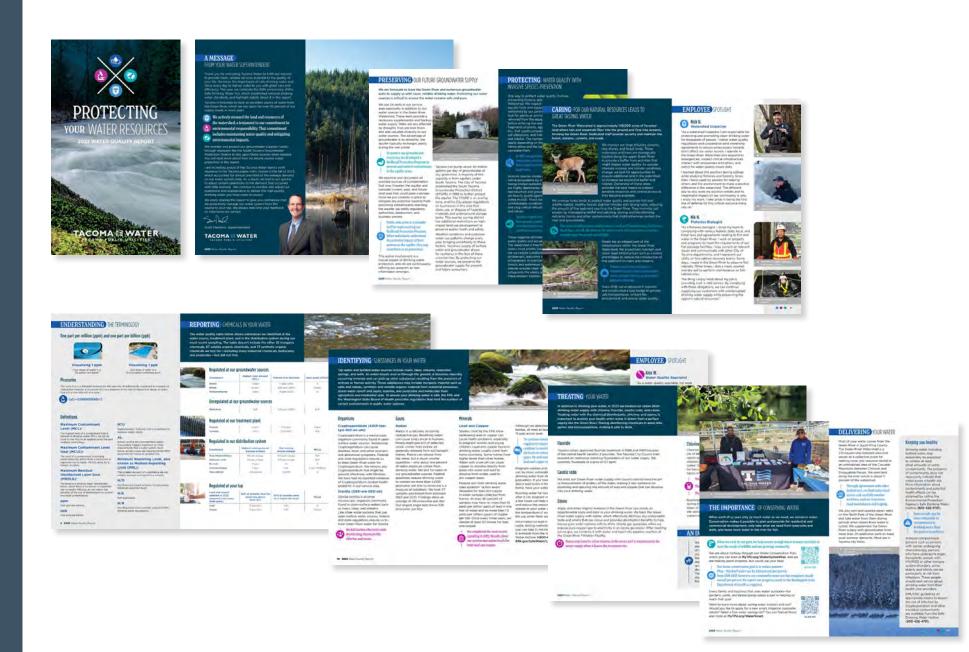
- 2 NEWSLETTERS & MAILERS
- 7 FACT SHEETS & FLIERS
- 9 EVENT DESIGN
- **14** SUITES OF MATERIALS
- **17** INFORMATION GRAPHICS
- 18 BRAND DEVELOPMENT
- 22 FILLABLE FORM DESIGN
- 23 BILL INSERTS

CONTENTS















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From the Interim City Manager, Martin Yamamoto

Dear Residents of Mill Creek,

In early 2020, we experienced one of the most significant events In our history. The Covid-19 pandemic crippled economies and workforces across our country, state, and our great city. On behalf of the City of Mill Creek, I want to thank you for your resilience and patience throughout this pandemic.

During my 18 years as a public servant, I have worked with many leaders across municipal governments and in the public sector. The City of Mill Creek's management team is one of the most productive I have ever worked with, and as our rebuilding continues, I am confident that this team will bring the City to a level of services that sets the standard for local government.

We are currently developing a 6.6 multi-year plan, focusing on rebuilding our core business. This foundation is necessary to deliver the highest quality. service to our residents and communities while planning for the future development of Mill Creek. - MARTIN VAMAMOTO -

This plan will require establishing an optimal workplace where staffing is a priority. We are in the process of filling our budgeted positions while planning for future capacity needs across all departments, including Police, Public Works, Planning, and Administration



We held an all-staff meeting on April 27, 2022, the first ance the start of the sandemic. Our leadership earn, including Mayor Brian oltzclaw and Mayor Pro Tem Stephanie Vignal, were esent to connect with mployees and update all int accomplishme and the City's goals I look orward to these meetings,

they are critical to our unications plan.

1 MILL CREEK CITY HIGHLIGHTS

On April 26, 2022, our residents voted to annex into South Snohomish County Fire & Rescue Regional Fire Authority (South County Fire). Annexing to South County Fire was the most cost-effective choice considering current data for 2022. Annexation will take effect in August, and property owners will start paying taxes to South County Fire in January of 2023. In the meantime, we will continue to pay Snohomish Regional File & Rescue (SRFR) for service until our contract expires on December 31, 2022. We appreciate the high-quality service SRFR has provided the city since 1983. Both SRFR and South County Fire have assured a seamless transition between the agencies. The Mill Creek Fire Station will continue to have the same number of apparatus, firefighters, and paramedics serving the community. We encourage residents to learn more about South County Fire at

www.southsnofire.org

We are proud to have published our first annual State of the City video. Thank you to Kathy Coffey Solberg of Leadership Snohomish County for sitting down with Mayor Holtzclaw and Mayor Pro Tem Vignal to talk about Council's priorities and goals for 2022 and beyond. You can watch the video by scanning this QR code. This year, the City is bringing back many

popular events and working on several new ideas to help bring our communities together In this effort, we often collaborate with local proanizations such as the Mill Greek Town Center Association, Mill Creek Chamber

of Commerce, Kiwanis, Rotary, YMCA, and others to help reach commu outside our local area and help improve the local economy. In addition, the City recently published its first annual Spring Performance Survey to help gather feedback about events and other topics. from those living and working in Mill Cree If you'd like to help shape the future of Mill

Creek, please take our surve this QR code. MEETY Mill Creek is a great place to I to our residents and commun government will continue to

















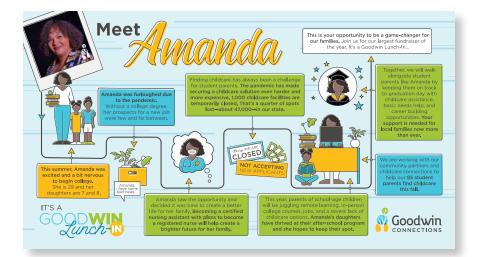


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CITY OF MILL CREEK // Newsletter





GOODWIN CONNECTIONS // Postcard Mailer









MyTPU.org/Assistance

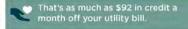




Tacoma Public Utilities 3628 South 35th Street Tacoma WA 98409

On our Bill Credit Assistance Plan, qualifying customers receive a monthly bill credit of up to \$50 for all services we bill.

You don't need to be current on your bill to receive the automatic credits. You can earn additional credits up to \$42 monthly when you make full, on-time payments.

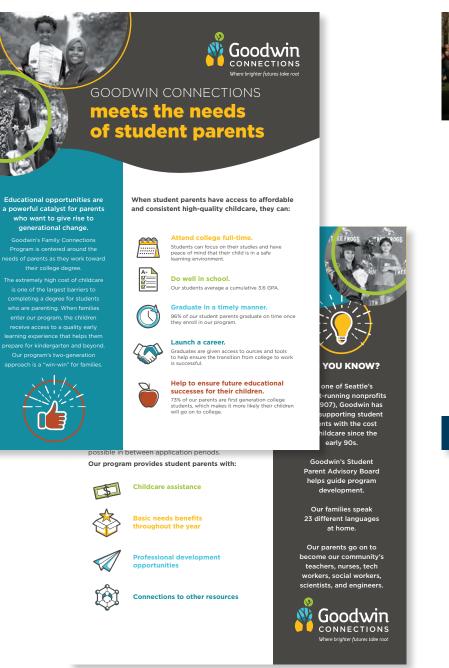


For more information about program qualifications and how to apply, visit MyTPU.org/Assistance or call 253-502-8600.

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TPU // Postcard Mailer







GOODWIN CONNECTIONS // FLYER

MILL CREEK // FACT SHEET





Help us enroll 10,000 Bill Credit Assistance Plan customers by the end of 2024

How you can help



Tell your friends and family we have programs for those who might need assistance paying their utility bills.

If you are out in the field, hand out our Bill Credit Assistance Plan cards to customers you meet during the day.

Ask your community center, daycare, or child's school if you can bring ₹. in flyers about available assistance.

When helping a customer, listen and if they mention difficulties paying their bill, then refer them to MyTPU.org/Assistance or transfer them to Customer Solutions.

For details on the Business Unit Goal for our entire utility, visit the Bill Credit Assistance Plan - Goal link on the Unet homepage.

MyTPU.org/Assistance





Removing barriers to electric transportation

Empower Mobility from PSE

The benefits of electrifying our transportation can be far-reaching. Transportation accounts for over 50% of Washington state's greenhouse gas emissions, and some communities bear a disproportionate amount of the health impacts.

But, switching to electric transportation can be expensive. To ensure all communities can access the benefits of electric transportation, all PSE Up & Go Electric programs include enhanced Empower Mobility incentives for projects benefiting historically underrepresented communities and the community-based organizations, government agencies and Tribal entities that serve them.

pse.com/empowermobility

For more on Empower Mobility incentives and eligibility, visit pse.com/empowermobility

Why go electric

There are many benefits to taking advantage of Empower Mobility incentives and replacing gas-powered vehicles with electric ones

- Cleaner air in your communities · More convenient fueling at home
- and work. · Reduced operating costs for fleets

The latest technology

Providing an amenity to employees, tenants and the community

at home

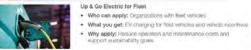
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- Up & Go Electric for Public
- · Who can apply: Businesses, governments and organizations · What you get: EV changing for all EV drivers
- · Why apply: Attract new customers while they charge and meet

Contact Us

If you have questions about Empower Mobility incentives or eligibility, email us at evprograms@pse.com

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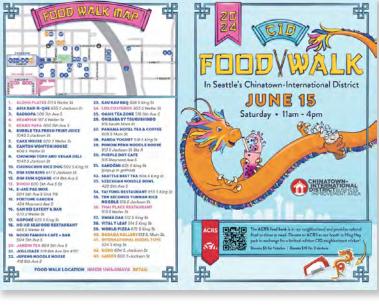
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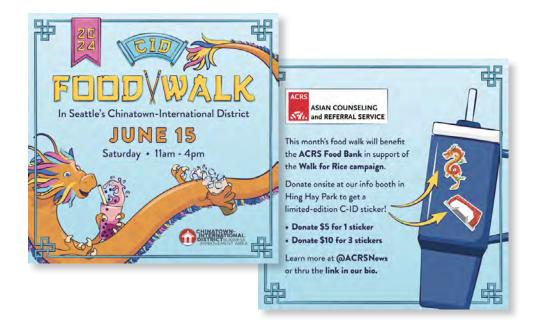
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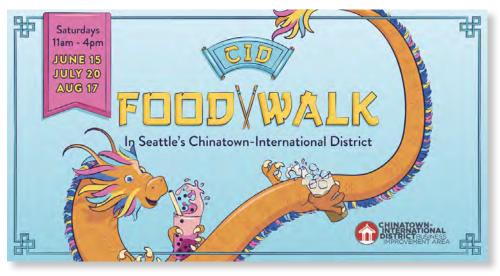
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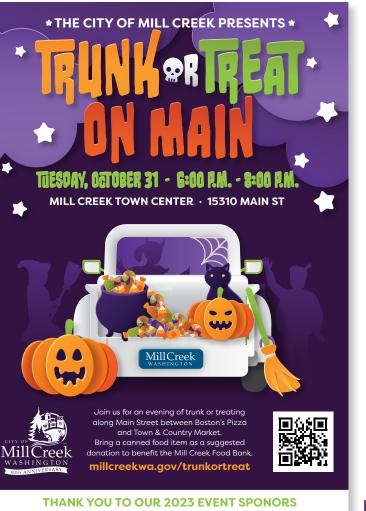
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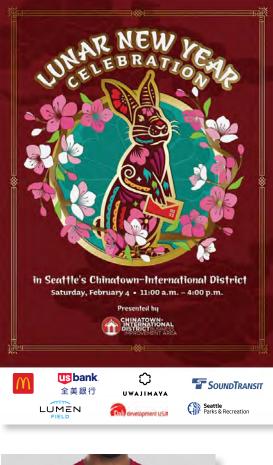
CITY OF MILL CREEK // PARTY IN THE PARKS EVENT





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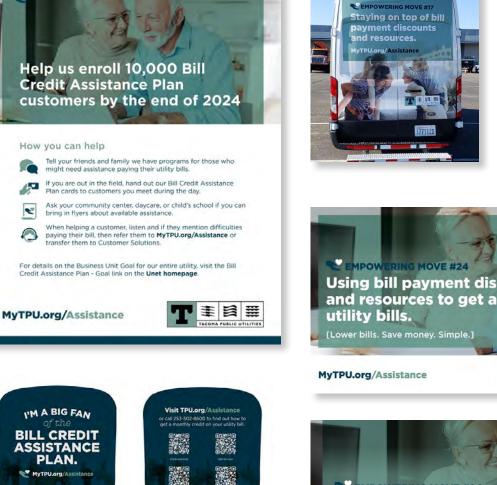














Tacoma Public Utilities 3628 South 35th Street Tacoma WA 96409

That's as much as \$92 in credit a month off your utility bill.



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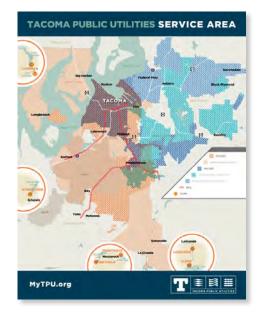


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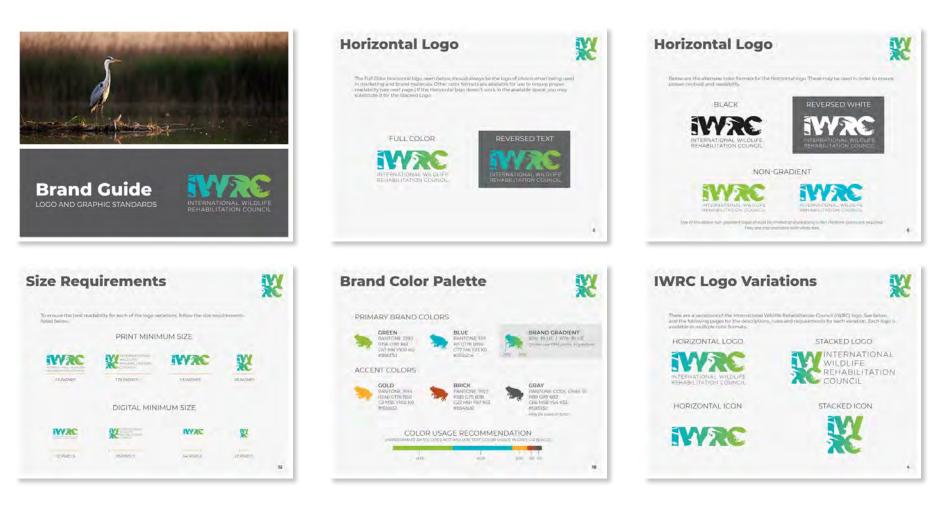
PURE SKINCARE // ICONS







TPU // SERVICE AREA MAP (LAYERED)







IRWC //LOGO DESIGN & BRAND DEVELOPMENT



See the icons below for use with Tecome Power Parks and the utility's related hydro projects. You may display the Parks logos in one or two colors. For additional icons, contact the Communications & Marketing Office.

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SMART HOM

One easy way you can help build a clean energy future for our community

You can help regional utilities learn about the energy savings and satisfaction of smart water heater controllers by participating in our two-year study.

Smart water heater controllers provide hot water when you need it and learn to save energy when you don't. Findings from the research will help accelerate beneficial clean energy programs and **you'll receive \$80**. It's easy.

> tree coupon

Learn more and sign up at MyTPU.org/SmartWaterHeater



Trees can help

lower your

utility bill

Plant

Get a \$30 coupon to buy up to three trees (\$90 maximum)

Planting trees in your yard can:

- Shade your home and reduce cooling costs by 8%-18%.
- Reduce stormwater runoff.
- Improve overall air quality.
- Beautify your landscape.

Tell your friends about the tree coupon!

Coupons expire March 31, 2022.

Visit MyTPU.org/TreeCoupon

TACOMA **POWER**

How to get a discount on utility services

If you or someone you know are over 62 or receiving state/federal disability income, you may qualify for our Discount Rate Program, which offers a 35% discount on electricity, drinking water, solid waste, wastewater, and stormwater.

Enrollment is easy! Complete our Residential Utility Assistance Application at MyTPU.org/Assistance and provide the required documents. Have questions? Call 253-502-8600.

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One change can save you **up to \$350 a year** on your electricity bill

Your water heater is one of the most inefficient appliances in your home and is likely driving up your electricity bill. What's the solution? Upgrade your water heater to a hybrid version.

We partnered with The Home Depot and Lowe's to offer **\$500 off** hybrid water heaters at local stores.

Find out how to get \$500 off a better water heater at MyTPU.org/WaterHeater500.



TACOMA RUBLIC UTILITIES

PSE PUGET SOUND ENERGY

Energy costs by the numbers For your home

Everything that you turn off and on costs money—but just how much? The charts below will help you understand the average energy cost to use common household appliances and equipment.

Heating and water heating	Average energy use	Cost per year
Electric water heating*		
Standard electric	5885 kWh	\$630.76
Heat pump water heater	2659 kWh	\$265.98
Natural gas water heating		
 Standard gas (tank) 	181 therms	\$166.52
 Efficient gas (tank) 	157 therms	\$144.44
Electric home heating		
Electric furnace	11,000 kWh	\$1,100.00
 Baseboard (convectors) 	8,760 kWh	\$876.00
 Efficient heat pump 	7,289 kWh	\$728.90
 Efficient ductless heat pump 	6763 kWh	\$676.30
Natural gas heating		
Standard furnace	703 therms	\$646.76
 Efficient gas furnace 	614 therms	\$564.88
 Fireplace pilot light 		\$69.55
 Gas fireplace (4 hrs/day, 4 months) 		\$261.82
Furnace fan motor		
 Standard (24 hours/day) 	1408 kWh	\$140.85
 EE (8 hours/day) 	704 kWh	\$70.44
 Standard (24 hours/day) 	2628 kWh	\$221.34
EE (24 hours/day)	1650 kWh	\$161.70

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