

**AGENDA**

<i>Min</i>	<i>Time</i>	<i>Discussion Item</i>		<i>Presenter</i>
<b><u>Administration</u></b>				
15	4:00-4:15	<b>a) Regular Business</b> a) Welcome and Introductions b) Attendance sheet – please sign in c) Review of October meeting summary d) Recruitment and Membership – Sheryl Shapiro		Chris Thompson, Chair
<b><u>Monthly Topic</u></b>				
75	4:15-5:30	Briefing and Discussion	<b>b) Understanding Customer Value of Water Service Interruptions -- Part 2</b> a) Review of October WSAC meeting discussion b) Focus on Commercial, Industrial, and Institutional Customers c) Next Steps	Tim Skeel and Mahama Bandaogo, SPU Asset Management
<b><u>Customer Concern</u></b>				
15	5:30-5:45	Briefing and Discussion	<b>c) Understand customer Concern About High Bill Experience</b>	Chris Thompson; Joan Bateman, SPU Customer
<b><u>Wrap Up</u></b>				
15	5:45-6:00	<b>Review</b> a) Rate Design Study Update from Tom Grant and Carol O'Hara b) Follow-up from today's meeting c) Upcoming WSAC schedule – Julie Burman  <b>4. Anything else?</b>		Chris Thompson, Chair