Seattle Public Utilities Customer Review Panel
Monday, March 4, 2019, 2 – 5 pm
Seattle Municipal Tower, 4901 (49th Floor)
Meeting 3

Agenda

1. Welcome (2 min.) Mami Hara

2. Standing Items (7 min.) Karen Reed
   a. Review of Today’s Agenda & Objectives
   b. Approval of December 5, 2018 Meeting Summary
   c. Communications to Panel
   d. Panel Questions Tracking List/Follow-up
   e. On-line training material: Ethics, Public Records, Open Public Meetings

3. Panel Process: Charter amendment and confirmation of Panel Officers (5 min.) Karen Reed

4. Major Project Updates:
   a. Ship Canal Water Quality Project (30 min.) Keith Ward
   b. Move Seattle (30 min) Bill Benzer (PDEB) Shannon Kelleher (DWW) Jon Ford (Water)

   BREAK (10 min)

5. Q4-2018 Strategic Business Plan (SBP) Update (25 min.) Natasha Papsoueva

6. Q4-2018 and Q-1 2019 Financial Status (20 min.) Cameron Findlay

7. Framing the Next Strategic Plan, Advancing SPU as a Community-Centered Utility (50 min.) Mami Hara
   a. Intro
   b. Two of three proposed lenses to achieve the Vision, guide the SBP development:
      i. Risk and Resiliency Guillemette Regan
      ii. Accountability & Affordability Jonathan Swift
8. **2019 Q2 Panel Meeting—Date and Proposed Agenda Items** (2 min.) Karen Reed
   - Q2 2019 SBP Update, Financial Status
   - Major Capital Projects Tracking
   - Deeper dive into Risk & Resiliency and Accountability & Affordability

9. **Adjourn**