### SPU Division Priorities—near term and longer term – as presented to Customer Review Panel on October 2, 2019

<table>
<thead>
<tr>
<th>Division</th>
<th>Current Challenges (working on now)</th>
<th>Looking ahead (next 6 years and beyond)</th>
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</table>
| Project deliver & engineering branch         | • Transparent real time capital project reporting to internal and external customers. CIP Map, Tableau Dashboards, CA PPM upgrade  
• Data tracking/analysis                                                                           | • Use data to evaluate and improve performance  
• Reduce capital project delivery soft costs  
• Reduce execution time for capital projects                                                           |
| Customer Service                              | • Utility customer service portal  
• Meter reading accuracy                                                                                 | • Evaluate and modify: Utility discount program, emergency assistance program, shutoff notification process            |
| Solid Waste                                   | • Comp Plan amendment finalized by Q2 2020  
• Construction beginning on South recycling Center in 2020  
• Plastic bags coming out of curbside recycling in January 2020                                        | • Federal legislation possible in 2020 to extend producer responsibility for waste in their products  
• Incentivize customers to reduce waste  
• Continue work to reduce/eliminate single use items (straws, plastic bags)                          |
| Clean City (homeless encampment removal, funded by General Fund dollars, performed by Solid Waste) | • Potential exposure to hazards during collection and cleanups  
• Evolving environment and requests that require the development and implementation of new programs      | • Long term role of SPU in Clean City  
• Creation of joint King County/Seattle homeless-services merger                                             |
| Drainage & Wastewater                         | • Balancing regulatory priorities and costs  
• Systems repair and renewal  
• Homelessness  
• resiliency                                                                                           | • Wastewater contract with King County and potentially divergent futures  
• Nutrients and upcoming general permit  
• Producer responsibility approach for stormwater and wastewater  
• Non-regulatory driven priorities continue to be underfunded and under resourced                        |
| Water                                         | • Move Seattle capital planning  
• Staffing for operations and maintenance divisions  
• Deferred maintenance                                                                                  | • Seismic study – recommended capital projects (est. $800M to seismically reinforce the system)  
• Climate change  
• Fish issues                                                                                           |