Seattle Public Utilities Customer Review Panel

Meeting 4

Monday, June 17, 1 - 4 pm
Seattle Municipal Tower, 4901 (49th Floor)

Agenda

1. **Welcome** (5 min.)
   
Mami Hara

2. **Standing Items** (8 min.)
   
   a. Review of Today’s Agenda & Objectives
   
   b. Approval Meeting Summaries: March 4, 2019 & May 10, 2019 Special Meeting
   
   c. Communications to Panel
   
   d. Panel Questions Tracking List/Follow-up

Karen Reed

3. **Major Project Updates** (20 min.)
   
   a. Present list of Major Projects

Keri Burchard-Juarez

4. **Q1-2019 Strategic Business Plan (SBP) Update** (25 min.)

Natasha Papsoueva

5. **Q1 2019 Financial Status** (20 min.)

John Holmes

   **BREAK** (10 min)

6. **Accountability and Affordability Framework** (60 min.)

Mami Hara, Jonathan Swift

7. **2021 – 2026 SBP Work Plan/Process Update** (30 min)

Jonathan Swift

8. **2019 Next Panel Meetings — Dates and Proposed Agenda Items** (2 min.)

Karen Reed

   a. September 2019 (4 hours)
      
      - Process Kick-off, Review of SPU Environmental Scan, Identification of Gaps, Opportunities, Panel Priorities for focus
   
   b. October 2019 (3 hours)
      
      - Accountability & Affordability, Operational Excellence, Customer Experience

9. **Adjourn**