Seattle Public Utilities Customer Review Panel
Wednesday, October 2, 1 – 5 pm
Seattle Municipal Tower, 4901 (49th Floor)
Meeting 5

Agenda

1. **Welcome** (10 min.)
   Staffing Updates          Mami Hara

2. **Standing Items** (15 min.)      Karen Reed
   a. Review of Today's Agenda & Objectives
   b. Approval of June 17, 2019 Meeting Summary
   c. Communications to Panel
   d. Panel Questions Tracking List/Follow-up
   e. SPU in the News/GM Comments

3. **Quarterly Report Outs** (20 min)
   a. Major Project Update & Report Demo       Keri Burchard-Juarez
   b. Opportunities for Deeper Dives           Keri Burchard-Juarez
   c. Q2-2019 Strategic Business Plan (SBP) Update Natasha Papsoueva
   d. Q2-2019 Financial Status Update         John Holmes

4. **Strategic Business Plan Process Kick-Off** (50 min)
   a. Welcome/Big Picture                   Mami Hara
   b. Roadmap, schedule, deliverables, direction needed  Jonathan Swift

**BREAK (15 min)**
5. **How are we doing in the current plan?** (1 hour)  
   Jonathan, Dani, Panel  
   a. Highlights - How did we do compared to the CRP’s guidance? How are we doing on the rate path?  
   b. Past SWOCs - themes and continuing relevance  
   c. Discussion: What’s changed, what have we missed?  

6. **Key SPU Issues - Current and Anticipated** (1 hour)  
   Keri, Jeff, Andrew, Rick  
   a. Overview/highlight of key current and potential issues by LoB/Branch  
   b. Discussion: what’s missing and on what issues would you like to spend time on?  

7. **2019 Next Panel Meeting—Dates** (2 min.)  
   Karen Reed  
   • Monday, October 21, 1 - 4 pm  
   • Tuesday, November 19, 2 - 5  
   • Tuesday, December 17, 9 am – noon  
   • January – TBD (4-hour meeting)  

8. **Adjourn**