Seattle Public Utilities Customer Review Panel

Tuesday, November 5, 12:30 – 4 pm

Note earlier start time

Seattle Municipal Tower, 4901 (49th Floor)

Meeting 7

Agenda

1. **Welcome** (5 min.) Mami Hara
2. **Standing Items** (30 min.) Karen Reed
   a. Review of Today’s Agenda & Objectives
   b. Approval of October 21, 2019 Meeting Summary
   c. Follow up on Future/Current Challenges discussion from October 21/next steps
   d. Communications to Panel
   e. Panel Questions Tracking List/Follow-up
      • System Development Charges Briefing (15 min.) Keri Burchard-Juarez
   f. SPU in the News/GM Comments
      • Seattle Time Story about RVs and Illicit Discharge/Next Steps
3. **Financial Early Outlook compared to last SBP** (30 min) Paula Laschober
   a. assumptions, key drivers, risks, & changes
   b. discussion, questions
4. **Financial Policies: Overview and Workplan** (30 min.) Paula Laschober
   a. What are financial policies and why do we have them?
   b. What are some key financial policies and how are we doing?
   c. Why are we updating our financial policies and what is our plan for review and bringing potential changes back to the CRP?
   d. Discussion, questions
5. **Asset Management Plans Status & Next Steps** (75 min) Alex Chen & Corinne DeLeon
   a. Overview of SPU’s approach to asset management

BREAK (15 min.)
b. Status of how DWW and Water are doing compared to the current 2018-2023 plan (replacement and renewal and assessment)

c. Highlights of what has been learned to date and additional work in process.

d. Plan for returning to CRP with options and recommendations for the 2021-2026 plan

e. Questions and discussion

6. **Voice of the Customer** (15 min.) Dani Purnell
   a. See handout for discussion at December meeting - SPU Voice of the Customer Inventory

7. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (2 min.) Karen Reed
   - Tuesday, December 17, 9 am - noon (Enterprise Risk, Risk and Resilience, Water Seismic, Affordability)
   - January, date TBD, Water Rate Study Plan/Status, Water Overview

8. **Adjourn**