Seattle Public Utilities Customer Review Panel  
Tuesday, December 17, 2019, 9 am - noon  
Seattle Municipal Tower, 4901 (49th Floor)  
Meeting 8  

**Agenda**

1. **Welcome/Today's Topics** (5 min.) Mami Hara
   
2. **Standing Items** (10 min.) Karen Reed
   a. Review of Today's Agenda & Objectives
   b. Approval of November 5, 2019 Meeting Summary
   c. Communications to Panel – Roadmap Review
   d. Panel Questions Tracking List/Follow-up
   e. SPU in the News/GM Comments

3. **2018-2023 Action Plan Status Updates – Infrastructure** (60 min) Corinne DeLeon
   a. Drainage and Wastewater
   b. Water Alex Chen

   BREAK (10 min)

4. **Risk & Resiliency – SBP Implications** (60 min) Denise Leung, Dan Ward
   a. Enterprise Risk Management
   b. Water Seismic Study Alex Chen, Bill Heubach

5. **Customer Outreach Update** (25 min) Dani Purnell, Vanessa Lund, Sam Keller, Ingrid Goodwin
   a. Voice of Community: themes from review of existing survey data
   b. 5 Questions Outreach Update
   c. Business Interviews Results
   d. 5 Questions Outreach Update

6. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (2 min.) Karen Reed
   - Meeting 9, January 13
   - Meeting 10, January 31
   - Meeting 11, February 14 (lunch provided)
   - Meeting 12, February 26
   - Meeting 13, March 20
   - Meeting 14, March 31

7. **Adjourn**