Seattle Public Utilities Customer Review Panel
Friday, January 31, 2020, 1pm – 4 pm
Seattle Municipal Tower, 4901 (49th Floor)

Meeting 10

Agenda

1. Welcome/Today’s Topics (5 min.) Mami Hara

2. Standing Items (25 min.) Karen Reed
   a. Review of Today’s Agenda & Objectives
   b. Approval of January 13, 2020 Meeting Summary
   c. Communications to Panel
   d. Panel Questions Tracking List/Follow-up
      • 2015 Action Plan Summary (Natasha Papsoueva)
   e. SPU in the News/GM Comments

3. Community Outreach Update & Discussion (20 min) Vanessa Lund
   a. Update on outreach
   b. Complete prior week "5 question discussion" Karen Reed


      BREAK (10 min)

5. Climate Change Initiatives (40 min) Ann Grodnik-Nagle

6. Water Line of Business – Services, Issues, Options (60 min) Alex Chen/Rick Scott
7. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)
   - Recap Follow-up questions
   - Meeting 11, Friday, February 14 (lunch provided), Friday, 11:30 am – 2:30 pm
   - Meeting 12, Wednesday, February 26, 1 – 4 pm
   - Meeting 13, Friday, March 20, 1 – 4 pm
   - Meeting 14, Tuesday, March 31, 1 – 4 pm
   - Meeting 15, Monday, April 13, 1 – 4 pm
   - Meeting 16, Friday, May 1, 9 am - noon
   - Meeting 17, Monday, May 18, 1 – 4 pm
   - Meeting 18, Friday, May 29, 1 – 4 pm

8. **Adjourn**