Seattle Public Utilities Customer Review Panel

Friday, February 14, 2020, 11:30 am - 2:30 pm
Seattle Municipal Tower, 4901 (49th Floor)

Meeting 11

Agenda

1. Welcome/Today's Topics & Wayfinding (5 min.) Mami Hara

2. Standing Items (10 min.) Karen Reed
   a. Review of Today's Agenda & Objectives
   b. Approval of prior Meeting Summary
   c. Communications to Panel
   d. Panel Questions Tracking List/Follow-up
   e. SPU in the News/GM Comments


4. “Five Questions” Follow-up (15 min) Karen Reed

5. Solid Waste Line of Business - Services, Issues, Options (40 min) Jeff Fowler
   a. Background, Financial Overview, and Service Levels
   b. Looking Ahead to Strategic Priorities 2021-2026

BREAK (10 min)

6. Drainage and Wastewater Line of Business - Services, Issues, Options (80 min)
   Ben Marre, Corrinne DeLeon, Julie Crittenden
   a. Background, Financial Overview, and Service Levels
   b. Review 2018-2023 Action Plans
c. Looking Ahead to Strategic Priorities 2021-2026

7. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)  
   Karen Reed
   - Recap Follow-up questions
   - 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