Seattle Public Utilities Customer Review Panel  
Wednesday, February 26, 2020, 1pm – 4 pm  
Seattle Municipal Tower, 4901 (49th Floor)  

Meeting 12  

**Agenda**  

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

2. **Standing Items** (30 min.)  
   Karen Reed  
   a. Review of Today's Agenda & Objectives  
   b. Approval of Feb 14, 2019 Meeting Summary  
   c. Communications to Panel  
   d. Panel Questions Tracking List/Follow-up  
   e. SPU in the News/GM Comments  

3. **Facilities – Investments and Options** (30 min)  
   Ben Whitley  

4. **Clean Cities & Homelessness Response** (30 min)  
   Jeff Fowler, Idris Beauregard & Chris Wilkerson  
   BREAK (10 min)  

5. **Rate Path Update** (30 min)  
   Paula Laschober  

6. **HDR Study & Accountability and Affordability Plan Update** (25 min)  
   Keri Burchard-Juarez, Jonathan Swift  

7. **Customer Outreach Update** (5 min)  
   Dani Purnell  

8. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)  
   Karen Reed
- Recap Follow-up questions
  - 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

9. Adjourn