Seattle Public Utilities Customer Review Panel

Friday, March 20, 2020, 1pm - 4 pm
Meeting Held Virtually

Meeting 13

Agenda

1. **Welcome/Today’s Topics & Wayfinding** (15 min.)  
   Mami Hara
   
   Introduction & Remarks - Councilmember Pedersen

2. **Standing Items** (30 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
      - Facilities Financial Summary Table (Andrew)
   e. SPU in the News/GM Comments
      - COVID_19 Update - City and SPU response  
      Mami Hara, Andrew Lee

3. **RV Wastewater Pilot** (15 min)  
   Chris Wilkerson

4. **Customer Assistance Programs** (75 min)  
   
   a. Utility Discount Program Self Certification, COVID-19 Response  
      Kahreen Tebeau
   b. Utility Discount Shut-Off Prevention  
      Kathy Thielen
   c. Leak Adjustments  
      Aurora Mendoza
   d. Side Sewer Assistance  
      Kevin Burrell

BREAK (10 min)
5. **Rate Path Update** (30 min)  
   Paula Laschober, Maria Coe

6. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)  
   Karen Reed
   - Recap Follow-up questions
   - Meeting 14, Tuesday, March 31, 1 - 4 pm - virtual meeting
   - 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

7. **Adjourn**