Seattle Public Utilities Customer Review Panel

Friday, April 17, 1 – 4 pm
Virtual Meeting

Meeting 15

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 Prior Meeting Summary
   c. Communications to Panel
   d. Panel Questions Tracking List/Follow-up
   e. SPU in the News/GM Comments
      - Timing of SBP Mami Hara
      - Seattle Times Story Mami Hara
      - COVID Update Mami Hara, Keri Burchard-Juarez
   f. Quarterly Reporting (20 min) Keri Burchard-Juarez, Paula Laschober, Natasha Papsoueva

3. Rate Path Update (30 min) Paula Laschober, Maria Coe

   BREAK (5 min)

4. Affordability Benchmarks and SBP Key Performance Indicators (40 min) Kevin Buckley, Natasha Papsoueva
5. **DRAFT Panel Letter** (30 min)  
   - Process Options  
   - Top of Mind – items from panel members  
   - Discussion  
   - Homework – what else is important?

6. **2020 Next Panel Meeting—Date and Proposed Agenda Items** (10 min.)  
   - Preference for ongoing quarterly meetings  
   - Recap Follow-up questions  
   - 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**