Seattle Public Utilities Customer Review Panel

Monday, April 29, 2013, 1:30 – 4:30 p.m.
SPU Conference Room #4901
Seattle Municipal Tower

Meeting 1

Proposed Agenda

1. Welcome, Introductions (45 min.)
   Karen Reed, Facilitator
   Councilmember Jean Godden
   Ethan Raup, Director of Operations, Mayor’s Office
   Ray Hoffman, Director, SPU
   Panel Members
   SPU Leadership Team

   Binder Tab: Who’s Who

2. Goal of the Strategic Business Plan and Role of the Customer Review Panel (15 min.)
   Ray Hoffman  Binder Tab: Panel Roles & Rules

   Karen Reed  Binder Tab: Panel Roles & Rules

4. Presentation and Discussion: Introduction to Seattle Public Utilities (1 hour)
   Ray Hoffman, Nancy Ahern  Binder Tab: Tab 1

5. Review Draft Workplan for Meetings 1-8 and Calendar for Upcoming Meetings (20 min.)
   Diane Clausen, Karen Reed  Binder Tab: Workplans

   Please bring your calendar to the meeting so we can confirm Panel member availability for proposed meetings in July-September.

6. Next Meeting: Monday, May 6, 1:30-4:30. Proposed Agenda:
   • Presentation: Detailed Introduction to SPU
   • Presentation on Line of Business: Water
   • Presentation on Line of Business: Drainage & Wastewater
   • Draft Panel Charter

7. Adjourn