

Seattle Public Utilities' Strategic Business Plan Customer Review Panel

Goal of Strategic Business Plan. [From Resolution 31429]. Set a transparent and integrated direction for all of SPU's business lines that reflects customer values, provides rate predictability for utility customers, and results in best value for customer dollars.

Role/Duties of Customer Review Panel. [From Resolution 31429]. Specific Panel duties include:

- a. Gaining a working knowledge of SPU services, financial policies, costs and rates;
- b. Reviewing the Plan's assumptions, technical evaluations, policy directions, and action alternatives;
- c. Working closely with staff designated by the City Council and the Mayor to understand the issues and concerns of the elected representatives of the City;
- d. Providing to the Mayor and City Council comments on the Strategic Business Plan concurrent with delivery of the final proposed Plan to Council;
- e. Assisting the Mayor and City Council in engaging customers in discussions of the merits and implications of the Strategic Business Plan.

