### Seattle Public Utilities Customer Review Panel

December 14, 2016, 1:30pm – 4:30pm  
SPU Conference Room #4901, Seattle Municipal Tower  
Meeting #6  

**Proposed Agenda**

**Purpose:** The Customer Review Panel provides the voice of the customer in each step of the 2018-2023 Strategic Business Plan Update.

<table>
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<tr>
<th>Agenda Item</th>
<th>Facilitator</th>
<th>Time</th>
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| 1. Welcome  
CRP: Where we are, where we are going | Mami Hara, SPU General Manager | 1:30-1:45  
15 minutes |
| 2. Review and Approval of Meeting 5 Summary  
Follow-up Items from Meeting 5  
Review Questions Document | Brian Medford  
Karen Reed, Facilitator | 1:45-1:55  
10 minutes |
| 3. Workplan Update Review | Melina Thung  
Brian | 1:55-2:15  
20 minutes |
| 5. Embedding Service Equity in the SBP Update | Michael Davis | 2:15-2:35  
20 minutes |
| 5. Major Program Highlight: Drainage and Wastewater, Part 1  
Ben Marre  
Julie Crittenden | 2:35-3:20  
45 minutes |
| **Break** | | 3:20-3:30  
10 minutes |
| 5. Major Program Highlight: Drainage and Wastewater, Part 2  
Ben Marre  
Julie Crittenden | 3:30 -4:15  
45 minutes |
| 7. Q&A, Next Steps, and Adjourn | Karen  
Brian | 4:15-4:30  
15 minutes |

*Next meeting: Wednesday, January 11, 1:30-4:30pm*