

Seattle Public Utilities Customer Review Panel

September 28, 2016, 1:30 – 4:30pm

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #1

Proposed Agenda

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

	Agenda Item	Facilitator	Time
1.	Welcome and Introductions	Karen Reed, Facilitator Mami Hara, Director, SPU Panel Members Mayor's Office Staff Council Staff SPU Executive Team	30 minutes
2.	Goal of the Strategic Business Plan Update and Role of the Customer Review Panel	Melina Thung	10 minutes
3.	Panel Organization: Proposed Ground Rules and Charter	Karen Reed	30 minutes
4.	Seattle Public Utilities (SPU) Overview	Melina Thung	20 minutes
	<i>Break</i>		10 minutes
5.	SPU Corporate Functions Overview	Susan Sanchez	20 minutes
6.	Strategic Business Plan Overview	Melina Thung Brian Medford	30 minutes
7.	Review Draft Workplan for Meetings 1-4	Brian Medford Karen Reed	15 minutes
8.	Q&A, Next Steps and Adjourn	Group	15 minutes

Outcome: Delivery of final proposed 2018-2023 Strategic Business Plan Update to the Mayor and City Council by end of May 2017.

Next meeting: Wednesday, October 12, 1:30-4:30pm