

## SPU Strategic Business Plan 2018-2023 Update

### Customer Review Panel Work Plan

Meeting	SPB Update Topics	Deliverable/Outcome	Materials
9/28	<ol style="list-style-type: none"> <li>1) Welcome and Introductions</li> <li>2) Goals of the SBP Update and Role of Panel</li> <li>3) Workplan Review</li> <li>4) Panel Ground Rules and Charter</li> <li>5) SPU Overview</li> <li>6) SBP Overview (where we are, challenges, where we are headed)</li> <li>7) Corporate Functions Overview</li> </ol>	<ul style="list-style-type: none"> <li>• Provide foundational knowledge for ongoing Panel work.</li> <li>• Clarity around Update vs New SBP.</li> <li>• Draft charter and develop ground rules.</li> <li>• Provide foundational background on SPU and corporate functions.</li> </ul>	<ul style="list-style-type: none"> <li>• CRP Notebook</li> <li>• Various administrative documents</li> <li>• SPU 2015-2020 SBP</li> <li>• Learning Materials</li> </ul>
10/12	<ol style="list-style-type: none"> <li>1) Approve Panel Charter</li> <li>2) Nominate chair and co-chair</li> <li>3) Water Overview</li> <li>4) Drainage and Wastewater Overview</li> <li>5) Solid Waste Overview</li> <li>6) 2015 Employee Survey</li> <li>7) 2016 Customer Focus Groups</li> </ol>	<ul style="list-style-type: none"> <li>• Final Charter and named chair and co-chair.</li> <li>• Provide summary of what we've heard from our employees and customers.</li> <li>• Provide foundational background on LOBs.</li> </ul>	<ul style="list-style-type: none"> <li>• CRP Notebook</li> <li>• Learning documents</li> <li>• Panel Charter</li> <li>• Financial Documents</li> </ul>
10/26	<ol style="list-style-type: none"> <li>1) Futuring and SWOC</li> <li>2) Current status of 2015-2020 SBP (Action Plans, Efficiencies, Quarterly Report and Rate Path)</li> <li>3) Baseline Part 1 (Financial Overview, Financial Assumptions)</li> <li>4) <i>Logistics: CRP Photos for Website</i></li> </ol>	<ul style="list-style-type: none"> <li>• Baseline concepts introduced.</li> <li>• Provide foundational knowledge for future financial conversations.</li> <li>• Understanding of 2015-2020 Action Plans/Efficiencies, set context for 2018-2023 New Investments/Savings.</li> </ul>	<ul style="list-style-type: none"> <li>• CRP notebook</li> <li>• Learning Documents</li> </ul>
11/9	<ol style="list-style-type: none"> <li>1. Baseline Part 1 Recap</li> <li>2. Baseline Part 2 (Adjustments)</li> <li>3. Service Equity</li> <li>4. (Possibly Teeing Up New Investments and Savings)</li> </ol>	<ul style="list-style-type: none"> <li>• Further develop understanding and implications of baseline and adjustments.</li> <li>• Begin conversation to integrate service equity in the SPB update</li> </ul>	<ul style="list-style-type: none"> <li>• CRP Notebook</li> <li>• Learning Documents</li> </ul>
11/30			
12/14			
1/11			
1/25			
2/8?	<i>*Meeting date may be adjusted</i>		

2/22			
3/8			
3/22			
4/5			
4/19			
5/3			
TBD	Final Panel Event		

Items to be Covered November through May

- SPB New Investments
- SPB Savings
- Customer Outreach Plans and Approach
- Employee Engagement
- Proposed Rate Path
- Metrics (including Service Levels)
- Equity Toolkit
- Draft Plan Update
- Panel Comment Letter