

Customer Review Panel

Seattle Public Utilities

May 10, 2021



City of Seattle

Welcome & SPU Updates

Mami Hara

CEO and General Manager, SPU



City of Seattle

Public Comment

Moderator: Karen Reed



City of Seattle

Committee Business

Presenters: Karen Reed, Dani Purnell, Kate Morrison

Recruitment and Appointment Cohorts

Cohort 1			Cohort 2		
Position	Appointer	3yr Term Expiring	Position	Appointer	3 yr Term Expiring
1. Vacant (Jessa)	Mayor Appointee	July 31, 2021	7. Bobby Coleman	Mayor Appointee	July 31, 2022
2. Vacant (Kyle)	Council Appointee	July 31, 2021	8. Noel Miller	Council Appointee	July 31, 2022
3. Dave Layton	Mayor Appointee	July 31, 2021	9. Puja Shaw	Mayor Appointee	July 31, 2022
4. Suzie Burke	Council Appointee	July 31, 2021	10. Thy Pham	Council Appointee	July 31, 2022
5. Maria McDaniel	Mayor Appointee	July 31, 2021	11. Rodney Schauf	Mayor Appointee	July 31, 2022
6. Laura Lippman	Council Appointee	July 31, 2022			

City Council & Mayor's Office Updates

Presenters: Akshay Iyengar, Brian Goodnight



City of Seattle

Essential Services Metrics + Focus Area Progress

First Quarter 2021

May 10, 2021



SPU CIP Projects - PDEB Portfolio

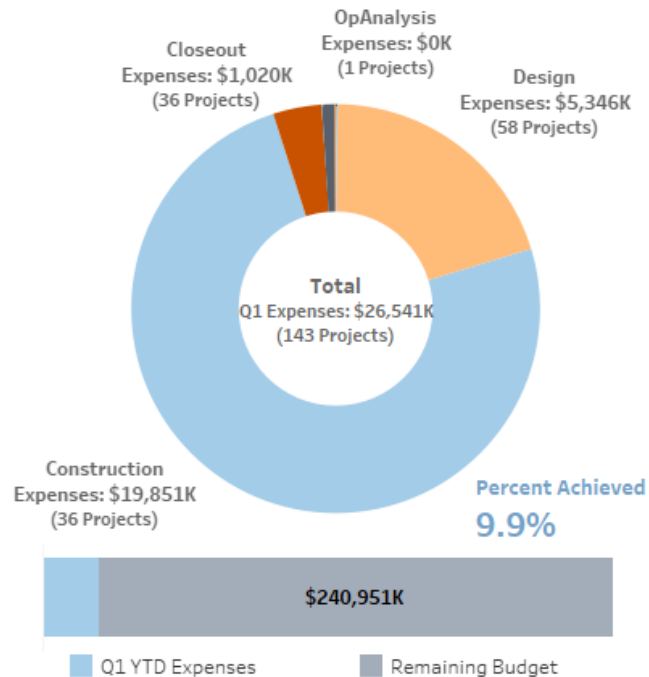
First Quarter 2021

May 10, 2021



Q1 2021 PDEB CIP Spending

YTD Q1 2021 PDEB CIP Spending



Upcoming Construction Bids

- C114074 430 Pipeline Improvements – Advertise June 2021
- C117001 CP Improvements 2019 Package – Advertise July 2021
- C117045 Watermain Rehab Package #3 – Advertise May 2021
- C314057 South Park Roadway and Drainage Improvements – Advertised 4/7/2021
- C316056 Longfellow NDS (Natural Drainage Systems) – Advertised 4/8/2021
- C600273 Cloverdale Bioretention – Advertise May 2021
- C312060 Broadview Drainage Improvements – Advertise August 2021
- C317017 Sewer Lining Contract (Small Diameter) – Advertise August 2021



Q1 2021 PDEB CIP Spending

Key Updates

C113007 – Lake Forest Park Reservoir Covering. Construction Contract Executed 1/28/21.

C212041 – STS2 Solid Waste Facilities. E-Team approved site layout. HDR is updating the deliverables for Ecology which will be sent 3Q2021. In parallel process, HDR is working on identifying which items from the previous design can be used moving forward.

C308011 – South Park Pump Station. Currently in construction. Some construction delays due to unanticipated discovery of contaminated soils. Construction will be completed in early 2023.

C315507 – Wallingford Conveyance (SCWQP). Project working towards 100% design milestone in May 2021. Anticipate advertise Q1 2022

C315502 – TEPS (SCWQP). Project working towards 90% design milestone in July 2021.

C117069 – Tolt Debris Boom. Options analysis was completed at the end of last year and the Draft Basis of Design Report was finalized in February of this year. Final design and permitting will go through 2022 with construction slated to start in 2023.

C315503 – Storage Tunnel (SCWQP). In construction, tracking on schedule and on budget after 1 year of construction. Successful Tunnel Boring Machine (TBM) naming process. 2 TBMs will begin tunneling summer 2021.

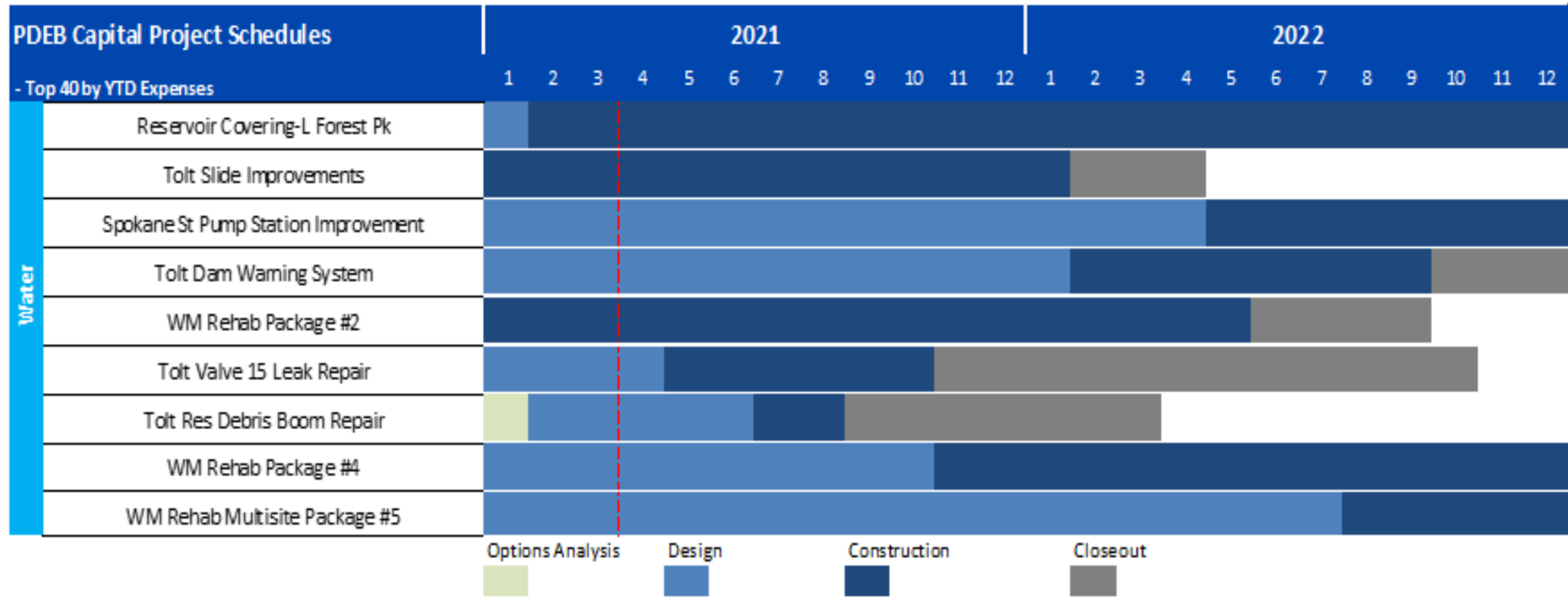
C399315 – Taylor Creek Culvert Replacement. Team is currently working on the 30% design of distributed sediment management structures in Dead Horse Canyon.

C600490 – Longfellow Creek Floodplain Reconnection. Funding agreement with SDOT has been finalized and consultant procurement is underway.

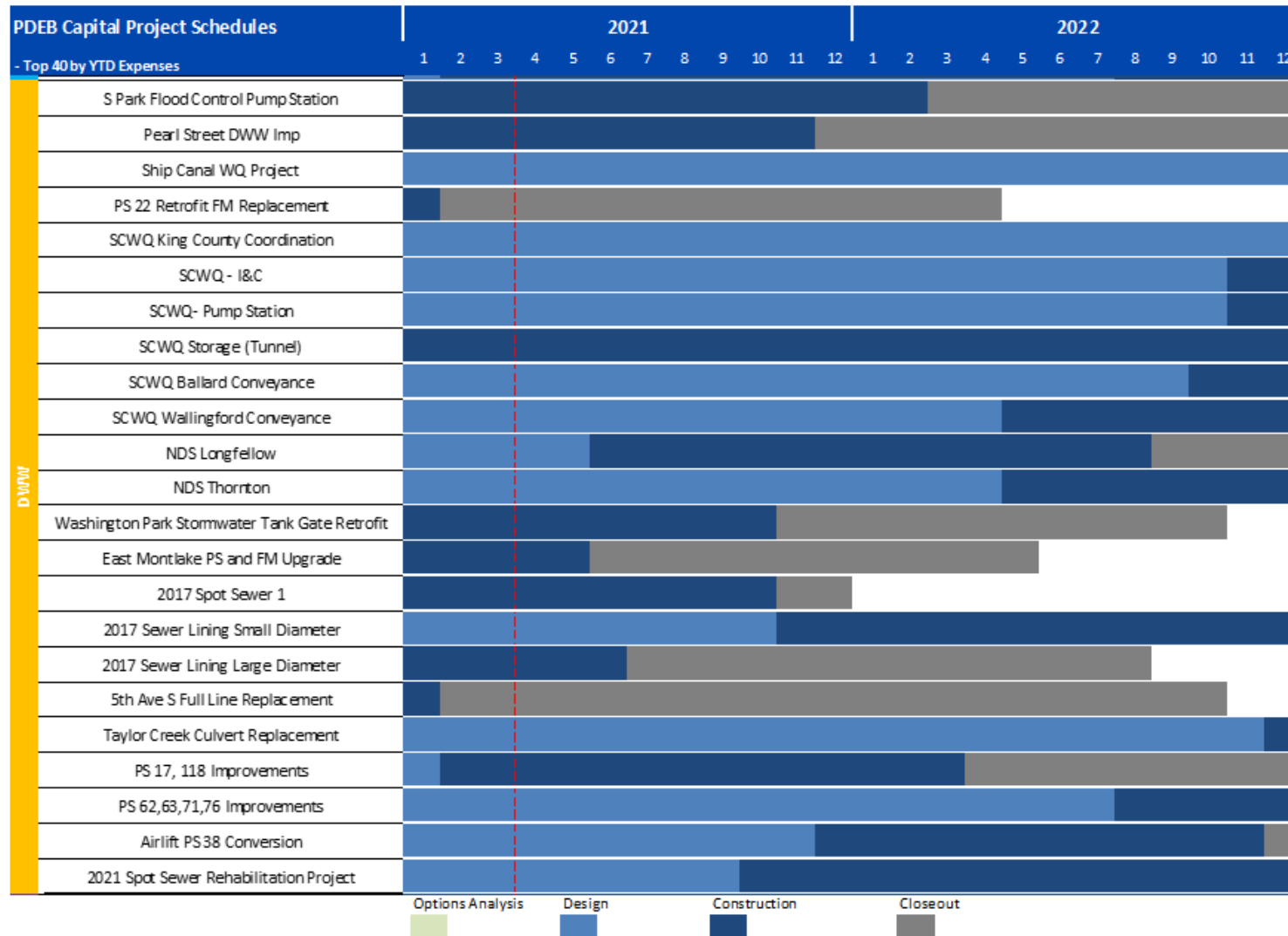
C312051 – Pearl Street DWW Improvements. The project is midway through construction and will be completed by the end of the year. SPU crews completed 80% of the Q1 target for drainage rehabilitation. At the end of Q1, crews had completed 20 of the 25 targeted work orders. By the end of the Q1, SPU completed the review of the drainage program, and is preparing to present the review to Directors in Q2.



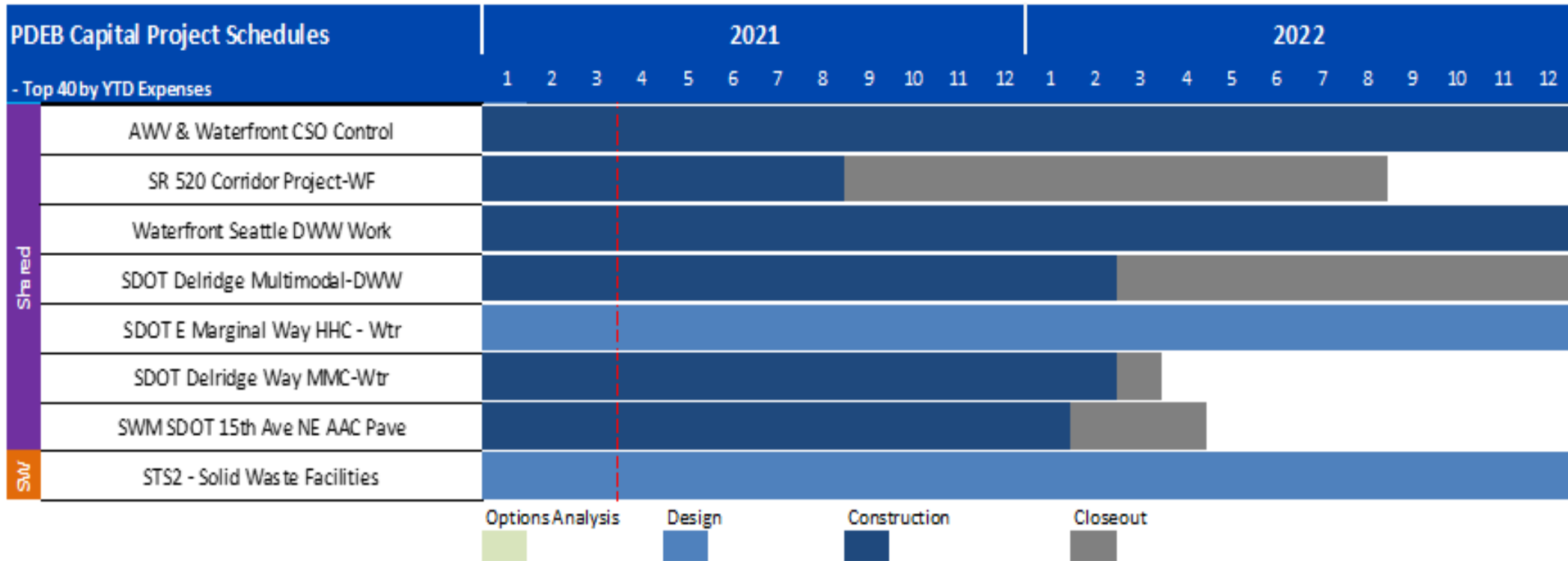
2021-2022 Capital Project Schedule - Water



2021-2022 Capital Project Schedule - DWW



2021-2022 Capital Project Schedule - Shared Services and SW



SPU Quarterly Financial Update

First Quarter 2021

May 10, 2021



Water Fund 2021 Q1 Financial Results

(\$ in millions)

	2021 Annual				2021 Through March			
	Annual Plan to Spend	Annual Spent to Date	Annual Remaining to Spend	% Annual Remaining to Spend	YTD Planned to Spend	YTD Spent	YTD Variance	% YTD Under Spend
Expenditures								
Operating	\$262	\$50	\$212	81%	\$55	\$50	\$5	9%
Capital	\$117	\$11	\$106	91%	\$13	\$11	\$2	15%
Total Expenditures	\$379	\$61	\$318	84%	\$68	\$61	\$7	10%
	Annual Planned Revenue	Annual Received to Date	Annual Remaining to Receive	% Annual Remaining to Receive	YTD Planned Revenue	YTD Received	YTD Variance	% YTD Revenue Under Recovery
Operating Revenue								
Retail Customer Rev.	\$214	\$42	\$172	80%	\$43	\$42	\$1	2%
Wholesale Customer Rev.	\$52	\$10	\$42	81%	\$9	\$10	(\$1)	(11%)
Other Revenue	\$12	\$4	\$8	67%	\$3	\$4	(\$1)	(33%)
Total Operating Revenue	\$278	\$56	\$222	80%	\$55	\$56	(\$1)	(2%)

*Negative number means over-spend in the case of expenses, and over-recovery in the case of revenue.



Drainage and Wastewater Fund 2021 Q1 Financial Results

(\$ in millions)

	2021 Annual				2021 Through March			
	Annual Plan to Spend	Annual Spent to Date	Annual Remaining to Spend	% Annual Remaining to Spend	YTD Planned to Spend	YTD Spent	YTD Variance	% YTD Under Spend
Expenditures								
Operating	\$466	\$93	\$373	80%	\$108	\$93	\$15	14%
Capital	\$278	\$30	\$248	89%	\$44	\$30	\$14	32%
Total	\$744	\$123	\$621	83%	\$152	\$123	\$29	19%
	Annual Planned Revenue	Annual Received to Date	Annual Remaining to Receive	% Annual Remaining to Receive	YTD Planned Revenue	YTD Received	YTD Variance	% YTD Revenue Under Recovery
Operating Revenue								
Wastewater Revenue	\$315	\$71	\$244	77%	\$75	\$71	\$4	5%
Drainage Revenue	\$165	\$41	\$124	75%	\$41	\$41	\$0	1%
Other Revenue	\$6	\$2	\$4	67%	\$2	\$2	\$0	0%
Total	\$486	\$114	\$372	77%	\$118	\$114	\$4	4%

*Negative number means over-spend in the case of expenses, and over-recovery in the case of revenue.



Solid Waste Fund 2021 Q1 Financial Results

(\$ in millions)

	2021 Annual				2021 Through March			
	Annual Plan to Spend	Annual Spent to Date	Annual Remaining to Spend	% Annual Remaining to Spend	YTD Planned to Spend	YTD Spent	YTD Variance	% YTD Under Spend
Expenditures								
Operating	\$217	\$39	\$178	82%	\$49	\$39	\$10	20%
Capital	\$25	\$10	\$15	60%	\$2	\$10	(\$8)	(400%)
Total	\$242	\$49	\$193	80%	\$51	\$49	\$2	4%
	Annual Planned Revenue	Annual Received to Date	Annual Remaining to Receive	% Annual Remaining to Receive	YTD Planned Revenue	YTD Received	YTD Variance	% YTD Revenue Under Recovery
Operating Revenue								
Residential	\$145	\$37	\$108	74%	\$36	\$37	(\$1)	(3%)
Commercial	\$58	\$14	\$44	76%	\$15	\$14	\$1	7%
Other Revenue	\$18	\$5	\$13	72%	\$4	\$5	(\$1)	0%
Total	\$221	\$56	\$165	75%	\$55	\$56	(\$1)	(2%)

*Negative number means over-spend in the case of expenses, and over-recovery in the case of revenue.



SBP Focus: Empowering Customers, Community, and Employees

Presenters: Andrew Lee, Ben Marré, Todd Snider, Debra Reed



City of Seattle

Focus Area: Empowering Customers, Community, and Employees

- **Remove barriers:** We support and uplift residents and businesses by ensuring equitable services, information, and educational materials to help everyone steward our shared, precious resources.
- **Partner with community to maximize the benefits of SPU investments:** We are improving our investment strategies in ways that help SPU contribute to economic opportunity, enhance livability, and build sustainability.
- **Invest in our employees:** We are cultivating a compassionate and dynamic work culture that prioritizes racial equity and attracts, inspires, and invests in existing and future employees—our most valuable resource.

Workforce Facilities Investments

Strategy: Foster a more equitable workplace, work culture, and better work opportunities

- Cedar Falls Phase 2
- North Operations Center
- South Operations Center
- Seattle Municipal Tower
- Facilities Master Plan Update



Workforce Facilities Timeline

Part 2. Targeted Commitments and Performance Measures

Major Milestone	Targeted Commitment
Facility Master Plan Strategy Update	Complete by 2023
Planning and design <ul style="list-style-type: none"> • North Operations Complex • South Operations Complex • Cedar Falls Phase 2 • SMT Reconfiguration 	Complete by 2023 Complete by 2021
Construction <ul style="list-style-type: none"> • North Operations Complex • South Operations Complex • Cedar Falls Phase 2 • SMT Reconfiguration <ul style="list-style-type: none"> ○ Phase 1 Floor Consolidation/Improvements ○ Phase 2 Floor Consolidation/Improvements 	Complete 2026 Complete 2024 Complete 2025 Complete by 2024 Complete by 2022 Complete by 2024

Cedar Falls Phase 2



North Operations Center



South Operations Center



Seattle Municipal Tower



FACILITY OWNERSHIP

Figure 7 shows the updated ownership status of SPU's in-city facilities: some are SPU-owned, some are leased from FAS, and some are leased from private owners. DWW will be repositioning all crews from Charles Street to the SOC in 2020, leaving only the Materials Lab function at its current location.

- OWNED
 - A. NORTH OPERATIONS CENTER
 - D. BALLARD OFFICE BUILDING
 - E. NORTH TRANSFER STATION
 - L. OPERATIONS CONTROL CENTER
 - M. BEACON HILL BUILDING
 - N. SOUTH OPERATIONS CENTER
 - P. SOUTH TRANSFER STATION
 - Q. OLD SOUTH TRANSFER STATION/STS2
- LEASED
 - B. HALLER LAKE HOUSEHOLD HAZARDOUS WASTE
 - C. HALLER LAKE DWW
 - F. HALLADAY DECANT
 - G. SEATTLE MUNICIPAL TOWER
 - H. CHARLES STREET MATERIALS LAB
 - I. AWC BUILDING D
 - J. AWC WATER QUALITY LAB
 - K. CANAL BOILER WAREHOUSE
 - O. MEAD STREET
 - R. WEST SEATTLE DECANT
 - S. JOINT TRAINING FACILITY

FACILITIES BY OWNERSHIP STATUS

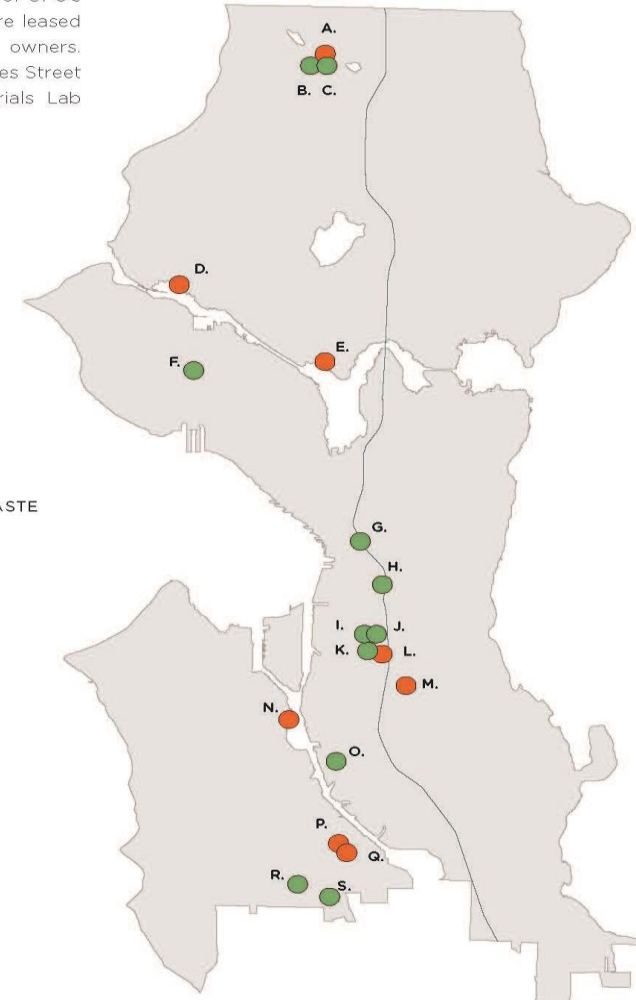


FIGURE 7.

Facilities Master Plan

Facilities Master Plan

Scope

- Determine long term needs of workforce facilities post-COVID
- Update the facility master plan with a revised delivery strategy for overall utility facility needs based on current conditions

Schedule

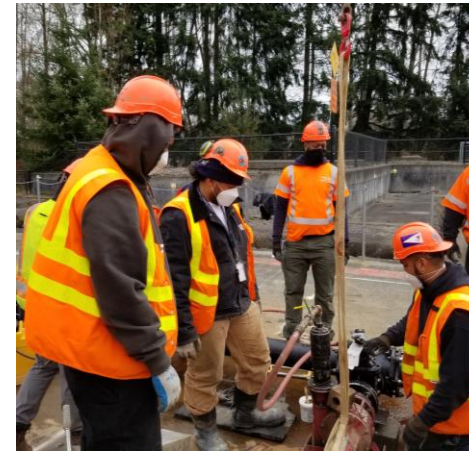
- In progress
- Planned completion by 2023



Water Pipe Worker Apprenticeship

Strategy: Foster a more equitable workplace, work culture, and better work opportunities

More than an employment opportunity ...



- Apprentices work with Journey-level Water Pipe Workers to construct, install, and repair SPU's water mains, services, valves, and fire hydrants.
- At the end of the two-year program, graduates become registered Journey-level Water Pipe Workers.

More details

- SPU's apprenticeship program is registered with the WA ST Dept of Labor & Industries and with US DOL
- Graduation requires 4,000 of On-the-Job Training (OJT) and 288 hours of unpaid related/supplemental instruction (RSI)
- Curriculum developed collaboratively with front line staff and South Seattle College.
- Rigorous OJT Skills Blocks developed with 1-on1 journey-level oversight
- The most diverse cohort of apprentices in SPU history
- Each apprentice is a potential 30-year investment for the utility



COVID-19 Relief Programs

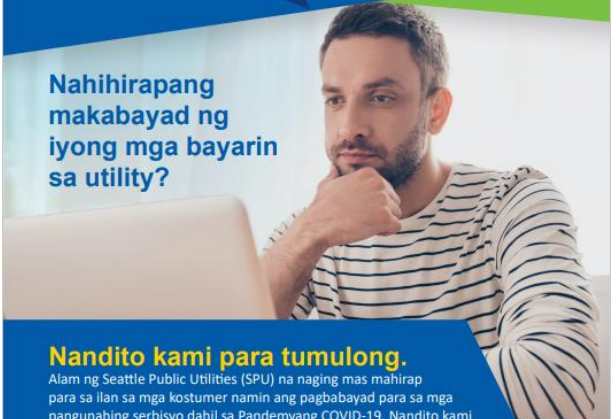
Strategy: Provide utility assistance that makes a difference

- COVID Related Efforts
- Utility Discount Program (UDP)
- Emergency Assistance Program (EAP)
- Community Donation Fund
- Lessons Learned: Opportunities Challenges



COVID Specific Relief Strategies

- No late fees or shut-offs
- Flexible pay plans
- Increased outreach
 - Materials available in seven languages
- Additional EAP support




Nahihirapang makabayad ng iyong mga bayarin sa utility?

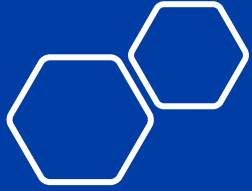
Nandito kami para tumulong.
Alam ng Seattle Public Utilities (SPU) na naging mas mahirap para sa ilan sa mga kostumer namin ang pagbabayad para sa mga pangunahing serbisyo dahil sa Pandemyang COVID-19. Nandito kami para tumulong. Maraming makukuhang sanggunian ng pinansiyal na tulong sa SPU.

Mga Plano sa Pagbabayad: Bayaran ang kayang mabayaran ngayon at bayaran ang natitira sa susunod na mga panahon
Sa pamamagitan ng isang plano sa pagbabayad, maaaring paghati-hatiing mga kostumer ang kanilang mga bayarin sa SPU at magbayad sa susunod na mga panahon nang walang singilin para sa mga nahuling pagbabayad. Makikipagtulungan kami sa iyo para gumawa ng planong angkop sa iyong badyet.

► **Mga Flexible na Opsyon para sa Pagbabayad**
Bilang tugon sa pandemyang COVID-19, sinuspinde namin ang kailangang 50 porsyentong paunang pagbabayad para maitaguyod ang plano ng pagbabayad at dinoble ang tagal ng panahon para makahabol ang mga kostumer sa kanilang bayarin mula 60 araw patungo sa 120 araw.

 **Seattle Public Utilities** **Tumawag sa amin ngayon 206-684-3000**

Tingnan ang kabilang bahagi para sa mas maraming sanggunian



Utility Discount Program

The Utility Discount Program provides bill assistance for seniors, persons with disabilities, and low-income customers

Household Size	Gross Monthly Income	Gross Yearly Income
1	\$3,118	\$37,416
2	\$4,077	\$48,924
3	\$5,037	\$60,444
4	\$5,996	\$71,952
5	\$6,955	\$83,460
6	\$7,915	\$94,980
7	\$8,095	\$97,140
8	\$8,275	\$99,300
9	\$8,454	\$101,448
10	\$8,634	\$103,608
Each additional	\$180	\$2,160

Household Size	Gross Monthly Household Income	Gross Annual Household Income
1	\$3,563	\$42,756
2	\$4,660	\$55,920
3	\$5,756	\$69,072
4	\$6,853	\$82,236
5	\$7,949	\$95,388
6	\$9,045	\$108,540
Each Additional	\$206	\$2,472

Emergency Assistance Program

Customers who qualify for emergency assistance can receive up to \$461 toward their utility bill

Community Donation Fund

- CDF is a new program to provide more assistance to utility customers
- Funds provide additional support through the EAP
- You can help by donating to Seattle Public Utilities' Community Donation Fund



**Lessons
Learned:
Opportunities &
Challenges**



Partnership Perspective & Dialogue

Kahreen Tebeau, Cesar Garcia, Brianna Kiarie



City of Seattle

Six Different “Levers”

Timing

Balance threshold

Payment plans

Shut-off fees

Reconnections

Low-income assistance



Future SBP Focus Area Planning - Stewarding Environment & Health: Potential Topics

- Shape Our Water update
- Ship Canal Water Quality Project
- South Park Resilience District
- Green Stormwater Infrastructure
- Food rescue innovation
- Waste Prevention Strategic Plan
- SPU Waste-Free Community grants



Shaping the Future

- Shaping the Future leadership convenings are designed to bring SPU employees together from across the organization.
- Goal is to build collective understanding of how our everyday work and decision making connects to and advances each of the Strategic Business Plan's four focus areas.
 - February: Empowering Our Customers, Community, and Employees
 - May: Stewarding Environment and Health

